Learning Support Services Handbook

This handbook was written with information gathered from the current UAW contract and the operating procedures of LSS. Moreover, this handbook was written in good faith, but if any discrepancy should arise, it is understood that the Memorandum of Understanding with the UAW and Campus policy will prevail.

“Tell me and I forget, teach me and I may remember, involve me and I learn.”
~ Benjamin Franklin

Updated: March 2016
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Learning Support Services:
Learning Support Services (LSS) provides academic support services for more than 200 courses per year and usually serves over 35% of the undergraduate class at UCSC. Many of the programs are attached to a specific course. The reason LSS can support so many students is because of amazing tutors and Learning Assistants like you! Throughout the years, LSS has established four main programs: Modified Supplemental Instruction (MSI), small group weekly group tutoring, weekly individual tutoring for writing and writing across the disciplines courses, and Drop-in Math and Writing tutoring. LSS also works with other departments on campus and helps support EOP students, Transfer and Re-Entry student, and students who are in currently in academic difficulty.
As an employee of LSS you play an integral part of the unit. In your position, you will provide academic assistance to a variety of students- some who are struggling, some who are doing really well, some who may have a learning difference, some who like the group learning environment, some from great high schools, some from under-resourced high schools, etc. Your goal for the sessions will vary but should always revolve around getting the students to work together to find answers and/or work through problems/concepts with your tutoring assistance and also getting them to demonstrate the knowledge they are gaining in the sessions.
All of LSS’ positions require you to get to know your students in a way that will help you assist them in understanding the material and course concepts. You are not here to teach them everything they need to know to pass the course- you are here to help them develop ways to understand the material on their own. The collaborative tutoring environment provides a space where students can become more active and involved in their own learning processes. As a tutor, you will be responsible for facilitating this environment.
Weekly Small Group Tutors:
Preliminary Timeline and Basic Responsibilities for Small Group Tutors

1st week of the quarter:

- Choose your tutoring session availability following LSS guidelines and post your session availability on OTSS before the first Thursday of the quarter.
  - After you post your availability on OTSS, LSS goes in and reviews your sessions to make sure they follow LSS guidelines. If we see any problems LSS will contact you to fix them. LSS will also email you as soon as your sessions have been verified.
    - Once your sessions have been verified you will no longer be able to edit them. If you would like change something about your session, please contact LSS.
- Contact the instructor of the course and ask to set up a meeting and to make an announcement in the course to advertise your tutoring sessions.
  - Let students know when OTSS opens and the times of your sessions. Do not give the locations of your sessions. We want students to sign-up through OTSS to keep the session sizes small. Giving the class your session’s location will encourage students to just show up.
- OTSS opens on Friday at 5:00PM of the first full week of the quarter.

2nd week of the quarter, tutoring sessions may begin:

- If students have signed up to your sessions 24-hours before they begin, you will be required to hold the sessions.
  - If no one has signed up for your sessions, you are not required to attend the tutoring sessions. Tutoring sessions are considered scheduled (i.e. you have to attend) once a student has signed up.
- At your first session, establish your expectations of the students and tutoring session.
  - Inform them of the no-show policy, that the students should come to each session prepared (Coming prepared to the session mean something different for your class, like having readings done, assignments started, etc.), and that you are meant to be an additional resource, not a replacement for class, homework, section etc. Feel free to ask the students what they are expecting for the session too!
- If your sessions are filling up quickly, LSS will contact you about posting more availability or increasing the size of your sessions. Make sure your respond to these emails!
  - We will not increase the session size without your permission.
- Drop students per no-show policy.
  - Reminder: you must email LSS (lss@ucsc.edu) the to drop the student
- It’s still okay to make an announcement this week and/or meet with the professor!

3rd week of the quarter and onward:

- As students request tutoring for other courses not initially supported by LSS, LSS may contact you to ask if you would like to work with the requested class.
  - This is considered an additional assignment and you do not have to accept it if you do not wish to. If you are too busy, please let LSS know so we no longer contact you for the quarter.
- Follow LSS policy about requesting Exam Study Sessions
- Drop students per no-show policy
- If you have a schedule change and need to change your availability, please contact your supervisor.
- LSS sends out mid-quarter evaluations and end of quarter evaluations to your students, please encourage them to submit an evaluation for you
- OTSS closes at the end of the 8th week of the quarter
Choosing Days, Times, and Locations for Your Sessions

Choosing good days and times for your session will be one of the most important factors in attracting students to your sessions. Remember, you are to start with posting three available session times for the class or classes you have been assigned unless directed otherwise by a Tutor Coordinator. The number of sessions you ultimately hold each week will be dependent on student demand, your availability, and approval by a Tutor Coordinator.

Choosing a Location:

All tutoring sessions are required to have a specific meeting location posted on OTSS. The location must be on campus in a public semi-academic space (meaning no residence halls, residential lounges, or cafes that play music). This meeting location might not be the exact space where the actual tutoring session will take place, but is where you will meet your student(s). Acceptable locations must include a specific spot, including building name, floor, room, and/or physical marker/landmark.

Please consider set-up of the room, noise level, difficulty in finding location, etc. when choosing your location. Here is a list of popular tutoring locations:

1. Jack Baskin School of Engineering, Jack's Lounge
2. Thimann labs, 3rd floor conference room
3. S&E Library near message board and entrance/S&E library, meet at front desk
4. Crown Library
5. Crown Fireside Lounge
6. ARCenter Room 221, by the front desk
7. ARCenter room 216
8. Casa Latina
9. College Ten - Angela Davis Library (to access this library you have to be a College Ten student)
10. Oakes Learning Center
11. Stevenson Fireside Lounge
12. McHenry Library, meet at the couches by circulation desk
13. Linguistics Learning Center
14. University Center (above College 9/10 dining hall)
15. Porter Lounge
16. Namaste Lounge in College 9/10
17. Oakes Library
18. Social Sciences 1 Conference Room
19. Writing Center in Baobab Lounge-Merrill College
20. Kresge Town Hall

Choosing Days:

Each tutoring session should happen on a different weekday and on different time each day.

Regular tutoring on weekends is discouraged because it means that you and the student are committing to coming to campus every weekend (meaning no going home, no going out of town, etc.). In general, you want to provide a variety of times for your sessions. Holding all of your sessions on the same day would not give students a good selection to choose from. If you already know that the class you will be working with has regular assignments due, you may want to structure your sessions around assignment due dates.

To ensure students have a variety of sessions, please do not “duplicate times.” When you duplicate a time, you essentially pick the same time on a different day but the time chosen is associated with the same class block. Say you decide to hold a session on Monday at 2:00PM. Since you chose this time, you cannot post a session on Wednesday at 2:00pm, since it falls within the same class block (MWF 2:00-3:10PM). So, a student who is enrolled in a Monday/Wednesday/Friday class from 2:00-3:10PM would not be able to make a session Monday at 2:00pm nor Wednesday at 2:00PM. This is a situation we try to avoid.
Choosing Times:
Please start by checking the course time- it may sound silly but, year after year, someone ends up posting a session during the class time (needless to say, nobody ever signs up for that session!). You may want to also check for discussion times (if they are required), labs that are associated with the course, and, of course, avoid professor office hours if possible.

Tutoring sessions are always one (1) hour long. To encourage group sessions, you must post your availability **within class time blocks**. This means that a session cannot start during one class lecture block and continue on into another time block. Tutoring sessions that end at the start of another class block is not acceptable either, as they do not give the students sufficient time to travel to their next class.

**Correct Session:**
- Example of session that **does not cross** class blocks:
  - Tuesday 12:30-1:30pm (this is a good time).
    - It also gives students plenty of time to get from class to the tutoring session and vice versa.

**Incorrect Session:**
- Example of session that **does cross** class blocks:
  - Wednesday from 1:30-2:30pm
    - A student in a 12:30-1:40pm class would not be able to attend, nor would a student in a 2:00-3:10pm class.

In short, things to consider when selecting a time:
- Course lecture time
- Professor office hours
- Holding a session before 9:30am or after 8:00pm.
- Not crossing class blocks or duplicating times
- Giving students travel time
- Giving a variety of times for your sessions
- If possible, consider discussion sections, and/or labs times for the class

To assist you to choose a good time, we have created this list of ‘acceptable times’. Any of these times are okay to post a session during. If a time is not on this list, chances are there is an issue with the time you have chosen. Please keep this list handy while you are setting your tutoring availability.

<table>
<thead>
<tr>
<th>All Possible Tutoring Times in the Week</th>
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<tbody>
<tr>
<td>MWF: 9:30a-10:30a</td>
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<tr>
<td>MWF: 9:45a- 10:45a</td>
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<tr>
<td>MWF: 11:00a-12:00p</td>
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<tr>
<td>MWF: 11:15a-12:15p</td>
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<tr>
<td>MWF: 12:30p-1:30p</td>
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<td>MWF: 12:45p-1:45p</td>
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<td>MWF: 2:00p-3:00p</td>
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<td>MWF: 2:15p-3:15p</td>
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On-Line Tutor Sign-up System (OTSS) Instructions

Getting Started in OTSS:
The following information will help you to use OTSS’ features to update your personal information; enter, update and view your availability; delete unverified tutoring sessions; view who has signed up to be tutored by you and view the waitlist.

1. Log on to https://eop.sa.ucsc.edu/OTSS/tutors/
2. Type in your SID (Student Identification Number) and date of birth. Click Enter.
3. The first time you log on, the site will prompt you to enter the necessary personal information.
4. Once in the main menu, you can choose from the following:
   - **Account Options**: This option allows you to update your personal information (address, phone number, e-mail address, personal statement, etc.).
     NOTE: It is important that you verify your email address. OTSS will send emails to the account that you specify.
   - **Schedule Options**: This option allows you to add tutoring sessions and view students currently signed up with you. There will be three submenus from which to choose:
     - **View/Modify/Print**: This page displays your current tutoring availability. It will show your tutoring day, time, subject, and the number of slots available for students to sign-up. It will also allow you to add and delete (unverified) tutoring sessions.
     - **View/Print Listing**: This page displays all tutees that are currently signed up in your tutoring session(s).
     - **View Waitlist**: This option will allow you to view the list of students who are currently waiting for a tutor. We encourage you to view this list often and to contact the students you are able to tutor.

Adding a Personal Statement: You can do this by clicking on “Account Options” on the OTSS main page. By providing some information about yourself, you can help tutees feel more comfortable signing up to work with you. You might want to include in your statement:

- Your year in school, college, major, etc.
- What you like about your subject matter
- Classes you have taken
- Future plans
- Hobbies
- Anything else that will make them feel more comfortable working with you.

*Remember you are representing UC Santa Cruz and Learning Support Services. Please be professional when writing your personal statement.*
How to Add your Tutoring Availability Times:

1. Log in and choose Schedule Options.
2. Click Add a new session.
3. Select whether you are posting a “Subject” or “Writing” session.
4. Fill out required information:
   a) Select the Day and Time you want to hold your tutoring session. Tutoring sessions are 1 hour long.
   b) Subject – choose the subject for your course (ex. Math, Physics, Economics)
   c) Class Number: type the exact class number/letter for the subject you are tutoring.
      o Do not enter leading zeroes
         ▪ Ex) Span 6 NOT Span 006
      o Do include the letter, if applicable
         ▪ Ex) Psyc 119H, Biol 80A
   d) If the class you are tutoring is “cross-listed”, please check with the tutor coordinator to see which class to post your availability under.

Important: If you do not correctly enter the class number/letter, students will not be able to find your sessions!

If you tutor more than one class: You must create a new tutoring session for each subject. DO NOT ADD A SECOND SUBJECT!

5. Click “Add Tutoring Session
6. Submitting additional sessions using the “Duplicate” function:
   A. Under “Select a tutoring session to duplicate:” click “Submit”
   B. Change Day and Time
   C. Click “Add Tutoring Session”
   D. Repeat process as required
Contacting the Professor:

At the beginning of each quarter the tutor coordinator contacts course instructors to notify them that there will be tutoring support for the class. In the email, the tutor coordinator informs the instructors who the tutor is, what type of support LSS is offering, and when students can sign-up for tutoring. Remember, when you are emailing the professor you are representing not only yourself but Learning Support Services as well!

After this, the coordinator will ask you to contact the instructor to introduce yourself. In your email, we encourage you to introduce yourself (if the instructor does not know you) and set up a 30 minute meeting to go over what the instructor would like you to cover in the tutoring sessions. In the meeting, you can also ask the instructor if you can make an announcement in the class to advertise the service. If the instructor would like more information about the program, you can ask them to contact the coordinators of the Weekly Small Group Tutoring Program, Sharon Castro (stcastro@ucsc.edu), the assistant director, or the director of LSS, Holly Cordova (hcordova@ucsc.edu).

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Example of initial email to instructor:
Dear Professor [ENTER PROFESSOR’S NAME],

I am [ENTER YOUR NAME], the tutor for [ENTER CLASS]. I am writing to you to see if you might be willing to meet with me during your office hours to talk about the tutoring service and discuss any preference you may have in terms of what I should and/or should not cover in the tutoring sessions.

I am also writing to ask if you might allow me to make a short announcement to the class about my tutoring services. The announcement should take less than 5 minutes and, if you let me know when might be a good day, I can come at that day or time.

