

# **Roger Williams University**

## **Writing Center**

### **Tutor Code of Conduct**

#### **2018 - 2019**

## **Practices and Policies**

1. The Writing Center is part of The Tutoring Center, which is part of the Center for Student Academic Success (CSAS). The director of the Writing Center is the Associate Director for Tutorial Support Services, Karen Bilotti (extension 3630). The Secretary for Tutorial Support Services (TSS) is Wendy MacDonough. The phone number for TSS is 254-3219. You should address your questions or concerns about tutoring to Karen and any payroll questions to Karen (email [kbilotti@rwu.edu](mailto:kbilotti@rwu.edu)) or Wendy (email [wmacdonough@rwu.edu](mailto:wmacdonough@rwu.edu)).

2. The ADP system is used to calculate tutor payroll. For this system, tutors use their RWU Unicard to swipe through the ADP readers to record their “time-in” and “time-out” for each shift. Writing tutors will swipe in the Library (the reader is located on the first floor of the Library, near the elevator). Please be sure that you select the right line for your tutoring job. (I’ll explain that part in our first meeting!)

ADP is an all-University payroll system. Falsification of hours or other misuse of the system will result in termination from tutoring and loss of your work study award.

Guidelines for ADP are as follows:

- Tutors may not begin work until they have completed their work study paperwork with the Financial Aid office and brought their packet to Wendy.
- **IMPORTANT: IF YOU FORGET TO SWIPE OUT AT THE END OF YOUR SHIFT, DO NOT SWIPE OUT AT A LATER TIME. YOU MUST CONTACT WENDY** ([wmacdonough@rwu.edu](mailto:wmacdonough@rwu.edu)) **OR KAREN** ([kbilotti@rwu.edu](mailto:kbilotti@rwu.edu)) **BY EMAIL AND LET HER KNOW WHEN YOU ENDED YOUR SHIFT. THE NEXT DAY, YOU CAN RESUME SWIPING IN AND OUT.**
- UNICARDS must be activated prior to swiping. Dining Services will activate your card if the reader fails to read it properly.
- Tutors must swipe in and out for all Writing Center tutoring, class hours, and training sessions. ADP calculates the time worked to the nearest hundredth of an hour.
- Tutors may only swipe their own cards through the ADP reader. Giving your card to another tutor for swiping and/or swiping another tutor’s card is cause for termination and loss of work study funds.
- Employees are expected to stay in the tutoring center area during their tutoring hours. Tutors must swipe-out and swipe back in for absences that last longer than 10 minutes.

Tutors are paid every two weeks. The schedule is posted in TSS. Questions about your paycheck should be directed to Wendy or to the Financial Aid Office.

**3. No student may work more than 6 hours in a shift, 8 hours in a day, or 20 hours in a week (35 hours a week when school is not in session). Students MUST take a ½ hour break after working 6 hours in a shift.**

4. Tutors are required to post a name card on the table where they are sitting.

5. If you are going to be absent or more than a few minutes late, you must call TSS at 254-3219; please leave a message with Wendy (or the front desk assistant) and they will inform me.

6. Tutors must maintain regular, scheduled attendance. If for some reason you need to change an hour one week, please let Karen know in writing. Students depend, and I depend, on you to be at work when you are scheduled.

7. There should be no more than 5 peer tutors on duty at a time.

8. Please be sure that all students record their visit at the front work station using the TutorTrac system. This is an appointment recording and making system and tutors must ensure that tutees check in and out. Please escort all tutees to the front desk if they have not registered for their appointment. This is an important record that is used by instructors and Deans.

9. On occasion, tutors are asked to cover the Tutoring Center front desk. Please answer the phone in the following manner: "Tutoring Center. May I help you?" Please respond to Wendy's requests for help in a prompt, positive, respectful manner.

10. Tutors are expected to behave in a professional and respectful manner toward all University staff, faculty, and students.

### **11. Food in TSS: Carry in--Carry out**

Take-out containers must be completely covered and contained in the tutor's backpack or a closed bag when entering the Library. After eating in the Writing Center, tutors must clean their area completely. We kindly ask that all trash and empty take-out containers be carried out of the Library building when the tutor ends a shift. No food containers or other debris should be deposited in the Writing Center.

