Furman University
Campus Peer Tutoring Program
Handbook

Coordinated by
Academic Success
in the
Center for Academic Success
Welcome Letter

Dear Tutors,

Welcome to Furman’s Campus Peer Tutoring Program, coordinated and supervised by the Academic Success staff in the Center for Academic Success. We are so happy that you are willing to be a part of our tutoring program this year.

It is important that you are aware of and understand the policies and procedures in place for Furman’s Peer Tutoring Program. This document should provide all of the information you need in preparation for your role as a tutor, and answer any questions you might have. We ask that you please read through this document carefully, directing any questions or concerns to Carol Hagood, Tutor Coordinator at carol.hagood@furman.edu or (864) 294-2104.

Being a peer tutor at Furman University carries a great responsibility and challenge. We know you’re up to the job! Your positive, professional relationship with fellow Furman students is essential to the success of our program. With your help, Furman students can reach their academic potential and do great things!

Again, welcome to the Furman University Campus Peer Tutoring Program! We look forward to working with you during the academic school year. We greatly appreciate your help, and understand that our program would not succeed without you. If you have any questions or concerns, please let us know!

Sincerely,

Academic Success Staff

www.furman.edu/cas
# Academic Success Staff

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[www.furman.edu/cas](http://www.furman.edu/cas)
FURMAN UNIVERSITY

PEER TUTOR JOB DESCRIPTION

PURPOSE:
Peer tutors are to work with students in their content areas of expertise. Peer tutors are hired in cooperation with the Center of Academic Success. Peer tutors help to clarify subject concepts for students, in hopes of helping students succeed in the course and ultimately their college career. Tutoring is a supplement to teaching.

QUALIFICATIONS:
• Peer tutor applicants should have a cumulative GPA of 3.0 or above and must have earned a grade of ‘B’ or higher in each course they are applying to tutor. Under special circumstances a GPA of under 3.0 will be accepted.
• Peer tutors must obtain faculty approval signature from the professor they took the course with or the department chair. Tutors must have the approval of the Tutor Coordinator. (Exceptions are AP, Transfer or Placement Courses)
• Peer tutors will submit all Federal I-9 documentation to Enrollment Services before hiring is completed.
• Peer tutors must be able to commit to tutoring for the entire semester.
• Peer tutor applicants must complete the mandatory Furman Peer Tutoring Success Tutorial which provides them with some knowledge and information necessary to tutor. Successful completion of the tutorial will enable the tutor to become an authorized student employee. This tutorial will be completed before any tutoring sessions and pay begin.
• Peer tutors must have good verbal and interpersonal communication skills.
• Peer tutors must have the ability to work with students from various backgrounds and with various skill levels.
• Peer tutors must have an excellent level of responsibility, reliability, and punctuality.
• Peer tutors must exhibit appropriate and professional behavior at all times.
• Peer tutor applicants who have an assistantship or TA/RA position need to clear the Peer Tutoring Program with their respective departments.

DUTIES:
• Schedule a training session with the Tutor Coordinator before you begin tutoring.
• Peer tutors work with students on a one-on-one basis or in small group sessions to answer questions related to course content, aid in comprehension of course material, and to help with studying the course material.
• Log tutoring hours into your electronic time card, found on your My Furman portal. Update office hours in Success @ Furman when necessary.
• Add notes to Success @ Furman with any tutoring activity using the “Outcomes” feature in your calendar after each tutoring session.
• Please notify your student(s) 24 hours in advance if you are unable to keep the scheduled session.
• Please notify the Tutor Coordinator with any changes to your tutoring situation (i.e. no longer able to tutor, changes to courses you tutor, etc.)
• Report to the Tutor Coordinator if the tutee(s) misses two appointments in a row or routinely arrives late.
• Wait 15 minutes for a student to appear for their appointment. If the student does not appear for their appointment, tutors may charge for 30 minutes of tutoring and make note of it in Success @ Furman.
• Tutors can contact professors, if necessary, to obtain course syllabi and materials or to discuss the course content.
• Attend mandatory tutor information sessions as required by the Tutor Coordinator.
• Complete the post-session survey after each session.