Let me know if you have any questions. The coordinator of the tutoring program is also available if you have any questions or would like more information about the program. The coordinator is Sharon Castro (stcastro@ucsc.edu)

I am looking forward to supporting your course this quarter.

Thank you,

[ENTER YOUR NAME]
Class Announcement Guidelines:
The initial announcement is very important to your success as a tutor. It will provide the students with information about the service, how to sign up, and what to expect from the sessions. For many students, your announcement will be an important factor in influencing their decision to seek tutoring. You want to present yourself as knowledgeable, professional and approachable— all at the same time! If you are assigned to a class that also has MSI support please do not make an in class announcements, talk to the coordinator about how to communicate with the professor and or TA’s. If you have low utilization in your tutoring sessions and would like to make a second announcement in class, please discuss that with the tutor coordinator.

Please take time to practice your announcement, as even experienced speakers get nervous.

Guidelines:
- Should be a self-introduction, including a brief review of academic qualifications
- A brief discussion of the tutoring program. Stress the collaborative aspects!
- Include information about how to sign up
  - SHOULD NOT include days/times/locations of sessions (students should be told to find the times on the OTSS system).
- Give students your email so that they can contact you if none of the times work for them.
  - Writing it on the board prior to making your announcement is a good idea.

Example:
"Hi my name is (NAME HERE) and I am the tutor for this class. I took this class (last quarter, last summer, etc.) and did really well. I really enjoyed it when I took it and really want to help you guys understand the course concepts too! In my sessions we will be doing a lot of group work where I facilitate interactive learning activities and engage you in critical thinking skills, problem solving, and effective course specific study strategies. Best of all, my sessions are free! You can sign up for my sessions by going to the Learning Support Services' website (Google: UCSC LSS) and selecting "Small Group Tutoring" on the right-hand side. In case you cannot make any of my sessions, we can try to arrange another time if you email me at (EMAIL HERE). It’s also written on the board so please copy it down. I am looking forward to meeting you and working with you- hope to see you in my sessions!"

Obviously you can cater this to your personality, experience, major, etc. For example, if you have tutored that class before you may want to highlight that. Or, if you have worked as a tutor for several quarters but with a different class, you may want to include that you are an “experienced tutor.” If you are a senior in the major and the course is a part of that major that may be something you want to include. Basically, anything you think will attract students to your session. Remember, you are representing LSS so you are expected to act professional at all times.
Preparing for your Sessions:
You are expected to arrive at your session with a tangible idea of what should be covered that day and carry out that plan in a manner that creates an interactive environment and gets all students to participate. Your sessions should revolve around the student work that week. When preparing for your sessions, you should try to anticipate what material will be difficult and review that material. This way, you are prepared for questions students may ask.

All tutors are paid one hour a week for prep time as long as there is at least 1 student signed up for a tutoring session. If you are a learning assistant for the same class that you tutor for, you are not paid additional prep time. Payment for session preparation is dependent on how many classes you are working with:

- If you are working with one class:
  - One hour of prep time per week

- If you are working with multiple classes:
  - One hour of prep time per week PER CLASS

Things you can do to prepare for your session: Choose practice problems from the homework set or assigned area of the book, read lecture notes/slides, review readings or chapters, ask you student to send e-mail you questions ahead of time so you know where they are in the material, etc. Remember, you are not expected to read material that was not taught in the class when you took it. Be sure to look at the syllabus carefully with the student so that you are both clear which areas you can be most helpful.

Please remember, if you need help coming up with ideas on how to prepare for your sessions, talk to the coordinators! They may have ideas that you have not thought of yet or can help you come up with ideas that work specifically with your discipline.
Contacting students once they have signed-up for a tutoring session:

When a student signs up for your tutoring sessions, you will receive an automatic email from OTSS titled: “UCSC Learning Support Services OTSS - Tutor Session Signup Confirmation.”

In the email it will tell you who signed up for your sessions, for what subject and on what day and what time. This email is sent to you and the student who signed up is copied CC’ed on the same email. It is your responsibility to contact the student within 24 hours after signing up for the session. DO NOT simply “reply” to the OTSS-generated email. This is an email that is sent to the student and you CC’ed on it; therefore, when you hit “reply”, you are responding to the system, not the student. To reach the student, you need to either copy or paste his or her email, or click on “reply all” and delete “learning_center@ucsc.edu” from the address box.

OTSS also keeps a list of your students and their emails and phone numbers. You can find this information by selecting “Account Options” and then “View/Print listing of tutees signed up for your tutoring sessions.”

To give you an idea as to how to compose the email, we have created an email template for you to use, available at: http://lss.ucsc.edu/employee-resources/lss-handbook.html. Please feel free to customize the email as you see appropriate.

Example of first email to student:

Dear [ENTER STUDENT’S NAME],

I am [ENTER YOUR NAME], the small group tutor for [ENTER CLASS]. I can see that you signed up for one of my tutoring sessions. Our first session will be [INSERT DATE OF FIRST SESSION]. We will meet at [MEETING LOCATION]. When you get to [MEETING LOCATION], look for me as I will be wearing [ENTER DESCRIPTION]. I will also be looking for you. If you have not done so already, you can search for a picture of me on the Online Tutor Sign-up System (OTSS), by searching for [ENTER CLASS] again and clicking on my name where you see the available sessions

To make the most out of our tutoring sessions, please bring the course syllabus, textbook/reader, your personal planner, homework assignments (even if you haven’t completed them yet) and any other course-related material that might help us get the most out of the session. The sessions will be interactive, so I will be asking questions and encouraging you to participate in group work, problem-solving, discussions, etc. I will not be giving you answers or doing homework problems for you, but I am really experienced with the course material and we are going to work to make sure you understand it so you can be successful in the class! Please come prepared with any questions you might have and feel free to shoot me an email with any questions you have about the upcoming session. Unfortunately, I cannot answer questions about the course-content through email but I will definitely be able to do that in the sessions!

Please remember that if you miss the first session you will be automatically dropped, so please be sure to attend our first session.

I look forward to working with you this quarter!
Session Attendance and No-show Policy:

Learning Support Services has strict policies regarding attendance. It is important to review these policies with your student during their first sessions.

Students must attend their first session and is only allowed one forgiven absence, provided it is not the first session. A ‘forgiven absence’ is when a student gives you 24 hour notice that he or she will not be attending the session, or less than 24 hour notice when it is due to an emergency (illness, family emergency, etc.).

If a student has an unexcused absence the student should be automatically dropped from the tutoring session. An ‘unexcused absence’ is when students do not give you a 24 hour notice that they will not be attending the session or if the notice is than 24-hours and the reason is not an emergency. Email the student and LSS if this occurs. As stated in the small group tutor work policies, you are paid for the full hour at the individual rate. Please record it appropriately on your summary sheet.

<table>
<thead>
<tr>
<th>LSS No-Show Policy Quick Tips:</th>
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</thead>
<tbody>
<tr>
<td>1. A no-show is considered to be a session where the student</td>
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<tr>
<td>signed-up does not show up or the student cancels the session</td>
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<tr>
<td>less than 24-hours in advance.</td>
</tr>
<tr>
<td>2. If there are multiple students in the session and only 1 student</td>
</tr>
<tr>
<td>does not show up, this is not a no-show session. No-show sessions</td>
</tr>
<tr>
<td>are only if NO students show up.</td>
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<tr>
<td>3. A student must attend their first session and is only allowed</td>
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<tr>
<td>one forgiven absence, provided it is not the first session.</td>
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<tr>
<td>4. A forgiven absence is defined as an absence where you have</td>
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<tr>
<td>24-hour notice, or the student informs you of an emergency.</td>
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<tr>
<td>5. If a student misses their first session, the student should</td>
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<tr>
<td>automatically be dropped. Please email LSS (<a href="mailto:lss@ucsc.edu">lss@ucsc.edu</a>) with the</td>
</tr>
<tr>
<td>student’s name and we will drop them.</td>
</tr>
<tr>
<td>6. If a student has an unexcused absence, the student should be</td>
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<tr>
<td>immediately dropped from the tutoring session. Please email LSS</td>
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<td>(<a href="mailto:lss@ucsc.edu">lss@ucsc.edu</a>) with the student’s name and we will drop them.</td>
</tr>
<tr>
<td>7. After each no-show, email your students and LSS using the</td>
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<tr>
<td>guidelines and templates provided.</td>
</tr>
<tr>
<td>8. The templates can be found in the LSS Handbook that was</td>
</tr>
<tr>
<td>provided to you. The handbook is also at the following page:</td>
</tr>
<tr>
<td><a href="http://lss.ucsc.edu/employee-resources/lss-handbook.html">http://lss.ucsc.edu/employee-resources/lss-handbook.html</a></td>
</tr>
<tr>
<td>9. You are paid for the whole hour at the individual rate as stated</td>
</tr>
<tr>
<td>in your work policies.</td>
</tr>
</tbody>
</table>
Communicating with students and LSS about no-show sessions:

Basically, each time a student misses a session the student needs to receive an email from you. As a tutor, you will be the primary person to communicate LSS policies to your students. We have drafted guidelines and email templates to assist you with this process.

If the student misses his/her first session:

1. Send the student an email informing the student that they are being dropped and copy (CC) LSS ([lss@ucsc.edu](mailto:lss@ucsc.edu)) on this email.
   a. Example Email:
      
      Dear [ENTER STUDENT’S NAME],
      
      I did not see you at our first session today, [ENTER DAY/TIME/LOCATION]. Since you missed the first day, Learning Support Services’ policy is that you are automatically dropped from the session. I am emailing you to let you know that you are being removed from the session.
      
      If you have questions or concerns, please contact Learning Support Services at 831-459-4333 or lss@ucsc.edu

If the student misses a session WITH a 24 hour notice:

1. First forgiven absence:
   a. Send the student a “warning email” letting them know that they will be dropped after the next forgiven absence
      i. Example Email:
         
         Dear [ENTER STUDENT’S NAME],
         
         Thank you for letting me know you will not be attending the tutoring session [ENTER DAY/TIME/LOCATION]. Unfortunately, Learning Support Services’ policy is that you are only able to miss one session in the quarter. If you miss a session again, I will have to drop you from the tutoring session.
         
         If you have questions or concerns, please contact Learning Support Services at 831-459-4333 or lss@ucsc.edu

2. Second absence:
   a. Send the student an email notifying him or her that he or she is being dropped, and copy (CC) LSS ([lss@ucsc.edu](mailto:lss@ucsc.edu)) on this email.
      i. Example Email:
         
         Dear [ENTER STUDENT’S NAME],
         
         Unfortunately, you have missed a session without giving me notice, so I am letting you know that you are being dropped from my session, per Learning Support Services’ policy.
         
         If you have questions or concerns, please contact Learning Support Services at 831-459-4333 or lss@ucsc.edu

If the student misses a session WITHOUT a 24 hour notice:

1. Send the student an email informing him or her that he or she is being dropped and copy (CC) LSS ([lss@ucsc.edu](mailto:lss@ucsc.edu)) on this email.
   a. **Dear [ENTER STUDENT’S NAME],**
      
      Unfortunately, you have missed a session without giving me notice, so I am letting you know that you are being dropped from my session, per Learning Support Services’ policy.
      
      If you have questions or concerns, please contact Learning Support Services at 831-459-4333 or lss@ucsc.edu
Keeping up with the Waitlist:

The waitlist is an important part of the small group tutoring program. Realistically, it is impossible to anticipate every course students will request tutoring services for. So, we use the waitlist to track students who are seeking support in classes we do not have anyone hired for. When a student adds him or herself to the waitlist, the student will list what class he or she is looking for support in and what times he or she is available to meet.

Some of the courses students list may be course that you have taken and would like to work with. By helping the students on the wait-list, you have the opportunity to gain more tutoring experience and be able to work with more students! Without our current tutor staff assisting us in this process, we would not be able to serve many of these students!

There are two opportunities you will have to serve a student who is on the waitlist:

1. When you are emailed by LSS staff asking if you are willing/able to assist the student.
   a. In this case, we have already identified that you are qualified for the position.
   b. **Please respond to this email, whether your response is that you can or cannot help.**

2. By looking for students on the waitlist who are seeking assistance in classes which you are able to support.
   a. If you are able to support the requested class, and can make one of times the student has requested:
      i. Post a comment on waitlist request letting us know that you are able to accommodate that student.
         1. Comments can be viewed by employees only, not students.
      ii. Add the corresponding session to your tutoring availability.
      iii. We will verify it within 24 business hours and we will send the student an email, letting him/her know to sign up.
   b. If you are able to support the requested class, but are unable to make the student’s times:
      i. Comment on the waitlist saying, “I am able to accommodate this student, but cannot make the times. I am contacting the student to see if we can work something out.”
      ii. Email the student to see if you are able to figure out a time.
      iii. Post the corresponding session and comment on the waitlist saying that you have posted the session.
      iv. We will verify it within 24 business hours and we will send the student an email, letting him/her know to sign up.
      v. If, after you talk to them, you are unable to find a time, you need to add another waitlist comment letting us know that you were unable to find a time, so we know that we still need to work on this issue.

*If the student has not responded after 48 hours: Post another comment on the waitlist saying that you have not heard back from the student, so that we can remove the student from the waitlist.*
Study Sessions for Small Group Tutors:
Review sessions can be helpful for your students if they have a big exam coming up. Study session request process differs for tutors who have over 10 students signed-up in total on OTSS and for tutors who have less than 10 students signed-up.