### **When I'm not tutoring...**

12. When you are not tutoring, you must first read any assigned articles posted on the web site (during tutoring hours, of course); the address is <http://www.rwu.edu/academics/academic-services/tss/writing-center/tutor-education> . You should consider reading assigned texts part of your professional responsibility.

13. If you have read the articles and there are no tutees in need of assistance, you may do your homework.

14. All tutors should access the lively discussion sites for peer tutors, including Grammar Girl: Quick and Dirty Tips for Better Writing (<http://grammar.quickanddirtytips.com/>), The Praxis

Blog (<http://projects.uwc.utexas.edu/praxis/?q=praxisblog> ), and PeerCentered (<http://www.peercentered.org/> ).

15. **COMPUTER & CELL PHONE POLICY:** Tutors are allowed to use the stationary computers in the Writing Center if they are not needed by a student. However, students who come in for tutoring have priority over tutors for the computers. Tutors who use the computers must be responsive to the needs of students who come in to the Center, as well as their fellow tutors who may have an increased work burden as a result of tutors who absent themselves through prolonged computer use. **There should be no cell phone conversation in the Writing Center at all and texting should be limited to emergency need only.**

**IF YOU HAVE AN EMERGENCY, PLEASE GO OUTSIDE THE LIBRARY TO MAKE YOUR PHONE CALL.**

16. Earphones. No earphones. Not even just one.

**17. Unnecessary or loud noise will not be tolerated. The Tutoring Center is an office area; we are conducting business, meeting with parents and faculty members, and tutoring students. Please be respectful of our academic environment.**

## Philosophy

1. Tutors will put forth their best effort to facilitate the learning process by building rapport, challenging students to greater and deeper understanding, and serving as mentors for students who are new to the academic discourse community. The tutoring centers ideally serve as an academic community of practice, where students strive to make meaning and forge identities, learning is reciprocal and taking ownership of work is the ultimate goal.

Through our tutoring philosophy, we also seek to create an environment that is productive, welcoming, and inclusive for all learners. We want to challenge our (possibly) long-held assumptions about language and what makes “good writing” by asking ourselves what lens we are using to critique a writer’s ideas, content, word choice, and grammatical structure. In the text *Writing Centers and the New Racism: A Call for Sustainable Dialogue and Change*, Nancy Grimm, in the chapter entitled “Rethorizing Writing Center Work to Transform a System of Advantage Based on Race,” disrupts the motto that for so long informed writing center work: Stephen North’s dictum that “our job is to produce better writers, not better writing.” Her philosophy looks to the ideal: “If the aim of writing centers were to challenge the privileging mechanisms in literacy education, then a writing center might advertise itself as a place that makes a ‘better institution’” (87).

2. **You must be enthusiastic and ready to tutor!** When a student comes in to the Center for help, please greet the student with a cheerful “Hi. What would you like to work on today?” Students should not have to stand and wait for someone to agree to tutor. If there are several tutors in the Center, you can agree before a student comes in who will help the next student. You can also, if there are enough tutors on duty, ask the student what subject he or she needs help in; if the course is other than Introduction to Academic Writing or Expository Writing, a tutor with experience in that course would be the logical choice.

**3. It is imperative that we provide an atmosphere that is comfortable and inviting to students. During a tutoring session, you should be fully engaged in working with a particular student or students; you should not, for example, be doing your own homework or talking with other tutors. Likewise, tutors must be respectful of tutees and of their fellow tutors who are in the process of tutoring; please keep noise and distractions to a bare minimum while tutoring is in session.**

4. Tutors must respect the confidentiality of all students; do not discuss with other tutors a particular student's grades, ability, or personality. You may discuss, in generic terms, a tutoring experience you would like peer feedback on. In such cases, avoid using names and any other identifying particulars. You might want to use a generalized hypothetical: What is the best way to help a student who doesn't understand comma splices? If you have concerns about a student's academic performance, please see Karen or confer with one of the faculty tutors.

5. Golden Rule: Tutors must **never, ever** criticize an instructor's personality, assignments, or teaching methods.

Written by Karen Bilotti  
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