

Developing a Tutorial Program

Carrie Drake, Iowa State University & Wendy LeBlanc, NC State University

Tutoring Structures

- Types and Forms
 - Types of Tutoring
 - Individual
 - Small group
 - Drop-in/walk-in
 - Team study hall
 - Test reviews
 - Travel with teams for away games
 - Forms of Tutoring Programs
 - Very structured – everything goes through central person
 - Less structure – students responsible for setting up tutorials
- Populations
 - All student-athletes
 - Specific populations
 - At-risk
 - High-profile student/sports
 - Sports with APR concerns
 - Are others in athletics included?
 - Cheerleaders
 - Student trainers
 - Team managers

Connecting with Campus Resources

- Encourage utilization of instructor/TA/GA office hours
- Utilization of general tutoring services on campus
 - Subject specific
 - Writing centers
 - Supplemental Instruction
- Honor society/club tutoring
- Department offered tutoring centers

Tutor Recruitment

- Academic departments
 - Mass mail outs
 - Department newsletters
 - Contact with advisors
 - Recommendations from instructors for specific courses
- Posting flyers
 - Student union
 - Campus recreation center
 - Buildings where subject areas are taught
 - Library

- Campus Groups
 - Clubs
 - Honor societies
 - Teaching Fellows
 - School paper
- Career Services
 - Online postings
 - Student job fairs
- Community
 - Other nearby universities (if others in area)
 - Local school teachers (especially elementary and middle)
 - Churches
- Word of Mouth
- Utilization of Current/Former Student Athletes

Tutor Selection Criteria

- Requirements to consider:
 - TGPA
 - Grade in tutoring subject areas
 - Classification level (freshmen, sophomore, juniors, seniors, grad students, etc)
 - Minimum number of hours for availability

Application Requirements

- Application
- Resume
- Biographical Sketch
- Transcripts
- Reference Letters/Forms

Interview Questions

- Create standard questions to ask ALL applicants during an interview:
 - Why do they want to tutor?
 - Know anyone on current staff? Social relationship with current student-athletes?
 - Tell me about any tutoring experience (formal/informal)?
 - What tutoring methods/strategies would be utilized when working with students?
 - Definition of academic integrity

Tutor Retention

- Incentives for return
 - 1st preference for scheduling
 - Pay increase (per semester/year)
- Tutor appreciation/recognition
 - Socials (at least once/semester)
 - Tutor of the month/semester/year
- Tutor involvement
 - Tutor Advisory Committee
 - Mentoring new tutors
 - Tutor newsletter

- Lead tutor trainings
- Invite tutors to events honoring student-athlete academic achievements

Tutor Training

- Initial Orientation
 - Review of policies/procedures
 - Guest speakers (Student Conduct, Compliance)
 - Case studies
 - Activities
 - Role play
- Late Hires
- Continuing Tutor Education
 - Workshops offered throughout the semester
 - Topics include:
 - Study Skills
 - Time Management
 - Working with At-Risk Students
 - Learning Challenges & Disabilities
 - Common Concerns
 - Subject Specific Roundtables
 - Methods:
 - Workshops
 - Online sessions
 - Reflection papers
 - Tutor created projects
- Connecting with Campus
 - Tutorial center/writing center on campus
 - Student health/counseling center
 - Tutor training courses offered through university
 - Major department trainings
 - Documentation required for off-site trainings (approval form, copies of handouts, etc)

Academic Integrity

- Tutoring occurs in a centralized & supervised location
- Tutors/students sign 'honor pledge'
- Tutor reports
 - What happened in session?
 - Date/time of session?
- Tracking reports
 - Follow up on missing reports
 - Monitor tutor/student cancellations, no shows, and rescheduled appointments

Protecting Tutoring with Online Courses

- Communication with instructors about what is allowed
 - Relay information to tutors, students, academic coordinators
- Policies at various institutions:
 - Students are not allowed to take online tests at center
 - Tutors are not allowed to tutor for specific assignment, but course content in general
 - No tutoring allowed at a computer
 - Red 'testing cone' placed on computer when student is completing an online assignment in the center

Paper/Writing Tutoring

- Varies tremendously from school to school
 - Trainings offered through campus writing center so everyone is following same policies
 - No athletic tutors are allowed to help with papers – referred to campus writing center
 - Copies of all papers/drafts are kept on file at the center
- Center trains own tutors on how to work with paper writing

Program Certification – College Reading & Learning Association (CRLA)

- www.crla.net
- International Tutor Program Certification
 - Provides recognition for programs/tutors
 - Offers set standards for training and skills
- CRLA certifies tutoring programs, not individuals.
- 3 levels (Regular, Advanced, Master)
 - 10 hrs of training & 25 hrs of tutoring required at each level
 - At least 3 different mode of training (workshops, videos, conferences, projects)
 - Tutor selection criteria
 - Tutor evaluation procedures
- CRLA Training Topics
 - Level 1 (Regular)
 - Tutoring & tutor responsibilities
 - Tutoring guidelines
 - Session techniques
 - Tutoring Do's and Don'ts
 - Role Modeling
 - Goal Setting/Planning
 - Communication Skills
 - Active listening & paraphrasing
 - Referral skills
 - Study skills
 - Critical thinking skills
 - Model problem solving
 - Compliance with program ethics/philosophy
 - Level 2 (Advanced)
 - Probing questions
 - Characteristics of adult learners/learning styles
 - Cultural awareness & intercultural communication

- Identifying & using resources
- Tutoring in specific subject areas
- Record keeping/documentation
- Level 3 (Master)
 - Assertiveness training
 - How to work with target populations
 - Administration & interpretation of learning style inventory
 - Structuring the learning experience
 - Training & supervising other tutors
 - Group management skills

Program Evaluation

- Assessment from campus group
- Online Surveys
 - Surveymonkey.com
 - Campus sponsored website
- Paper surveys
- Analyzing feedback & making policy changes