In general there are 4 basic rules for study sessions:
1. A study session can be 1.5 hours long
2. You can hold 1 study session per class per test for all of the students signed-up
3. A study session must be held more than 24hrs before the exam
4. If you prepare extra material for the study session, you pay yourself up to 1 hour for that material.

Less than 10 students:
If you would like to request a review session and have less than 10 students signed-up, you must fill out the following form online: http://goo.gl/forms/2AK55Ydnko
All requests must be made at least 1 week in advance.
The form asks the following questions:
- Name:
- Class you tutor:
- Day and Time of Exam:
- How many students do you expect?
- When do you plan to hold your exam study session?
  - Day (Week day, Date):
  - Time:
  - Location: (public, on-campus study space)
- Briefly describe what your plan is for the session (how you plan to structure cooperative learning activities, assess students’ knowledge and preparation for their final, etc.):

After filling out the form, you will receive an email confirmation from LSS that your request has been submitted. You will also be notified via email if your study session has been approved.

More than 10 students:
When tutors have over 10 students, LSS offers tutors and learning assistants the ability to have their study session scheduled by us. LSS is able to book rooms in the ARCenter for study sessions and is able to request rooms around campus to accommodate study sessions.
If you would like to request a review session and have over 10 students signed-up on OTSS, you must fill out the following form online: http://goo.gl/forms/nTVGK2bttv
All requests must be made at least 1 week in advance.
The form asks the following questions:
- Name:
- Email:
- Class you tutor:
- Co-Leader (if Required)
- Approximate number of students
- How many sessions would you like to schedule?
- Will you need copies of a review sheet?
- Please list 3 options of day and time. Keep in mind you have a max of 1.5 hours per study session.
  - Preferred Date
  - Preferred Time
Resources for Weekly Small Group Tutors:

1. **Dry Erase Markers, Erasers and Chalk:**
   LSS will give you dry erase markers, erasers and chalk that you can take with you to each session. Please stop by the office if you would like one.

2. **Requesting Copies for your Tutoring Sessions:**
   LSS has implemented a limit on how many copies can be made. All Small Group Tutors can have up to 15 copies of a one page sheet (can be double sided) per study session. If your copies are 2 or more pages, you will only be allowed 10 copies per study session and students will need to share.
   - Please e-mail what you would like copied to LSS (lss@ucsc.edu) or bring a hard copy to the office and ask one of the Student Office Assistants to make copies.
   - Allow at least one (1) business day for the copies. If the review sheet is longer than 2 pages please allow two (2) business days.
   - Please specify:
     i. Your name and the name of the class at the top of the first sheet.
     ii. The number of copies needed.
     iii. Date and time you would like to pick up the copies.
   - Please keep blank space to a minimum. Students should use their own paper for working out the problems.

3. **Accessing/Printing Online Resources for your Class:**
   - You can come by the LSS office at the ARCenter to print information pertaining to your class. Please identify yourself to the Student Office Assistant and they can help set you up on a computer that prints. Please printing materials for you, not extra copies for your students.

4. **Website Information for Tutors:**
   The Tutor Log-in site is [https://eop.sa.ucsc.edu/OTSS/tutors/](https://eop.sa.ucsc.edu/OTSS/tutors/)
   - This is where you can post your tutoring sessions, see how many students are enrolled in your sessions, and obtain your student’s contact information, check and respond to the wait-list, and post a short bio of yourself!

   The general Tutor website is [http://lss.ucsc.edu/programs/small-group-tutoring/index.html](http://lss.ucsc.edu/programs/small-group-tutoring/index.html)
   - Here you will find a list of all the classes supported with tutoring along with general FAQ. This is a good website to advertise to the students.

General info training dates, timesheet deadlines: [http://lss.ucsc.edu/employee-resources/index.html](http://lss.ucsc.edu/employee-resources/index.html)
Frequently Asked Questions by Small Group Tutors:

When do I post my sessions?
Generally, you should post your sessions on your first work day listed in your appointment letter. The tutor coordinator will also set a deadline each quarter, make sure you post your sessions before then. Please see your tutor coordinator if you are unsure of the specific date for each quarter.

What happens after I post my sessions?
Your sessions will be reviewed by LSS staff and will be approved before OTSS opens. If you notice your sessions have still not been approved after OTSS opens, please email lss@ucsc.edu and ask why your sessions have not been approved.

How do I delete/change one of my sessions on OTSS?
If the session has not been verified: You can make any changes and adjustments that you would like. Simply log in and adjust the session.
If the session has been verified: Please contact lss@ucsc.edu and ask that the session be deleted/adjusted. In your request, please provide the Session ID number you want to delete or adjust.

What if students don’t show up to a session?
Please see the section on the “No-show” policy.

My tutee informed me that he/she dropped the course but I can still see him/her on my roster. What do I do?
Unfortunately, OTSS does not know when students drop classes. When the tutee informs you he/she has dropped a course you need to let us know to drop the student. (See below)

How do I drop a student?
You can’t drop a student on OTSS yourself. If you are dropping a student because of more than one absence, you can email LSS student staff (lss@ucsc.edu) with the students name and the class they are receiving tutoring for. Please explain that the student has missed more than one session and needs to be dropped. Always copy your tutor coordinator on these emails.
If you need to drop a student for any other reason, let the tutor coordinator know why you want to drop the student, and what contact you have had with the student.

Nobody has signed up for my sessions yet. Should I still attend?
No. You won’t attend your session(s) until a student officially signs into them.

What if a tutee wants more than one hour a week of tutoring?
Provided the student is attending lectures and sections regularly and is coming prepared to tutoring sessions, the student is eligible for an additional hour of tutoring per week. Have the student call the LSS front desk at (831) 459-4333 or send us an email asking for the extra hour. The student will then be able to sign up for another one of your sessions.
If you can provide that hour, please assist us with the process by finding time you are available, adding that hour into OTSS if necessary, and assisting the student to sign up for the session.
If you can’t provide that hour, notify us right away so we can try to accommodate the request.
If my students have an exam or a major assignment, can I hold an extra tutoring session this week?
Yes. In the week of an exam or a major assignment, you may hold one extra tutoring session not to exceed 1.5 hours. Please do your best to select a time that will allow as many students as possible to attend the session. These extra sessions are not posted on OTSS nor do student officially sign into them.

- **If you anticipate less than 10 students attending your review session:**
  - Please email the tutor coordinator letting her know that you plan on holding a review session for your students. In your email, please include the day, time and location of your review session.

- **If you anticipate 10 or more students to attend your review session:**
  - Please come to the front desk and fill out a Tutor Exam Group Study Session Request Form. This form should be submitted at least a week in advance from when you want your review session.
  - **Tutors are also paid 1 extra hour if you create a review sheet for your students.**

Am I paid for time I spend preparing for tutoring sessions?
Yes, all small group tutors are paid 1 hour a week for preparing per class.
Weekly Writing Tutors
Learning Support Services Manual- Writing Tutors

This, and other important information, is available through the “Employee Resources” page of our website: http://lss.ucsc.edu/employee-resources/index.html

Using the On-line Tutor Sign-Up System (OTSS):

Getting Started in OTSS: The following information will help you to use OTSS’s features to update your personal information; enter, update and view your availability; delete unverified tutoring sessions; view who has signed up to be tutored by you and view the waitlist.

2. Type in your SID (Student Identification Number) and date of birth. Click Enter. The first time you log on, the site will prompt you to enter the necessary personal information.
3. Once in the main menu, you can choose from the following:
   - **Account Options**: This option allows you to update your personal information (address, phone number, e-mail address, personal statement, etc.).
     NOTE: It is important that you verify your email address. OTSS will send emails to the account that you specify.
   - **Schedule Options**: This option allows you to add tutoring sessions and view students currently signed up with you. There will be three submenus from which to choose:
     - **View/Modify/Print**: This page displays your current tutoring availability. It will show your tutoring day, time, subject, and the number of slots available for students to sign-up. It will also allow you to add and delete (unverified) tutoring sessions.
     - **View/Print Listing**: This page displays all tutees that are currently signed up in your tutoring session(s).
     - **View Waitlist**: This option will allow you to view the list of students who are currently waiting for a tutor. We encourage you to view this list often and to contact the students you are able to tutor.
4. To logout, simply click **Logout**.

Adding a Personal Statement:

You can do this by clicking on “Account Options” on the OTSS main page. By providing some information about yourself, you can help tutees feel more comfortable signing up to work with you. You might want to include in your statement:

1. Your year in school, college, major, etc.
2. What you like about your subject matter
3. Classes you have taken
4. Future plans
5. Hobbies
6. Anything else that will make them feel more comfortable working with you.

   - **Remember you are representing UC Santa Cruz and Learning Support Services, please be professional when writing your personal statement**
How to Add Session Times:

1. Log in and choose the View/Modify/Print option under Schedule Options.
2. Click Add a new session.
3. Select “Writing” session.
4. Fill out required information:
   a) Select the day and time of your session. Tutoring sessions are 1 hour long.
   b) Select the course you are tutoring for: Writing 2 or Writing Across the Disciplines. You can only choose one! If you click multiple boxes, your session will only come up in a search for Writing Across the Disciplines, and not when students search for Writing 2 tutors. You have to post Writing 2 and Writing Across the Discipline sessions individually.
   c) Add a specific location. Please utilize the Writing Center in ARC202 as much as possible. There is a filing cabinet there where you can keep a file for your students containing your writing logs, drafts of student papers etc.
   d) If you are a Writing Across the Disciplines tutor, enter the LSS-approved discipline(s) in the box. Otherwise, put nothing.
5. Click “Add Tutoring Session”
6. Submitting additional sessions using the “Duplicate” function:
   E. Under “Select a tutoring session to duplicate:” click “Submit”
   F. Change Day and Time
   G. Click “Add Tutoring Session”
   H. Repeat process as required
Frequently Asked Questions:

How will I know who has signed up for one of my sessions?
Every time a student signs up, OTSS will automatically send an email to the student confirming that they have enrolled in a session. You will be copied (CC’d) on that email.

What do I do once a student signs up?
You need to email the student to confirm location and first meeting within **24 hours** of them signing up for the session. You should be able to get the student’s email from the OTSS-generated email that was sent to the student when he/she signed up.

*NOTE: You cannot simply “reply” to the OTSS-generated email. This is an email that is sent to the student and you are copied (CC’d) on it; therefore, when you hit “reply”, you are responding to the system, not the student. To reach the student, you need to both copy and paste his/her email, or click on “reply all” and delete “learning_center@ucsc.edu” from the address box.

To give you an idea as to how to compose the email, we have created an email template for you to use, available at: [http://lss.ucsc.edu/employee-resources/index.html](http://lss.ucsc.edu/employee-resources/index.html). Please feel free to customize the email as you see appropriate.

What if a student doesn’t show up to a session?
If the student has not given you 24-hour notice that he/she will not be attending the session, you should wait for 15 minutes for the student to arrive before leaving. During those 15 minutes, you must email the student to inform them that they will be dropped if they miss another session. You may pay yourself for 15 minutes, provided that you complete a sign-in sheet giving us as much information as possible about the student.

If the student no-shows a second time, you should wait for 15 minutes for the student to arrive before leaving. During those 15 minutes, you must email the student to inform them that they are being dropped, and copy (CC) LSS ([lss@ucsc.edu](mailto:lss@ucsc.edu)) on the email.

Please refer to our website for email templates you may wish to use.

How do I drop a student?
You can’t drop a student on OTSS yourself. If you are dropping a student because of more than one absence, you can email LSS student staff ([lss@ucsc.edu](mailto:lss@ucsc.edu)) with the student’s name and the class they are receiving tutoring for. Please explain that the student has missed more than one session and needs to be dropped. Always copy your tutor coordinator on these emails.

If you need to drop a student for any other reason, let the tutor coordinator know why you want to drop the student, and what contact you have had with the student.

How do I delete one of my sessions from OTSS?
Currently, tutors may only delete unverified tutoring sessions. To delete a session that has already been verified, please contact the tutor coordinator and ask that the session be deleted. In your request, please provide the **Session ID number** you want to delete.

Can my tutoring session go longer than 1 hour?
Absolutely not. If your student wants additional time, you must discuss this with your tutor coordinator. See additional information below.

What if a tutee wants more than one hour a week of tutoring?
Provided the student is attending lectures and sections regularly and is coming prepared to tutoring sessions, the student is eligible for an additional hour of tutoring per week. The tutor coordinator needs to be notified so that the system can be unlocked for the student to sign up. Your email should include the following information:

- The student’s name, email, and SID,
- That the student needs an additional hour of tutoring per week,
- Whether you can provide the extra hour or not.

Once the student has been given access to the additional hour, we will email you and the student.
If you can provide that hour, please assist us with the process by finding an available time, adding that hour into OTSS as necessary, and assisting the student to sign up for the session.

If you can’t provide that hour, help the student to sign up for another session if necessary.

If a tutee has an exam or a major assignment, can I give that student an extra hour of tutoring that week?