TUTORING BENEFITS:
• Paid position at $9.00/hour. Group tutoring at $11.50/hour.
• Work study not needed, but accepted.
• Opportunity to gain leadership experience.
• Help fellow Furman University students succeed.
• Get to know faculty members.
• Able to set your own work hours.
• Résumé booster.
Requirements for Peer Tutors

1. See Job Description for more details.
2. Peer tutors must have completed one semester at Furman.
3. Be able to effectively communicate subject matter to students.
4. Tutoring courses where AP credits have been approved by Furman will be permitted on an individual basis.
5. You should be able to tutor any foreign language classes below your current placement level. Exceptions will be made for native or fluent speakers on an individual basis.
6. You must have earned a letter grade of ‘B’ or higher in each class you wish to tutor.
7. Adhere to all University policies regarding ethical conduct and academic integrity in academic work. Please refer to Furman University’s academic integrity website for further details and see the Confidentiality Statement and Integrity Pledge on the application.
8. Tutors are expected to maintain confidentiality in regards to student information, student names, session content, student grades, and progress.
9. Peer tutors will check their Furman email at least once daily. This is the primary means of communication between Academic Success staff, students, and tutors.
10. Do not give writing assistance. For help with writing, refer students to the Writing and Media Lab to meet with a writing consultant.
11. All Federal I-9 documentation should be submitted into Enrollment Services before hiring can be completed. (See Enrollment Services for information)
12. After receiving an email from Carol Hagood, Peer Tutors must schedule a formal training session with the Tutor Coordinator before conducting tutoring sessions.
13. Peer tutors are required to close out every appointment, after each tutor session ends, using the “Time” and “Outcomes” tab in Success @ Furman. (See Furman Peer Tutoring Success Tutorial on our website or contact Carol Hagood). Failure to comply with this requirement may result in the disqualification as a tutor and termination.
14. Peer Tutors will receive three (3) warnings; two (2) verbal warnings and one (1) written warning for noncompliance to the above requirement, if there is a fourth (4th) violation, the tutor will be terminated.
15. Peer tutors may be contacted by an Evening Studies student for tutoring services. When you tutor an Evening Studies student, please make a note of this in the comment box when you close out the appointment.
16. After training, tutors may go into their MyFurman account and set up their office hours in Success @ Furman and their “Workday” payroll and time card account. Then go to Enrollment Services to verify their identification. All Student Employment paperwork must be completed before hire and any payments for tutoring are made. The Enrollment Services Office is located in the Administrative Building.
17. Peer tutors are required to set up their office hours and profile in Success @ Furman before they begin tutor sessions.
18. Complete the post-session survey after each session.
Expectations and Procedures

1. Tutors may not complete another student’s work or encourage plagiarism, deliberately or inadvertently, in any way. If you receive such a request, please bring it to the attention of an Academic Success staff member right away. If you are uncertain of what is permissible for a particular assignment, it is your responsibility to ask for clarification or request that the student clarify with their professor before you help them. Please refer to Furman University’s integrity website for further specifics on what constitutes plagiarism. [https://www.furman.edu/academics/academic-resources/academic-integrity/](https://www.furman.edu/academics/academic-resources/academic-integrity/)

2. Tutors are not a substitute for the instructor or professor.

3. Tutors are expected to maintain confidentiality regarding session content, student grades, and progress.

4. Tutors are expected to be on time for all sessions. If you must cancel, please let your students know 24 hours in advance or as soon as possible via telephone or email.

5. Tutors are required to wait 15 minutes for students if they are late. If the student does not arrive or contact you during that time, you are free to leave. Note: “no show” in the Outcomes in Success@Furman to close out the appointment. You will be compensated for 30 minutes of time. Please add this time to your time card.

6. Tutoring sessions will be limited to two (2) hours per week (per student, per subject). If a student requires additional time, the tutee must request it from the Tutor Coordinator. Additional time may be approved at the discretion of the Academic Success staff.

7. Tutors will check their Furman email at least once daily. This is the primary means of communication between Academic Success staff, students, and tutors.

8. Tutors are expected to complete a training session with the Tutor Coordinator and complete the Furman Peer Tutoring Success Tutorial before they begin tutoring, unless otherwise advised.

9. If you become busy and cannot take on more work; if you can no longer work as a tutor for any reason during the year, let Carol Hagood know and adjust your office hours in Success@Furman. You will be listed as unavailable for the current term and will be added back to the tutor list the following term or at your request.

