



The Betty East Tutoring Center at Victoria College

Johnson Hall, Room 106
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www.VictoriaCollege.edu/TutoringCenter

STATEMENT of PURPOSE: The Victoria College Tutoring Centers are committed to offering enhanced tutorial services in multiple subject areas by hiring and training well-qualified professional and peer tutors, using CRLA Certification standards. The Tutoring Centers maintain a caring, supportive, and encouraging academic presence to the VC community by offering free one-on-one and group tutoring, semester-end reviews, and various workshops. These services are combined with well-equipped and comfortable Centers that provide an atmosphere conducive to the learning process through the availability of computers, printers, copiers, supplemental materials, and daily coffee/snacks.

Peer tutors are VC students who meet institutional requirements for tutoring, including GPA level and instructor recommendation. **Professional tutors** are non-VC students or degreed individuals who meet criteria for VC employment. All tutors must work toward CRLA Certification during the semesters they tutor.

Tutoring Session Guidelines

In keeping with this mission, Center tutors will work with students to solve problems or help them understand difficult concepts, assuming students have made an attempt to do so on their own prior to visiting the Center or submitting papers online. Tutors do not give answers or do homework or assignments for students. Tutors are limited when asked to give last-minute help for students who have not read their texts, kept current with the course material, or have not put forth a genuine effort of their own. Tutors may also assist with general learning skills, such as reading, note taking, organization, and study skills.

I. Students who use the Centers should prepare by:

1. Going to class, listening attentively, taking notes, and asking questions to clarify misunderstandings; a student who misses a class will be responsible for getting notes or reviewing the material before coming in
2. Reviewing notes, practicing problems, and reading the textbook
3. Attempting problems on their own before seeking help
4. Preparing several specific questions regarding their course material
5. Knowing what they want help with and what they want to accomplish
6. Making a genuine effort to do the work prior to coming to the Center
7. Bringing pencil/pen, paper, textbook, notebook, syllabus, current assignment, and any necessary notes or previous work to the Center

II. Students who use the Centers should expect tutors to:

1. Listen attentively and carefully
2. Help them identify difficulties they are having and develop strategies for addressing them
3. Help them identify and use the strengths they have to master difficult material
4. Help them work toward a genuine ability to solve problems and arrive at correct answers on their own
5. Give them time to work independently during the session
6. Help them learn successful study strategies
7. Decline to do work for unprepared students and ask that they review specific material before returning

III. Students who use the Centers should know that:

1. Another tutor may have to take over if the current tutor's shift is over or a tutor needs assistance
2. Some tutors may need to move to another student, but this does not mean that tutors are refusing to help
3. Tutors may rotate among several students when the Center is busy
4. Students may be asked to join a group working on similar material
5. Tutors do not have all the answers, as many are also students
6. Instructors can be consulted during their office hours
7. Only enrolled VC students may use the Center
8. Non-students who wish assistance must be working to meet entrance examination requirements in preparation for admittance the following semester and should call the Center for available times

IV. Appropriate behavior for using the Centers includes:

1. Coming to the Center ready to work
2. Participating actively in the tutoring session by listening attentively, responding and doing practice sets, and reflecting and asking specific questions to enhance understanding
3. Having patience for the tutoring process
4. Treating all tutors and other students with respect and civility
5. Not distracting or disturbing others, including bringing children to the Center, which is against VC policy
6. Not talking or texting on cell phones while participating in a session in the Centers

❖ **Remember that online tutoring requests can be submitted by using the form on the Tutoring Center website.** Please give all information asked for on the form so that tutors can best help with the assignment. Allow ample time for requests to be assigned to a tutor and returned to you. A 24-hour turnover is the goal for all requests, but waiting until a major assignment is due to submit a request does not always allow students time to make corrections or follow the suggestions from tutors.

Questions or comments?

Please direct questions and comments to:

Donna Rodriguez, Tutor Coordinator, at (362) 572-6473

or

Lisa Washington, Head Math Tutor, at (361) 573-3204