Yes. However, the additional tutoring session needs to be approved by the tutor coordinator. In the week of an exam or a major assignment, a student may receive an extra hour of tutoring. You do not need to post this hour on OTSS, and, likewise, the student does not need to sign up for it online (in fact, the system will not allow the student to sign up for two hours in one week without prior authorization). Please send your request to the tutor coordinator via email. In your request, please state when the session will take place and how the duration of the session. In your summary and sign-in sheet, please mark as “Additional/Extra Tutoring Session” or “Major assignment-extra tutoring hour.”

Am I paid for time I spend preparing for tutoring sessions?

No, writing tutors are not paid prep time during the week.

Do I hold tutoring sessions on holidays?

Typically no. In the week prior to the holiday, remind the student that there will be no session the following week. If the student makes a special request to still hold the session (due to an upcoming paper or assignment) and you are able to accommodate that request, you may hold the session. Keep in mind that most university buildings (including the ARC) will be closed, so you may need to think carefully about your options regarding session location. Even on holidays, tutoring is not permitted in residential spaces.
MSI Learning Assistants
Preliminary Timeline and Basic Responsibilities

1st week of the quarter: Begin attending lectures for the class you are supporting. You will be responsible for conducting a student survey in this week to help you choose the best session times for the students. In order to conduct this survey, you must first choose 5-6 session times that fit your schedule and then propose these times to the students during lecture. The results of your survey will help determine which sessions will be most popular and have higher utilization rates. The final times and locations for your session will be chosen in coordination with the LSS office. By the end of the first week, you will be notified of your final MSI session times and you will need to make an announcement in class to advertise the service. You will also need to inform the professor of the final MSI sessions.

2nd week of the quarter, MSI sessions start:
By the second full week of the quarter you are expected to hold MSI sessions. In your first sessions, you should let the students know about the option to reserve a weekly spot in the MSI session. Remember, MSI sessions can only hold up to 12 students. Once the session attendance is maxed out, you should begin turning away students. You will need to create a wait-list for sessions that have more than 12 students in case a student that has a reserved spot stops attending MSI. Please communicate with LSS if you need to post more MSI sessions because of high utilization, size issues, location issues (double bookings of rooms), and of course any questions you may have.

Small group tutoring:
Once the MSI sessions are chosen, you will need to decide on your small group tutoring availability and post them on the On-line Tutor Sign-up System (OTSS). Keep in mind that these sessions are ONLY available to students who are attending your MSI sessions weekly, students who have schedule conflicts with every MSI session, and students with accommodations. Tutoring session availability should be on OTSS by the end of the second week and will be approved by an LSS staff person.

Small group tutoring sign-ups for MSI supported classes begin on the third week of the quarter. For more information about the small group tutoring program, please read the Small Group Tutor section of the handbook.

Creating a sign in station:
All MSI and small group tutoring sessions should have a designated area for students to sign-in. LSS will provide you with a folder that has sign-in sheets, handouts for your students, and white sign-up sheets (different from sign-in sheets). For MSI sessions, use the yellow sign-in sheets and have students sign-in to every session, even if you have more than 12 students present. Small group tutoring only uses the green sign-in sheets. Please have all your students sign in for every tutoring session, even if it is an individual session.

Sign-in sheets are used by LSS to track the utilization of services so it is extremely important for you to have every single student sign-in (yes, this means even when there is only 1 student or if there are 30!). If you lose your sign-in sheet or forgot to have all of your students sign-in, please contact LSS.

Things to keep in mind for the rest of the quarter:

- Once MSI sessions have started, you must always maintain session sizes of no more than 12 students.
- You can cancel sessions if you have MSI sessions that happen right before or right after an exam or if no new material has been covered in class.
- If you have any regular no-shows or have a session with low attendance, please contact your supervisor as we may reschedule the MSI session for a more popular time.
- You must re-advertise the MSI in class if there is low attendance. It is your responsibility to keep no-shows to a minimum—a good time to re-advertise the MSI is right after a midterm. Make sure that you coordinate the MSI announcement with the professor before doing so.
- Learning Assistants are able to schedule extra study sessions for their students before a midterm.

Small group tutoring sessions:
- If you have students signed-up through OTSS, you must arrive on time and hold the tutoring session each week.
- It is your responsibility to implement LSS policies regarding student eligibility to receive tutoring.
MSI Survey Instructions:

The goal of the in-class survey is to find a variety of popular times that students can attend. LSS encourages you to examine the course syllabus for homework due dates, papers, quiz dates, exam dates, and other course resources, like instructor office hours. Many of these are important factors in ensuring that students be able to attend the MSI sessions.

When surveying the class, **5-6 session times must be offered per MSI learning assistant.** The easiest way to get results is by asking students to raise their hands for any sessions that they are interested in attending. Please encourage only those who are really interested in coming to MSI to participate in the survey. When counting hands, you are looking for an approximate number. If the class enrollment is about 200 people, and about half of the students raise their hands you can simply write down 100. You will be given a blank copy of the “MSI Initial Survey of Student Interest” form that is located on the next page.

Requirements for all sessions:

1. All sessions offered can only be **1.25 hours** long.
   a. 1 hour 10 minute blocks for MWF times
   b. 1 hour 15 minute blocks for TU/TH and all evening times (after 5:00PM).
2. All sessions offered must fall in a **normal class block**.
   a. Example: Monday at 2:00PM--3:10PM or Tuesday at 12:00PM--1:15PM. You can look at the back of the survey form if you have forgotten what the different class blocks are.
3. All sessions offered must be at different times.
   a. Example: Monday, Wednesday, Friday at 2:00PM-3:10PM does not count as three different sessions. If someone has a class at that time the student would be unable to attend any MSI sessions.
4. Look out for the instructor’s office hours **MSI sessions cannot not overlap with the instructor’s office hours.**
5. If there are homework assignments that are always due on a specific day, try to offer sessions that are closer to that date.
6. Look out for other classes that many students might be enrolled in (ex. a lab attached to the class). If possible, try not to offer sessions that would overlap with the additional section/lab.
7. **LSS does not allow sessions that start before 9:30 AM, after 9 PM, nor weekends.**
8. A good thing to think about is what sessions you would show up to. Something that is too inconvenient for you, might also be too inconvenient for other students.

<table>
<thead>
<tr>
<th>MSI Session Quick-Tips:</th>
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<tbody>
<tr>
<td>1. All sessions offered are 1hr and 10-15 min (1.25 hours) long</td>
</tr>
<tr>
<td>2. All sessions offered must be at different times.</td>
</tr>
<tr>
<td>3. Sessions should not overlap the professor’s office hours.</td>
</tr>
<tr>
<td>4. Sessions must be held between 9:30am-9:00pm on weekdays</td>
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</tbody>
</table>
This process is now online! The form below can be used in class, but must be transferred to the online survey: http://goo.gl/forms/0CjnaSOIu2

<table>
<thead>
<tr>
<th>NAME OF COURSE</th>
<th>LEARNING ASSISTANT(S) NAME(S)</th>
</tr>
</thead>
</table>

Course Meeting Days/Times:

Section Meeting Days/Times:

Professor’s Office Hours:

Homework is due:

BEFORE BEGINNING THE SURVEY, WRITE THE POSSIBLE DAYS AND TIMES OF THE MSI GROUPS ON THE BLACKBOARD.

______________ has proven to be a challenging course for many students. Therefore, the Learning Center and your professor would like to offer you learning assistance which we call Modified Supplemental Instruction (MSI). MSI is guaranteed study time facilitated by a student who has already been successful in the class. These small learning groups are voluntary. However, our data analysis has shown that students who attend MSI on a regular basis have a higher passing rate and generally do better in the course than students who do not attend. So we can schedule the groups at the most convenient time for you, we would like to conduct a quick survey. Please listen and respond by raising your hand.

Please raise your hand if you are interested in attending an MSI session.

TOTAL # OF STUDENTS INTERESTED ________________

If you are very interested or might be interested in attending MSI, please indicate which of the following times will fit into your schedule.

<table>
<thead>
<tr>
<th>DAY AND TIME</th>
<th>NO. OF RESPONDENTS</th>
<th>LEARNING ASSISTANT</th>
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Thank you for your input. We will choose times that seem convenient for you and which offer a variety of options. You will receive more information about MSI soon and the sessions will begin as soon as the rooms have been assigned.
After the Initial Survey is made:

1. Following the guidelines stated above, carefully select the session times you plan to use in your survey. Remember, you only have one chance to find popular times!
2. Enter your results from your survey on the online form as soon as you can (http://goo.gl/forms/OCjnaSOlu2)
3. After reviewing the results of your in-class survey, the coordinators will select the more popular times and start looking for rooms to hold the sessions in.
4. An LSS staff member will notify you once your MSI session schedule is ready. Once your schedule is available, you will need to verify that the information (your name, email, session times, and location) is correct.

You can check your MSI schedule by going to https://eop-apps.ucsc.edu/MSI/LA/, logging in to the system, and click on “Schedule Options.”

After your Schedule has been verified:

1. Once you have verified that your schedule is correct, you will need to make another announcement to let the class know of the new sessions. Please make the appropriate arrangements with the instructor.
2. Practice the second announcement! This will make the announcement simple and clear.
3. Once you have discussed with the instructor what day you will make the announcement, please notify LSS via email (lss@ucsc.edu).
   a. In the email, please include the date and time you will be making the announcement. This let’s know when to release your schedule on the website.
4. Please note: it is your responsibility inform the instructor of your MSI schedule.
   a. This can be done by sending an email to the instructor with the days and times of your sessions.
5. MSI sessions will begin after you have made your second announcement.

In all your MSI sessions, let the students know of the sign-up option. Remember, this is a way that students can reserve a spot in the MSI session.
Strategies for the MSI Schedule Announcement:
The second announcement you make in class is extremely important. This is when you inform the class of when and where your MSI sessions are held. In a lower division class, it is possible that you will be a student’s first introduction to the MSI program and LSS. The announcement should be accurate, informative, captivating and overall it should encourage students to attend MSI. To make things easier, LSS has provided you with a template you can modify and read in class.

Another important aspect of being an MSI Learning Assistant is having a good relationship with the instructor and TA’s of the class. The instructor and TA’s may even encourage students to attend MSI. LSS urges you to talk to the professor before you make each announcement so that the instructor will always be aware of what you will say. If you feel comfortable, you can ask the instructor if you can make a weekly announcement urging students who have not yet attended MSI to do so.

Things to Keep in Mind while Preparing your Second Announcement:
Please take the time to write a script of what you plan to say and practice your announcement! Your announcement should include the following information:

• An introduction of yourself and a brief review of your academic qualifications
• A brief description of MSI. Make sure you stress the collaborative aspects of MSI.
• A brief discussion of the advantages of attending MSI.
• A list of the MSI sessions (include days, times and locations)
  o You should also write down your MSI sessions on the board.
• A brief discussion attending MSI session.
  o Although MSI is voluntary, stress that regular attendance is more beneficial than sporadic attendance. You should also mention the sign-up option.

Advertising MSI throughout the quarter will help students understand that you are resource anyone can use and it will also increase the attendance of your sessions.
On the following page there is a general script of what you announcement should have. Of course, you do not have to use this script or if you do use it, you can modify it to best fit your needs:
MSI Announcement Script:

“Hi, my name is (your name) and I am the Learning Assistant for this class. (Here, you can discuss your major, when you took the class and with what instructor and any other information you think will be helpful for the students to know about you.)

Some of you may not know what MSI or Modified Supplemental Instruction is. MSI is a resource that gives students the opportunity work in small groups with me as a facilitator. The MSI sessions will focus on assisting you to: understand course concepts and develop study strategies and methods for independent work. We will also work on developing your writing and critical thinking skills through reviewing, commenting on, and discussing your work, including homework and papers; and preparing for exams. During MSI sessions, you will be given the opportunity to collaborate with your peers. This will give you an in-depth understanding of the material and allow you to achieve excellence in this class. Since you need to study anyway, attending MSI provides you with regular, guaranteed group study time.

Instructor (Instructor’s Name) supports the program and strongly encourages you to participate in MSI. From data collected by Learning Support Services, students who attend MSI regularly (about four or more sessions in a quarter) tend to have a higher pass rate and also tend to earn one letter grade higher than students who do not attend the MSI sessions.

MSI sessions are available on a first come, first serve basis and are limited 12 students. Once a session reaches 12 students, I will need to close it for the day. Attendance is voluntary and you may come to as many MSI sessions as you like during the quarter.

I will give students the option of signing-up for a permanent spot in my sessions, if space is becomes an issue, I will prioritize students who are signed-up and attending regularly. See me during one of the first sessions to discuss this option. So at this point, all you need to do is pick a session time that works best for you and show up ready to work.

Also, I plan to hold extra study sessions around exam time. These study sessions will only be open to students who regularly attend MSI.

The times and locations of these MSI sessions are (list the days and times here of sessions). If you cannot make any of these times, you can bring a printed copy of your schedule into the LSS office and they can work to open another session. You can check the LSS MSI website to see if sessions close and also to see if new sessions are added.

If you have any questions about these times or more questions about MSI please let me know. I’ll be available for questions after class. I look forward to working with all of you this quarter!”

Promoting MSI in Class:

As a Learning Assistant, one of your job responsibilities is to publicize the program. We hope that the instructor will also be involved in this process, but we look to you to provide the students in the course with information about the MSI program and we hope that you will encourage students to attend MSI. Here are some tactics to help promote MSI.

