Tutor Policies & Procedures

1. Pay Dates / Timesheets
All employees are paid on the 15th day and the last day of each month. You will have a web based official timesheet to fill out and submit for each pay period (http://myrecords.lonestar.edu).

2. Limit on Hours
The Lone Star College policy for a part-time employee states that, except in emergencies, the total weekly workload for part-time work in within the Lone Star College System cannot exceed 19.5 hours. For example, an adjunct who teaches 16 hours per week cannot provide more than 3.5 hours of paid tutoring per week.

3. Signing In and Out
You must sign in and out of AccuTrack when you start and end your scheduled tutoring session.

4. Overtime
You will be paid only for the agreed, scheduled hours that you actually work. You will not be paid for unauthorized overtime.

5. Attendance
As tutor times are advertised to students, regular attendance and punctuality are extremely important. If you must be late or absent, please call your Program Manager / Program Coordinator or call the Tutor Service Desk at 281.290.3279. Leave information about your absence so that a sign can be posted for students.

6. Badge
You should wear an official LSC - CyFair Tutor badge at all times while you are working as a tutor. If you do not have a badge, please ask your Program Manager / Program Coordinator for one.

7. General Conduct and Behavior
As a tutor, you are a representative of the college, and so your general behavior while on duty should reflect the behavior expected of all college employees.

8. Visibility
While on duty, you should actively watch for students who may need tutoring or other help.

9. Non-tutoring Duties
When on duty and not tutoring, you should carry out tutoring-related tasks before giving time to non-tutoring matters. Tutoring-related tasks might include studying materials on tutoring theories and techniques, preparing materials for use with tutees, familiarizing yourself with Tutoring Program services, answering the Tutoring Area phone, and tidying up the Tutoring Area.
10. **Inappropriate Behavior**
You should avoid all physical contact with tutees and should not make comments of a personal nature. In addition, you should not give or solicit personal information such as addresses or phone numbers.

11. **Non-college Tutoring**
You may display business cards for private tutoring but any such tutoring must take place outside your scheduled hour.

12. **Phones**
You may use personal cell phones and the Tutoring Program phone only for short emergency messages.

13. **Food and Drink**
You may drink water, coffee, etc. and eat small snacks while you are on duty but not tutoring.

14. **Leaving the Tutoring Area**
While on duty but not tutoring, you may leave the Tutoring Area (e.g., to get coffee). However, you should inform a Program Manager, Staff Assistant, and/or other tutors on duty before leaving. Absences should be as brief as possible.

15. **Tutor Training**
All tutors are required to start participating in our CRLA Tutor Certification Program within their first year of tutor service. Level I certification requires that you participate in ten hours of training sessions; you are paid for these hours at your normal tutor rate. Completing Level II and Level III certification leads to increases in your tutor pay rate.

16. **Tutor Development**
All tutors are expected to attend any general tutoring meetings and non-CRLA training workshops organized by the Program Managers.

17. **Observation and Evaluation of Tutors**
The Program Managers are responsible for monitoring and maintaining the quality of the Tutoring Program, and for carrying out formal evaluations of tutor performance. So your Program Manager / Program Coordinator may come to observe part or all of one of your tutoring sessions. She/he will also hold a performance evaluation interview with you each year.