10. Tutors are not to tutor during the class times or lab times of neither the tutor nor the tutee.

11. Be honest with your students when you do not know an answer. Encourage them to meet with their professor.

12. International students, who tutor, must adhere to the restrictions and regulations given by the U.S. Government and Furman University (See Connor Bradley in the Trone Center for more details).

13. Work Study students must adhere to the rules and regulations set forth by Furman University concerning work study compliance (See Enrollment Services for more details).

14. All tutoring appointments must be scheduled through Success@Furman.
Ethics:

1. Conduct yourself in a responsible manner and adhere to all University policies regarding ethical conduct and integrity in academic work. Please refer to Furman University’s academic integrity website for further details.
2. Work cooperatively with the Academic Success staff.
3. Be professional at all times.
4. Be respectful and courteous to your tutees.
5. Please inform the tutee if you need to cancel the appointment.
6. Be committed to your tutoring duties.
7. Tutors should increase the students’ ability to learn independently. Do not promote dependency.
8. Tutors should model effective academic behavior and organization.
9. Provide positive feedback to students; avoid using negative language.
10. Inform students that homework should be attempted prior to the tutoring session. This makes more efficient use of your time.
11. You are not expected to teach new material. Tutors are a supplemental learning resource. Suggest students see their professor or wait for the classroom lecture of asking about new material.
12. If you ever feel uncomfortable during a tutoring session or suspect academic dishonesty, end the tutoring session and inform the Tutor Coordinator immediately.
13. If a student requires help beyond what you are able to provide, please refer them to Academic Success staff or to their professor.
14. Contact Carol Hagood, Tutor Coordinator at carol.hagood@furman.edu or (864) 294-2104 with any questions.
Payroll Procedures

- Both group and individual time cards can be found in your “Workday” account.
- All entries must be made prior to 9:00 pm on the Sunday after the pay period ending date.
- If you are tutoring more than one student at a session, please let Carol Hagood know, for this is considered a group.
- Tutors are paid bi-weekly and by direct deposit.

Workday Timecard Instructions:

1. Log into your MyFurman account.
2. Click on the “Workday” icon (not the “Timecard” icon) and follow the instructions to get started with “Workday”. You will be asked to download the “Duo” app on to your phone.
3. After you’ve downloaded the Duo app and logged into your Workday account, you will need to go into the “Pay” icon to fill out your Pay elections and Withholding elections. You will need to have this done before you can get paid for the time you submit. [https://workdaytraining.furman.edu/train/2018/06/06/complete-federalwithholdingelections/](https://workdaytraining.furman.edu/train/2018/06/06/complete-federalwithholdingelections/)
4. Go by the Enrollment Services office to verify your identification as soon as possible.
5. Once you have completed the “Pay” information into “Workday” you will find a “worklet”/icon that says “Time” on your dashboard. In this worklet, you can enter time and submit it for approval. [https://workdaytraining.furman.edu/train/2018/06/27/how-to-enter-time/](https://workdaytraining.furman.edu/train/2018/06/27/how-to-enter-time/)
6. If you do not see this timecard, email Carol Hagood so you can be authorized or so that she can check the status.
7. I have also included a link of how to work with the “Workday” app from your mobile phone for future reference. [https://workdaytraining.furman.edu/train/2018/06/01/getting-started-with-mobile/](https://workdaytraining.furman.edu/train/2018/06/01/getting-started-with-mobile/)
8. You can save your hours every time you enter them by clicking on the “Save till later” tab, but when all of your hours are entered and you are finished tutoring for the pay period, click the box at the bottom that says “Submit”. Once you click on the “submit” tab your timecard will be locked and you will be unable to access it again. If you need to make further changes, Carol Hagood will need to unlock it for you.
9. When your hours are approved by your supervisor you will receive an email notification. Your paycheck will be direct deposited the following Wednesday.

Payroll Policies

1. If you fail to submit your timecard in the pay period it is due, contact the Tutor Coordinator.
2. Tutors are required to wait 15 minutes for students if they are late. If the student does not arrive or contact you during that time, you are free to leave. Note: “no show” in the Outcomes in Success@Furman to close out the appointment. You will be compensated for 30 minutes of time. Please add this time to your time card.

3. Falsifying your timecard will result in immediate termination of employment. Appointment reports are checked weekly, and timecards will be randomly audited for accuracy. Questions should be addressed to Carol Hagood, Tutor Coordinator.