- Make MSI announcements every couple of weeks urging students to attend MSI (with the instructor’s permission).
- With the instructor’s permission, use available board space to put up written reminders about MSI sessions.
- Encourage students who already attend MSI to bring a friend.

These are only a few ideas on how to attract students to MSI. Think of what needs your class has and try to think of new and creative ways to promote MSI. If you find new techniques that work, please share them with us and with other Learning Assistants so that we can each reach our goal of having at least 30 students in the class attending MSI every week!
MSI Session Size Limitations and Pre Sign-up System:

One reason MSI has been such a success in many classes is because of the small session size MSI offers. Keeping small sessions is a critical part of having a successful MSI session.

Keep sessions to a maximum of 12 students:
MSI is intended to be an interactive session for you and your students. Therefore, it is critical that you keep your sessions to a maximum of 12 students. To help manage the MSI session size, we have created a sign-up system that will allow students to sign-in to a permanent spot in your session in exchange for them making a weekly attendance commitment for the remainder of the quarter. During the first week, you can let students stay for a session that has reached the 12 person limit. The idea here is that the students will get an idea of what MSI is and decide whether or not they want to attend. If the student choses to attend, we hope that they will be able to find a session that is not full or you will be able to open up another session to accommodate more students. Please make sure you communicate full sessions to Sharon (stcastro@ucsc.edu), Marina (mmaze@ucsc.edu) and lss@ucsc.edu.

Pre Sign-up System for MSI Sessions/ Weekly attendance sign-up:
We have developed a pre sign-up system to assist you in tracking and offering your students permanent spots in your sessions. These sheets are white and have an attendance log and waitlist on them so you can manage students who have permanently signed up. These sheets are designed to STAY in your folder- you will not submit these sheets with your time sheets. Please remember that because of the nature of these sign-up sheets student’s contact information will be on them. Keep these safe and with you at all times!

During the first two weeks, or if new students are attending, you will need to make the following announcement in every session:
“I am excited to work with all of you this quarter! In our sessions, we will work together on course assignments and concepts and work on study skills in order achieve this, I have to keep a strict attendance count for each session. I am not allowed to let more than 12 students in any session, so I am asking you to consider making a weekly attendance commitment to a session in exchange for a guaranteed spot. We have found that students benefit most from attending MSI weekly which is why we would like all students who use MSI to make it a part of their weekly study or academic habits. In addition, if this session becomes full with students who are signed-up, students will no longer be able to drop-in and it will be removed from the LSS MSI website. If you chose to sign-up and need to miss a session, you need to email me and let me know. If this interests you, I have a sign-in sheet that you can sign-up on."

After you have given the announcement, pass around the pre sign-up sheet for that session.

Pre-Sign-up Reminders:
- Students will need to attend weekly.
  - If they miss a session without giving you notice they will lose their guaranteed spot.
  - Assuming that the session is full and there are other students waiting to attend please let the students know that if they are more than 5 minutes late they risk losing their spot for the day.
  - If space is an issue, being late will count as an absence.
- For the first few weeks of the quarter, students can only sign up for one session.
  - Students can still attend as many sessions as they like, assuming other sessions are open.
- If a session becomes full due to pre sign-ups, and regular attendance of students, the session will become closed and it will be removed from the website.
  - Please email lss@ucsc.edu to let us know the session is full.
    - If the session re-opens, please let us know so that we can put it back on the website.
Tracking sign-ups:
Each week, at the start of your session, use the white sign-up sheet to take attendance and ensure that the students who have signed into the session are present.

If a session become full with 12 students who have signed up to attend regularly, contact LSS at lss@ucsc.edu and let us know to remove the session from the website as it really is not open to students any longer. Keep students updated with weekly chalkboard reminders as to which sessions are open.

If a student is absent:

- 1st absence: Note the date of the absence in the appropriate column (1st or 2nd absence).
  - If 2nd absence: Cross the students name off the list. This spot is now available for another student who wants to attend regularly. A student who has been dropped is still welcome to attend MSI provided there is room in the session.
  - If a student (who has not signed up) is at the session waiting for a spot, let the student attend the session for the day.
  - If you have an opening in your session, offer the student a chance to sign into the session

**Important: All students present at the session will still need to sign-in on a yellow sign in sheet**- since you will not be turning in your white pre sign-up sheets we will need the yellow sheets to know who attended the session.
Selecting Availability for Small Group Tutoring Sessions:

In order to create your tutoring availability, you must submit your times on OTSS. For more detailed instructions, please see the Small Group Tutor portion of the handbook. Please note that this availability is different from your MSI availability. Your MSI schedule is for regularly scheduled MSI sessions that hold 12 students. Your small group availability is meant to be an additional resource to MSI. Although you can duplicate MSI times, keep in mind that students who have a schedule conflict with your MSI sessions will be given access to this service, it is important to have at least one time that is different from MSI. If a student signs up for one of your available times, you must hold the session.

<table>
<thead>
<tr>
<th>Difference Between MSI and Small Group Tutoring:</th>
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<tr>
<td></td>
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<tr>
<td>Session length:</td>
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<tr>
<td>MSI</td>
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<tr>
<td>1.25 hours</td>
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<tr>
<td>Small Group Tutoring</td>
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<tr>
<td>1 hour</td>
</tr>
<tr>
<td>Size:</td>
</tr>
<tr>
<td>MSI</td>
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<tr>
<td>Up to 12 students</td>
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<tr>
<td>Small Group Tutoring</td>
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<tr>
<td>Up to 4 students</td>
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<tr>
<td>Preparation for remembering course material:</td>
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<tr>
<td>MSI</td>
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<tr>
<td>Attending class</td>
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<tr>
<td>Small Group Tutoring</td>
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<tr>
<td>No additional prep time is paid since you are already paid to attend class</td>
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<tr>
<td>No Show policy:</td>
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<tr>
<td>MSI</td>
</tr>
<tr>
<td>Paid for all sessions that you do not cancel</td>
</tr>
<tr>
<td>Small Group Tutoring</td>
</tr>
<tr>
<td>Paid if no students shows up for a session that was scheduled 24-hours in advance</td>
</tr>
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</table>

**Sessions Times:** Like MSI sessions, small group tutoring sessions have to happen within the class blocks schedule. Sessions cannot start before or end after the time periods listed below. Availability proposed outside of these class blocks will not be approved.

<table>
<thead>
<tr>
<th>Class Block Times</th>
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<tbody>
<tr>
<td>MWF 9:30-10:40</td>
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<tr>
<td>MWF 11:00-12:10</td>
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<tr>
<td>MWF 12:30-1:40</td>
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<tr>
<td>MWF 2:00-3:10</td>
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<td>MWF 3:30-4:40</td>
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<tr>
<td>MW 5:00-6:45</td>
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<tr>
<td>MW 7:00-8:45</td>
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<td>TTh 10:00-11:45</td>
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<td>TTh 12:00-1:45</td>
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<td>TTh 4:00-5:45</td>
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<td>TTh 6:00-7:45</td>
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<td>TTh 8:00-9:45</td>
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Resources Available to Learning Assistants:

1. **Books**: please check with the department and instructor first to see if they have an extra copy of the book. Many of the departments and instructors will lend you a book if they have extra copies. LSS is not given any special price or discount for course books and this can become a huge expense for the unit. If the department or instructor does not have any extra copies of the book, please let LSS know right away and LSS will purchase the books and loan them to you for the quarter.
   - Anna Barringer will coordinate the purchase. You can e-mail her directly at annabarr@ucsc.edu.

2. **Requesting Copies for your MSI Sessions**:
   LSS has implemented a limit on how many copies can be made. All Learning Assistants can have up to 15 copies of a one page sheet (can be double sided) per session. If your copies are 2 or more pages, you will only be allowed 10 copies per session and students will need to share.

3. **Past Learning Assistant’s Preparation material**:
   - LSS has keep review sheets and Session Plans from former Learning Assistants. You can come by and look at the folders and may find something that is helpful.

4. **Dry Erase Markers, Erasers and Chalk**:
   LSS will give you dry erase markers, erasers and chalk that you can take with you to each session. Please stop by the office if you would like one.
   - Please e-mail what you would like copied to LSS (lss@ucsc.edu) or bring a hard copy to the office and ask one of the Student Office Assistants to make copies.
   - Allow at least one (1) business day for the copies. If the review sheet is longer than 2 pages please allow two (2) business days.
   - Please specify:
     i. Your name and the name of the class at the top of the first sheet.
     ii. The number of copies needed.
     iii. Date and time you would like to pick up the copies.
   - Please keep blank space to a minimum. Students should use their own paper for working out the problems.

5. **Accessing/Printing Online Resources for your Class**:
   - You can come by the LSS office at the ARCenter to print information pertaining to your class. Please identify yourself to the Student Office Assistant and they can help set you up on a computer that prints. Please printing materials for you, not extra copies for your students.

**One of my Students needs extra help:** Students who need extra help can sign up for your tutoring sessions posted on OTSS through LSS. They are also allowed to attend multiple MSI sessions during the week. Students who sign up for your tutoring sessions must also be attending MSI weekly. There is an approval form that students receive through LSS, we also give you a few in your folder. When handing these forms out remind the student they must continue to attend MSI weekly and weekly attendance is also required to remain in the tutoring session. You should also encouraging students to attend professor Office Hours, and TA Office Hours, these are designed to be attended on a drop-in basis. Consider other issues such how is the student studying. You may recommend them to get assistance with time management (academic advisors) or test anxiety (Counseling and Psych services), as needed. If the student discloses that they have a disability that enables them to get tutoring, please have them contact our office and we can assist with those arrangements.

**One of the students in the class cannot make any of the MSI sessions**: Send the student to the LSS office and we will ask them to show their schedule verify that the student cannot make any MSI session then we will give the student access to sign-up for small group tutoring.

**Website Information for MSI Learning Assistants**:

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*LSS Employee Handbook*
• The MSI LA Log-in site is https://eop-apps.ucsc.edu/MSI/LA/ This is where you can see the MSI schedule. Once you have notification that your schedule is ready you will need to log in to check the session days and times. This is where you can also post a short bio.

• The general MSI website is http://lss.ucsc.edu/programs/modified-supplemental-instruction/index.html Here you will find a link to the MSI schedule (once posted). This is a good website to advertise to the students.

• The site to post your small group tutoring sessions and see your small group tutoring availability is https://eop.sa.ucsc.edu/OTSS/tutors/

• General info training dates, timesheet deadlines: http://lss.ucsc.edu/employee-resources/index.html
Mentors
Suggestions for Planning and Implementing Sessions
Academic Mentoring At Its Best

As an academic mentor your goal is to assist your student to master class materials, demonstrate his/her knowledge when completing assignments and examinations, and develop the behavioral habits of a highly successful student. What follows is a list of activities that may assist you and your student to improve his/her academic performance and intellectual success.

Talk with your student and work together to set challenging but achievable goals for the quarter. Perhaps include goals focused on good study strategies and habits, developing positive relationships with Professors and Teaching Assistants, and working toward achieving understanding of the course material and good grades on homework, papers, and exams.

Choose tutoring availability and schedule study sessions at consistent times throughout the week and be sure that you and your student can be at these sessions without fail.

Complete the session journal at each session including session goals that you and your student establish, a discussion of the learning that occurred during the session, the time in the session that seemed most useful, and a list of questions and concepts that continue to need discussion during the next session.

Plan activities with your student such as attending office hours together, perhaps doing library research, attending interesting lectures on campus, visiting a major, College, and/or EOP advisor, and/or participating in other academically relevant campus activities.

Attend campus activities sponsored by EOP, the Colleges, the Ethnic Resource Centers, etc.

Study together in quiet places such as one of the campus libraries.

Check in via email or phone before exams to share words of encouragement.

During tutoring sessions, guide your student with questions and interactive learning strategies. Don’t slip into lecture mode.

Use quick assessments, a problem, a question, etc. to check on how well your student is actually understanding course material.

Be supportive but also assist your student to meet high expectations.
Quarterly Goal Setting:

Learning Support Services-- Academic Mentorship Program

Name of Student: ______________________  Name of Mentor: ______________________  Date:

Please set one or two academic goals for the quarter.

Quarter Academic Goals:

1. 
2. 

Describe some steps that you will take to work toward accomplishing these goals.

Describe the academic support that you plan to receive for each class. Lay out a plan for each class that includes some sort of academic assistance from your mentor, an LSS tutor, and/or attending MSI. Additionally, you can mention such commitments as attending Professor Office hours, and Teaching Assistant office hours and forming study groups with peers in your classes.

Steps toward accomplishing goal 1:

Steps toward accomplishing goal 2?

List the classes that you are taking this quarter:

1. 3.
2. 4.

Student’s Signature ____________________________

Mentor’s Signature ____________________________
Responsibilities of an Academic Mentee

As a student participant in the Learning Support Services Academic Mentorship Program, I agree to fulfill the following responsibilities.

1. Meet with my Academic Mentor for 3 hours each week according to an availability that we mutually develop and adhere to each week.
2. Set clear goals for each study session that I spend with my mentor, each visit to instructor office hours, each activity that we choose to attend, each library visit that we make, each lecture that we attend, etc. Your time with your mentor should be purposeful and oriented to improve your educational experience and success as a student.
3. Attend Modified Supplemental Instruction sessions for any classes that you are taking that are supported with MSI.
4. Sign up for tutoring for all classes that you are taking that your mentor has not taken an, therefore, cannot serve as your tutor.
5. Meet with the Academic Mentorship Program Coordinator to whom you are assigned, either Maria or Vanessa twice each quarter, once during the first half of the quarter and once during the second half of the quarter.
7. Contribute your ideas to the Mentor/Mentee journal to be written into at the end of each session with your mentor. Include your session goals and a discussion of your progress toward meeting these goals. Include what you learned and questions that you still have. (This journal writing might take about ten minutes at the end of each session).
8. Complete Learning Support Services on-line evaluations for the MSI Learning Assistants and/or tutors with whom you worked during the quarter.
9. Respond to all email that you receive regarding the Academic Mentorship Program within two days of receiving each message.
10. Respect the time and personal commitment that your Academic Mentor is making to assist you, and keep your scheduled appointments and, when rescheduling cannot be avoided, give your mentor advanced notice and negotiate a schedule change.
11. Attend office hours with each of your professors. Your mentor may accompany you if you would like to have a companion. Additionally, you and your mentor can and should prepare a plan to make the office hour visit comfortable and productive.
12. Enjoy your time with your Academic Mentor and the new academic self-efficacy and increased success as a student that you will experience.

Student’s Signature: ___________________________ Date: ______
Session Journal:

Session Journal

Learning Support Services-- Academic Mentorship Program

Student: ___________________ Mentor: ___________________ Date: ___________________

Goals for the Session:
What do you hope to accomplish during this session?

Summary of the session:

General Plan for the Next Session (areas still needing more discussion):
The mentors will be paid as follows:
3 hours each week for meetings with each of their students.
15 minutes per week for logistics
15 minutes a week for preparation
Meetings as scheduled
No-Shows
The students will lose their mentors if they do not show up for three or more sessions. They do have the opportunity to reschedule sessions if they make arrangements with their mentors. Please let me know if this configuration seems to work.
Accommodations to Learning Support Services Programs

Learning Support Services (LSS) is dedicated to giving every student the academic support they need to succeed. LSS understands that everyone has a different learning style, and we do our best to accommodate students’ needs. Accommodations are just a modification to general LSS policies and procedures. Students with accommodations are just like every other student on campus. They work hard to master the content of their classes, and may have a different learning style than a majority of their peers.

What are Accommodations to Learning Support Services Programs?

- **MSI Exemption:** This accommodation allows a student to move straight into small group tutoring for an MSI supported class, without having to attend MSI regularly. LSS’ general policy states that in order to receive tutoring for an MSI supported class, the student must first attend MSI weekly before they can move into small group tutoring. This allows students to work with small groups of 4, rather than a large group of 12 in MSI.

- **Individual tutoring:** This accommodations allows a student to request individual tutoring for any class.

- **Extra time:** This accommodation gives students access to extra tutoring hours each week (group or individual). All students are given 1 hour of tutoring each week per class. If any student is going to tutoring regularly, and still needs extra help, they are approved for a second hour. This accommodation gives students a maximum to 3 hours of tutoring each week per class. Requests for more than 3 hours each week will need to be verified by the Director of Learning Support Services and the students DRC Coordinator.

These services are only offered to students registered with the Disability Resource Center.

Confidentiality and Privacy

There are many students who need accommodations to access UCSC services throughout campus, and it is important to respect their privacy. Here are some tips to ensure you are respecting a student’s privacy who might have accommodations to our services.

1. Never ask a student if they have accommodations through the DRC.
2. Never ask a student for information about their disability. If a student offers information that is fine.
3. Always direct students to LSS staff if you are uncomfortable answering questions, unsure what the correct response is or you are not able to talk to the student in a private setting.

Medical Maintenance

Students have the right to medical maintenance during a session. It’s just like a student taking Advil for a headache. If the medication is taken in a way that is disruptive to your session, and/or makes you and your students uncomfortable, you can report that student to the DRC. Reporting a student does not get them in trouble. DRC staff will either follow up with the student or inform you why that situation did not warrant a report.

How are accommodation requests handled?

LSS staff coordinate all accommodation related requests. LSS has an email account (lssacc@ucsc.edu) that is designated only for these requests, and is checked daily. Marina Maze, MSI/Tutor Coordinator, is the main staff member who will be working with accommodation related requests. Marina will send all communication regarding accommodation requests through the accommodations email. If you see an email from “LSS Accommodations” in your inbox, please answer it as soon as you can.

What will communication look like regarding accommodation requests?

LSS will send individualized emails to qualified Learning Assistants and Tutors to see if they are available to fulfill an accommodations request. Communication from LSS staff may include any of the following scenarios:

- **Availability to tutor a student one-on-one in a specific course.** LSS gets a lot of individual tutoring requests, this will be the most common accommodation you might see as a tutor or Learning Assistant. LSS will first reach out
to the LA or tutor who is already hired for the course to see if they have open sessions that can accommodate the request. Otherwise, we will contact all currently hired LA’s and tutors who have taken the course, received a B or better and are willing to take on the extra hours. If no one on staff is available, LSS will turn to the applicant pool.

- **Capping the number of students who can attend a session and/or closing a session.** Often times students with accommodations just need to work in smaller groups than MSI or tutoring sessions allow. If this is the accommodation LSS is working on for the class you are hired for, you might see that one of your sessions is capped, or closed, to allow only a few students to sign up for that particular session.

- **Giving a student extra tutoring hours.** You may receive an email from LSS staff letting you know that we have signed a student up for a third hour of tutoring. This is easily handled by LSS staff and there is little follow-up on your end.

**How can you respond to questions regarding accommodation requests?**

If you have a student ask for individual tutoring, please give them the information sheet that is in your folder. If they ask in the middle of a session, ask them to speak with you after your session. If they still want more information, direct them to Marina and/or the front desk.
Time Sheet Information
Time Sheet and General Record-Keeping Instructions for LSS Employees

Time sheets are due every two weeks by Friday. You will receive email reminders from the general CruzPay system and LSS. Time sheets can be submitted early (if you are done working for the week) but cannot be submitted late. Please plan your schedule to account for time sheet submission dates(s).

Submitting your Time Sheet to LSS:
The time sheet submission is a two part process:

1. Fill out information on CruzPay and submit electronic time sheet(s)—this can be done at home or at the LSS office.
   - If you submit your time sheet at home, make sure you enable pop-ups from CruzPay on your browser. If pop-ups are not enable Cruzpay will not allow you to submit your hours.
2. Bring a printout of your CruzPay time sheet(s) and your summary and sign-in sheets to the LSS office. Always check-in to the front desk first and from there you will be directed to the appropriate timesheet checking station.
   - Please make sure the hours you record on your timesheet in CruzPay are consistent with the hours recorded on your backup sheets (summary sheets and sign-in sheets).

CruzPay Submission:
Please see the CruzPay website for specific instructions on Time Entry: https://financial.ucsc.edu/Pages/Launch_CruzPay.aspx

All employees will have two time sheets on CruzPay even if employees only work individual hours or only work group hours.

Record your hours in quarter decimal fractions—not in hours and minutes. Round your hours to the nearest quarter hour. For example, if you tutored a student for 50 minutes, record .75 hours. If you work a full hour, list it as 1 (or 2 or 3, etc.).

- Employees with **individual hours** will need to submit a time sheet titled “LSSTUT-IND. N/S. & Prep” or “MSI-Ind. Lec. Meet. N/S”
  - You should record your hours on this time sheet for the following:
    - Tutoring sessions where only one student attended
    - No-Show
    - Prep time
    - Trainings, meetings
    - Logistics time (e-mails, timesheet submission)
    - Lecture attendance
    - Lecture announcements

- Employees with **group hours** will need to submit a time sheet titled “LSS Tutor-Group Session” or “MSI-Group Sessions”
  - LSS Tutor-Group Session and MSI-Group Sessions: GROUP rate of $19.82 per hour.
    - You should only record group sessions (sessions with at least two students present) on this time sheet
    - If you have no group hours to report for the period, submit your time sheet with zero hours
Back-up Sheets:
At the beginning of each quarter, LSS will provide all new tutors with folder that contains sheets to record your work hours. These sheets are meant to be used by you to record all work activities that you performed through the pay period. Below is a quick summary, by LSS Position of required back-up documentations and how to use them. Every time you engage in a work-related activity, record it in chronological order (oldest entries first).

**Weekly small group tutors Summary Sheets (Pink):** Please include the activity (see below for examples), course if applicable, and in the appropriate column enter the hours you worked in quarter decimal factions.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Name on Summary Sheet (Type of Hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutoring sessions</td>
<td>Either “Group Tutoring” or “Individual Tutoring”</td>
</tr>
<tr>
<td>No-show session</td>
<td>“No-show” (No Show Session)</td>
</tr>
<tr>
<td>Preparation Time</td>
<td>“Prep Time” (Prep Time)</td>
</tr>
<tr>
<td>LSS/ASE/Professor Meetings</td>
<td>“Training Meeting” or “Logistics Meeting” (Training/Mtg Time)</td>
</tr>
<tr>
<td>Instructor OH visit</td>
<td>“Professor Office Hour” (Prep Time)</td>
</tr>
<tr>
<td>Course lecture attendance</td>
<td>“Course lecture” (Prep Time)</td>
</tr>
<tr>
<td>Announcement</td>
<td>“Announcement” (Prep Time)</td>
</tr>
<tr>
<td>Logistics; e-mails, timesheet</td>
<td>“Logistic, emails, timesheet submission” (Weekly Logistics)</td>
</tr>
</tbody>
</table>

**Drop-in Writing and Math Tutors Summary Sheets (Pink):** Please include the activity (see below for examples), course if applicable, and in the appropriate column enter the hours you worked in quarter decimal factions.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Name on Summary Sheet (Type of Hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutoring sessions</td>
<td>“Drop-in” (Individual Tutoring)</td>
</tr>
<tr>
<td>Preparation Time (Math only)</td>
<td>“Prep Time” (Prep Time)</td>
</tr>
<tr>
<td>LSS/ASE/Professor Meetings</td>
<td>“Training Meeting” or “Logistics Meeting” (Training/Mtg Time)</td>
</tr>
<tr>
<td>Logistics; e-mails, timesheet</td>
<td>“Logistic, emails, timesheet submission” (Weekly Logistics)</td>
</tr>
</tbody>
</table>

**Weekly Writing Tutors (OTSS and STARS) Summary Sheets (White):** Please include the activity (see below for examples), course if applicable, and in the appropriate column enter the hours you worked in quarter decimal factions.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Name on Summary Sheet (Type of Hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutoring sessions</td>
<td>“Tutoring” (Individual Tutoring)</td>
</tr>
<tr>
<td>No-show session</td>
<td>“No-show” (No Show Session)</td>
</tr>
<tr>
<td>LSS/ASE/Professor Meetings</td>
<td>“Training Meeting” or “Logistics Meeting” (Training/Mtg Time)</td>
</tr>
<tr>
<td>Logistics; e-mails, timesheet</td>
<td>“Logistic, emails, timesheet submission” (Weekly Logistics)</td>
</tr>
</tbody>
</table>

**MSI Summary Sheets (Purple):** Please include the activity (see below for examples), course if applicable, and in the appropriate column enter the hours you worked in quarter decimal factions.

<table>
<thead>
<tr>
<th>Activity</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>MSI sessions</td>
<td>Small Group Tutoring</td>
</tr>
<tr>
<td>No-show session</td>
<td>No-show session</td>
</tr>
</tbody>
</table>

*LSS Employee Handbook*
Preparation Time → Name on Summary Sheet (Type of Hour)
LSS/ASE/Professor Meetings → Either “Group Session” or “Individual Session”
Course lecture attendance → Either “Group Session” or “Individual Session”
Logistics; e-mails, timesheet → “No-show” (No Show Session)
→ “Prep Time” (Prep Time)
→ “Training Meeting” or “Logistics Meeting” (Training/Mtg Time)
→ “Lecture” (Lecture)
→ “Logistic, emails, timesheet submission” (Weekly Logistics)

**SPHS Summary Sheets (Purple):** Please include the activity (see below for examples), course if applicable, and in the appropriate column enter the hours you worked in quarter decimal factions.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Name on Summary Sheet (Type of Hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutoring sessions</td>
<td>Either “Group Session” or “Individual Session”</td>
</tr>
<tr>
<td>No-show session</td>
<td>“No-show” (No Show Session)</td>
</tr>
<tr>
<td>Preparation Time</td>
<td>“Prep Time” (Prep time)</td>
</tr>
<tr>
<td>LSS/ASE/Professor Meetings</td>
<td>“Training Meeting” or “Logistics Meeting” (Training/Mtg Time)</td>
</tr>
<tr>
<td>Logistics; e-mails, timesheet</td>
<td>“Logistic, emails, timesheet submission” (Weekly Logistic)</td>
</tr>
</tbody>
</table>

**Sign in Sheets:**
You need to fill out a sign-in sheet for each tutoring/MSI session you hold. You must record the date, time, total duration of the session, specific class, as well as what you cover in each session. Each student needs to clearly print their name, SID and initial the sign-in sheet to verify their attendance.

If you run out of summary sheets or sign-in sheets, please come to the Learning Support Services office and pick up more. LSS office assistants have to data-enter everything into our database, please make sure your handwriting and your student’s handwriting are legible.

**Paycheck:** Your check or pay stub will be delivered to the location you indicated when filling out the payroll paperwork. If you have worked on campus before, you will receive your check at the same location you did for your previous job. Information regarding direct deposit can be found on the Career Center website. Pay dates are always on the Wednesday a week and a half after you submitted your timesheet on CruzPay. Paystubs and W-2’s can be found on the At Your Service website (http://atyourservice.ucop.edu/). For issues with your paycheck contact UCSC Payroll as LSS does not have information regarding the status of your pay check.

**Important Note:** Late timesheets create more work for LSS staff and Payroll, especially when trying to submit hours from a previous pay period. Hours from a previous pay period cannot be submitted through CruzPay, and must be submitted using a paper time sheet. Please see your supervisor if this happens. If you work late Friday evening or the Saturday directly after the timesheet you will be asked to project those hours but will need to submit your missing sign in sheets on the Monday after timesheet Friday. Contact LSS ([lss@ucsc.edu](mailto:lss@ucsc.edu)) if you have further questions about how to submit your sign-in sheets. Please submit timesheets on time. If you unable to submit your timesheet for whatever reason please contact your coordinator to arrange a different submission time.
Time Sheet Example Packets
Weekly Small Group Tutor Sample Time Sheet

My Time Entry: SMITH, MARIA, 123456789, LSSTUT-IND. N/S & Prep 10*2015-10-09, Learning Support Services

<table>
<thead>
<tr>
<th>Employee Signature</th>
<th>Date</th>
<th>Supervisor Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

**Sunday, September 27th, 2015 to Saturday, October 3rd, 2015**

Timesheet

<table>
<thead>
<tr>
<th></th>
<th>Sun 9/27</th>
<th>Mon 09/28</th>
<th>Tue 09/29</th>
<th>Wed 09/30</th>
<th>Thu 10/01</th>
<th>Fri 10/02</th>
<th>Sat 10/03</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay Code</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regular Hours</td>
<td></td>
<td>.75</td>
<td>.50</td>
<td></td>
<td>2</td>
<td>.50</td>
<td>0</td>
<td>3.75</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>0</td>
<td>.75</td>
<td>.50</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>3.75</td>
</tr>
</tbody>
</table>

**Sunday, October 4th, 2015 to Saturday, October 10th, 2015**

<table>
<thead>
<tr>
<th></th>
<th>Sun 10/04</th>
<th>Mon 10/05</th>
<th>Tue 10/06</th>
<th>Wed 10/07</th>
<th>Thu 10/08</th>
<th>Fri 10/09</th>
<th>Sat 10/10</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay Code</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regular Hours</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td>0</td>
<td>0</td>
<td>.25</td>
<td>1.25</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>.25</td>
<td>1.25</td>
</tr>
</tbody>
</table>

Printed on: 10/09/15

---

Note, you do not have to sign your time-sheet. When you click submit, you are agreeing that the information is correct on your time-sheet!
My Time Entry: SMITH, MARIA, 123456789, LSSTUT-GROUP 10*2015-10-09, Learning Support Services

Sunday, September 27th, 2015 to Saturday, October 3rd, 2015

Timesheet

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 9/27</th>
<th>Mon 09/28</th>
<th>Tue 09/29</th>
<th>Wed 09/30</th>
<th>Thu 10/01</th>
<th>Fri 10/02</th>
<th>Sat 10/03</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Sunday, October 4th, 2015 to Saturday, October 10th, 2015

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 10/04</th>
<th>Mon 10/05</th>
<th>Tue 10/06</th>
<th>Wed 10/07</th>
<th>Thu 10/08</th>
<th>Fri 10/09</th>
<th>Sat 10/10</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
<td></td>
<td></td>
<td>1</td>
<td>1.0</td>
<td></td>
<td></td>
<td></td>
<td>2.0</td>
</tr>
<tr>
<td>Total</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1.0</td>
<td>0</td>
<td>0</td>
<td>2.0</td>
</tr>
</tbody>
</table>

Printed on: 10/09/15

Note, you do not have to sign your time-sheet. When you click submit, you are agreeing that the information is correct on your timesheet!
<table>
<thead>
<tr>
<th>Date</th>
<th>Event/Activity</th>
<th>Course</th>
<th>Weekly Logistics</th>
<th>Prep Time</th>
<th>Training/Mtg Time</th>
<th>Other</th>
<th>No Show Session</th>
<th>Ind. Tutoring</th>
<th>Group Tutoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/28</td>
<td>Logistics Meeting</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9/28</td>
<td>Logistics: e-mails</td>
<td>N/A</td>
<td></td>
<td></td>
<td>0.25</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9/29</td>
<td>Class Announcement</td>
<td>LIT 1</td>
<td></td>
<td></td>
<td></td>
<td>0.5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/1</td>
<td>Individual Tutoring</td>
<td>LIT 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>10/1</td>
<td>Prep</td>
<td>POLI 20</td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/2</td>
<td>Group Tutoring</td>
<td>LIT 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>10/2</td>
<td>Meet w/ Professor</td>
<td>POLI 20</td>
<td></td>
<td></td>
<td>0.5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/4</td>
<td>No Show</td>
<td>LIT 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>10/7</td>
<td>Group Tutoring</td>
<td>POLI 20</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/9</td>
<td>Logistics: emails &amp;</td>
<td></td>
<td></td>
<td></td>
<td>0.25</td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

For Office Use Only:

Total Non Contact Hours: 

Total hours paid at the Individual Rate on CruzPay: 5

Total hours paid at the Group Rate on CruzPay: 2
<table>
<thead>
<tr>
<th>Leader: Maria Smith</th>
<th>Date: 10/1/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time-in: 2:00</td>
<td>Time-out: 3:00</td>
</tr>
<tr>
<td>Class: LIT 1</td>
<td></td>
</tr>
<tr>
<td>Description of what was covered</td>
<td></td>
</tr>
<tr>
<td>Discuss and create strong thesis</td>
<td></td>
</tr>
</tbody>
</table>

Please Print Clearly

<table>
<thead>
<tr>
<th>Student ID Number</th>
<th>Name</th>
<th>Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Maria Porter</td>
<td>MP</td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Leader: Maria Smith</th>
<th>Date: 10/2/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time-in: 2:00</td>
<td>Time-out: 3:00</td>
</tr>
<tr>
<td>Class: LIT 1</td>
<td></td>
</tr>
<tr>
<td>Description of what was covered</td>
<td></td>
</tr>
<tr>
<td>Build on strong thesis support</td>
<td></td>
</tr>
</tbody>
</table>

Please Print Clearly

<table>
<thead>
<tr>
<th>Student ID Number</th>
<th>Name</th>
<th>Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Sarah de Leon</td>
<td>SdL</td>
</tr>
<tr>
<td>2.</td>
<td>Carlos Obenheimer</td>
<td>CO</td>
</tr>
<tr>
<td>3.</td>
<td>Karina Kresge</td>
<td>KK</td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Leader: Maria Smith</th>
<th>Date: 10/7/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time-in: 2:00</td>
<td>Time-out: 3:00</td>
</tr>
<tr>
<td>Class: LIT 1</td>
<td></td>
</tr>
<tr>
<td>Description of what was covered</td>
<td></td>
</tr>
</tbody>
</table>

LSS Employee Handbook
Time-in: 2:00  Time-out: 3:00  Circle only one of the following time
Class: POLI 20  
0.5 hr  0.75 hr  1.0 hr

Description of what was covered: Essay #1 revision

Please Print Clearly

<table>
<thead>
<tr>
<th>Student ID Number</th>
<th>Name</th>
<th>Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>7891011</td>
<td>Estrella Hagar</td>
<td>EH</td>
</tr>
<tr>
<td>9101112</td>
<td>Theresa Crown</td>
<td>TC</td>
</tr>
<tr>
<td>8910111</td>
<td>Joe Oakes</td>
<td>JO</td>
</tr>
<tr>
<td>6789101</td>
<td>John Doe</td>
<td>JD</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Leader: __________________________ Date __________________________

Time-in: ______ Time-out: ______  Circle only one of the following time
Class: ________ 0.5 hr  0.75 hr  1.0 hr

Description of what was covered:

Please Print Clearly

<table>
<thead>
<tr>
<th>Student ID Number</th>
<th>Name</th>
<th>Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

LSS Employee Handbook 56
Weekly Writing Tutor/STARS WRITE MENTOR Sample Time Sheet

My Time Entry: LUTZ, JESSE DOORNE, 123456789, LSSTUT-IND. N/S & Prep 10*2015-10-09, Learning Support Services

<table>
<thead>
<tr>
<th>Employee Signature</th>
<th>Date</th>
<th>Supervisor Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

Sunday, September 14th, to Saturday, September 27, 2015

Timesheet
Sunday, September 14th, 2015 to Saturday, September 20, 2015

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 9/14</th>
<th>Mon 09/15</th>
<th>Tue 09/16</th>
<th>Wed 09/17</th>
<th>Thu 09/18</th>
<th>Fri 09/19</th>
<th>Sat 09/20</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
<td></td>
<td>1.5</td>
<td>0</td>
<td>0</td>
<td>.5</td>
<td>.25</td>
<td>0</td>
<td>2.25</td>
</tr>
<tr>
<td>Total</td>
<td>0</td>
<td>1.5</td>
<td>0</td>
<td>0</td>
<td>.5</td>
<td>.25</td>
<td>0</td>
<td>2.25</td>
</tr>
</tbody>
</table>

Sunday, September 21st, 2015 to Saturday, September 27th, 2015

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 09/21</th>
<th>Mon 09/22</th>
<th>Tue 09/23</th>
<th>Wed 09/24</th>
<th>Thu 09/25</th>
<th>Fri 09/26</th>
<th>Sat 09/27</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>.25</td>
<td>0</td>
<td>0</td>
<td>3.25</td>
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</tr>
<tr>
<td>Total</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>.25</td>
<td>0</td>
<td>0</td>
<td>3.25</td>
<td></td>
</tr>
</tbody>
</table>

Printed on: 09/27/15

Note, you do not have to sign your time-sheet. When you click submit, you are agreeing that the information is correct on your time-sheet!
My Time Entry: LUTZ, JESSE DOORNE, 123456789, LSSTUT-GROUP 10*2015-10-09, Learning Support Services

<table>
<thead>
<tr>
<th>Employee Signature</th>
<th>Date</th>
<th>Supervisor Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

Sunday, September 14th, to Saturday, September 27, 2015

Timesheet
Sunday, September 14th, 2015 to Saturday, September 20, 2015

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 09/14</th>
<th>Mon 09/15</th>
<th>Tue 09/16</th>
<th>Wed 09/17</th>
<th>Thu 09/18</th>
<th>Fri 09/19</th>
<th>Sat 09/20</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Sunday, September 21st, 2015 to Saturday, September 27th, 2015

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 09/21</th>
<th>Mon 09/22</th>
<th>Tue 09/23</th>
<th>Wed 09/24</th>
<th>Thu 09/25</th>
<th>Fri 09/26</th>
<th>Sat 09/27</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
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<td>0</td>
</tr>
<tr>
<td>Total</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Printed on: 09/27/15

Note, you do not have to sign your time-sheet. When you click submit, you are agreeing that the information is correct on your time-sheet!
SAMPLE- Weekly Writing Tutor/ STARS WRITE Mentor Summary Sheet

<table>
<thead>
<tr>
<th>Date</th>
<th>Event/Activity</th>
<th>Course</th>
<th>Non-Contact Hours</th>
<th>Tutoring</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9/15</td>
<td>Logistics Meeting</td>
<td>N/A</td>
<td></td>
<td>1.75</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9/18</td>
<td>Writing Tutoring</td>
<td>FILM</td>
<td></td>
<td>.5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>80H</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9/19</td>
<td>Logistics: Turn-in</td>
<td>N/A</td>
<td></td>
<td>.25</td>
</tr>
<tr>
<td></td>
<td>timesheets, emails</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9/22</td>
<td>No Show</td>
<td>SOCY</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>105B</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9/24</td>
<td>Writing Tutoring</td>
<td>THEA</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>20B</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9/26</td>
<td>Logistics: Turn in</td>
<td>N/A</td>
<td></td>
<td>.25</td>
</tr>
<tr>
<td></td>
<td>Timesheets, emails</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For Office Use Only:
Total hours paid at the Individual Rate on CruzPay: 5.25
Total hours paid at the Group Rate on CruzPay: 0
# Writing Tutor Session Log

**Tutor's Name**: JD Lutz

**Pay Period**: Sept. 14 / Sept. 27 2015

**Session Info**: If non-session related (ex: logistics meeting) please enter only on your pink summary sheet.

<table>
<thead>
<tr>
<th>Date</th>
<th>Student ID#</th>
<th>Student Name</th>
<th>Student Initials</th>
<th>Time In/Out</th>
<th>Class</th>
<th>Indiv. Hrs.</th>
<th>STARS Hrs.</th>
<th>No Show Hrs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/18</td>
<td>0123456</td>
<td>Liz Lemon</td>
<td>LL</td>
<td>1:00 pm</td>
<td>FILM 80H</td>
<td>.5</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1:30 pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>09/22</td>
<td>1234567</td>
<td>Jack Donaghy</td>
<td>JD</td>
<td>2:00 pm</td>
<td>SOCY 105</td>
<td>1</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3:00 pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>09/24</td>
<td>2345678</td>
<td>Ken Parcell</td>
<td>KP</td>
<td>2:00 pm</td>
<td>THEA 20B</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2:45 pm</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL INDIVIDUAL HOURS** from this page only **2.50**
Mentor Sample Time Sheet

My Time Entry: GARCIA, SAMANTHA, 123456789, LSSTUT-IND. N/S & Prep 10*2015-10-09, Learning Support Services

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 9/27</th>
<th>Mon 09/28</th>
<th>Tue 09/29</th>
<th>Wed 09/30</th>
<th>Thu 10/01</th>
<th>Fri 10/02</th>
<th>Sat 10/03</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
<td>0</td>
<td>.5</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>4.50</td>
</tr>
<tr>
<td>Total</td>
<td>0</td>
<td>.5</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>4.50</td>
</tr>
</tbody>
</table>

Sunday, October 4th, 2015 to Saturday, October 10th, 2015

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 10/04</th>
<th>Mon 10/05</th>
<th>Tue 10/06</th>
<th>Wed 10/07</th>
<th>Thu 10/08</th>
<th>Fri 10/09</th>
<th>Sat 10/10</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>.25</td>
<td>0</td>
<td>3.25</td>
</tr>
</tbody>
</table>

Printed on: 10/09/15

Note, you do not have to sign your time-sheet. When you click submit, you are agreeing that the information is correct on your time-sheet!
# SAMPLE - Mentor Summary Sheet

**Tutor’s Name**: Samantha García  
**Pay Period**: 9/27---10/10

<table>
<thead>
<tr>
<th>Date</th>
<th>Event/Activity</th>
<th>Course</th>
<th>Weekly Logistics</th>
<th>Prep Time</th>
<th>Training/Mtg Time</th>
<th>Other</th>
<th>Non-Contact Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/28</td>
<td>Logistics Meeting</td>
<td>N/A</td>
<td></td>
<td></td>
<td>.5 Hr</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/1</td>
<td>Mentor Session</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/1</td>
<td>Prep Time- Mentor Logs</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/5</td>
<td>Mentor Session</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/10</td>
<td>Logistics: Turn in Timesheets, emails</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>.25 Hr</td>
</tr>
</tbody>
</table>

**For Office Use Only:**

- Total hours paid at the Individual Rate on CruzPay: **7.75**
- Total hours paid at the Group Rate on CruzPay: **0**
Mentor Session Log

Enter all hours chronologically.

**Tutor's Name**: Samantha Garcia

**Pay Period**: 9/27 / 10/10 2015

*Session Info*-If non-session related (ex: logistics meeting) please enter only on your pink summary sheet.

<table>
<thead>
<tr>
<th>Date</th>
<th>Student ID#</th>
<th>Student Name</th>
<th>Student Initials</th>
<th>Time In/Out</th>
<th>Class</th>
<th>Individ. Hrs.</th>
<th>No Show Hrs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/1</td>
<td>0123456</td>
<td>Samantha Holden</td>
<td>SH</td>
<td>1:00 pm</td>
<td>N/A</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4:00 pm</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/5</td>
<td>0123456</td>
<td>Samantha Holden</td>
<td>SH</td>
<td>1:00 pm</td>
<td>N/A</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3:00 pm</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL INDIVIDUAL HOURS** from this page only __6.00_____
Drop-in Writing Tutor Sample Time Sheet

My Time Entry: JONES, MAHIMA, 123456789, LSSTUT-IND. N/S & Prep 10*2015-10-09, Learning Support Services

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 9/27</th>
<th>Mon 09/28</th>
<th>Tue 09/29</th>
<th>Wed 09/30</th>
<th>Thu 10/01</th>
<th>Fri 10/02</th>
<th>Sat 10/03</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>3.00</td>
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<tr>
<td>Total</td>
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<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>3.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 10/04</th>
<th>Mon 10/05</th>
<th>Tue 10/06</th>
<th>Wed 10/07</th>
<th>Thu 10/08</th>
<th>Fri 10/09</th>
<th>Sat 10/10</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0.25</td>
<td>0</td>
<td>3.25</td>
</tr>
<tr>
<td>Total</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0.25</td>
<td>0</td>
<td>3.25</td>
</tr>
</tbody>
</table>

Printed on: 10/09/15

Note, you do not have to sign your time-sheet. When you click submit, you are agreeing that the information is correct on your time-sheet!
# My Time Entry: JONES, MAHIMA, 123456789, LSSTUT-GROUP 10*2015-10-09, Learning Support Services

<table>
<thead>
<tr>
<th>Employee Signature</th>
<th>Date</th>
<th>Supervisor Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

### Sunday, September 27th, 2015 to Saturday, October 3rd, 2015

#### Timesheet

**Sunday, September 28th 2015 to Saturday, October 3rd, 2015**

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 9/27</th>
<th>Mon 09/28</th>
<th>Tue 09/29</th>
<th>Wed 09/30</th>
<th>Thu 10/01</th>
<th>Fri 10/02</th>
<th>Sat 10/03</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Sunday, October 4th, 2015 to Saturday, October 10th, 2015**

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 10/04</th>
<th>Mon 10/05</th>
<th>Tue 10/06</th>
<th>Wed 10/07</th>
<th>Thu 10/08</th>
<th>Fri 10/09</th>
<th>Sat 10/10</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
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<td></td>
<td></td>
<td></td>
<td>0</td>
<td>0</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Printed on: 10/09/15**

---

Note, you do not have to sign your time-sheet. When you click submit, you are agreeing that the information is correct on your time-sheet!
# SAMPLE- LSS Tutor Summary Sheet

**Tutor’s Name**: Mahima Jones  
**Pay Period**: 09/29-10/11 2014

<table>
<thead>
<tr>
<th>Date</th>
<th>Event/Activity</th>
<th>Course</th>
<th>Week Log</th>
<th>Prep Time</th>
<th>Training/Mtg Time</th>
<th>Other</th>
<th>No Show</th>
<th>Ind. Tutoring</th>
<th>Group Tutoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/02</td>
<td>Drop-In Writing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>10/09</td>
<td>Drop-In Writing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>10/10</td>
<td>Logistics: Turn in Timesheets</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>.25</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**For Office Use Only:**

Total hours paid at the Individual Rate on CruzPay: 6.25

Total hours paid at the Group Rate on CruzPay: 2
LSS Drop-In ___Writing_____

Tutor’s Name: **Mahima Jones**  
Date: **10/02/14**  
Drop-in Start: **3:00 pm**  
Drop-in Stop: **6:00 pm**

Total Drop-in Time: **3 hr**

<table>
<thead>
<tr>
<th>STUDENT ID #</th>
<th>PRINT NAME</th>
<th>Subject (Course ID#)</th>
<th>TIME IN</th>
<th>TIME OUT</th>
<th>Total Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 9876543</td>
<td>Sawyer Ford</td>
<td>Psych 100</td>
<td>3pm</td>
<td>3:30</td>
<td>.5</td>
</tr>
<tr>
<td>2. 8765432</td>
<td>Kate Austen</td>
<td>Scholarship essay</td>
<td>3:30</td>
<td>4:00</td>
<td>.5</td>
</tr>
<tr>
<td>3. 7654321</td>
<td>Jack Shephard</td>
<td>ANTH 128H</td>
<td>4:00</td>
<td>4:30</td>
<td>.5</td>
</tr>
<tr>
<td>4. 6543210</td>
<td>Charlie Pace</td>
<td>FMST 145</td>
<td>4:30</td>
<td>5:00</td>
<td>.5</td>
</tr>
<tr>
<td>5. 5432109</td>
<td>John Locke</td>
<td>Poli 70</td>
<td>5:00</td>
<td>5:30</td>
<td>.5</td>
</tr>
<tr>
<td>6. 4321098</td>
<td>Sayid Jarrah</td>
<td>Psych of Religion</td>
<td>5:30</td>
<td>6:00</td>
<td>.5</td>
</tr>
</tbody>
</table>

You will notice that the student did not put the course number. As a drop-in tutor, you should stop and ask the student to fill in the course number. If they don’t know the course number, an entry like this will suffice, but be sure to remind the student to make sure they know what course it is for next time.
**LSS Drop-In writing**

Tutor's Name: **Mahima Jones**  
Date: **10/09/14**  
Drop-in Start: **3:00 pm**  
Drop-in Stop: **6:00 pm**

Total Drop-in Time: **3 hr**

<table>
<thead>
<tr>
<th>STUDENT ID #</th>
<th>PRINT NAME</th>
<th>Subject (Course ID#)</th>
<th>TIME IN</th>
<th>TIME OUT</th>
<th>Total Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>2761592</td>
<td>Desmond Hume</td>
<td>Socy 196B</td>
<td>3 pm</td>
<td>3:30</td>
<td>.5</td>
</tr>
<tr>
<td>8765432</td>
<td>Hugo Reyes</td>
<td>Personal Statement</td>
<td>3:30</td>
<td>4:00</td>
<td>.5</td>
</tr>
<tr>
<td>7654321</td>
<td>Ben Linus</td>
<td>POLi 120B</td>
<td>4:30</td>
<td>5:00</td>
<td>.5</td>
</tr>
<tr>
<td>8765432</td>
<td>Jin-Soo Kwon</td>
<td>Scholarship essay</td>
<td>5:00</td>
<td>5:30</td>
<td>.5</td>
</tr>
<tr>
<td>7654321</td>
<td>Danielle Rousseau</td>
<td>PSYC 10</td>
<td>5:30</td>
<td>6:00</td>
<td>.5</td>
</tr>
</tbody>
</table>
### Drop-In Math Sample Time Sheet

**My Time Entry:** CONTENTO, ROBERTO, 123456789, LSSTUT-IND. N/S & Prep 10*2015-10-09, Learning Support Services

<table>
<thead>
<tr>
<th>Employee Signature</th>
<th>Date</th>
<th>Supervisor Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

**Sunday, September 27th, 2015 to Saturday, October 3rd, 2015**

**Timesheet**
Sunday, September 28th 2015 to Saturday, October 3rd, 2015

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 9/27</th>
<th>Mon 09/28</th>
<th>Tue 09/29</th>
<th>Wed 09/30</th>
<th>Thu 10/01</th>
<th>Fri 10/02</th>
<th>Sat 10/03</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
<td></td>
<td></td>
<td></td>
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<td>4</td>
<td>1</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>5</td>
</tr>
</tbody>
</table>

**Sunday, October 4th, 2015 to Saturday, October 10th, 2015**

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 10/04</th>
<th>Mon 10/05</th>
<th>Tue 10/06</th>
<th>Wed 10/07</th>
<th>Thu 10/08</th>
<th>Fri 10/09</th>
<th>Sat 10/10</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Hours</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

**Printed on:** 10/09/15

---

*Note, you do not have to sign your time-sheet. When you click submit, you are agreeing that the information is correct on your time-sheet!*

---

*LSS Employee Handbook*
My Time Entry: CONTENTO, ROBERTO, 123456789, LSSTUT-GROUP 10*2015-10-09, Learning Support Services

<table>
<thead>
<tr>
<th>Employee Signature</th>
<th>Date</th>
<th>Supervisor Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

Sunday, September 27th, 2015 to Saturday, October 3rd, 2015

Timesheet
Sunday, September 28th 2015 to Saturday, October 3rd, 2015

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 9/27</th>
<th>Mon 09/28</th>
<th>Tue 09/29</th>
<th>Wed 09/30</th>
<th>Thu 10/01</th>
<th>Fri 10/02</th>
<th>Sat 10/03</th>
<th>Total</th>
</tr>
</thead>
<tbody>
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<td>Regular Hours</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</table>

Sunday, October 4th, 2015 to Saturday, October 10th, 2015

<table>
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<th>Sun 10/04</th>
<th>Mon 10/05</th>
<th>Tue 10/06</th>
<th>Wed 10/07</th>
<th>Thu 10/08</th>
<th>Fri 10/09</th>
<th>Sat 10/10</th>
<th>Total</th>
</tr>
</thead>
<tbody>
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<td>Regular Hours</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</table>

Printed on: 10/09/15

Note, you do not have to sign your time-sheet. When you click submit, you are agreeing that the information is correct on your time-sheet!
# SAMPLE - LSS Tutor Summary Sheet

<table>
<thead>
<tr>
<th>Date</th>
<th>Event/Activity</th>
<th>Course</th>
<th>Weekly Logistics</th>
<th>Prep Time</th>
<th>Training/MTg Time</th>
<th>Other</th>
<th>No Show Session</th>
<th>Ind. Tutoring</th>
<th>Group Tutoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/02</td>
<td>Drop-In Math</td>
<td>Drop-in Math</td>
<td></td>
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<tr>
<td>10/03</td>
<td>Prep Time</td>
<td>Drop-in Math</td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>10/07</td>
<td>Drop-In Math</td>
<td>Drop-in Math</td>
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</tr>
<tr>
<td>10/09</td>
<td>Prep Time</td>
<td>Drop-in Math</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>10/10</td>
<td>Logistics: Turn in Timesheets</td>
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</tbody>
</table>

For Office Use Only:

Total hours paid at the Individual Rate on CruzPay: 10.25

Total hours paid at the Group Rate on CruzPay: 2
LSS Drop-In _____________

Tutor's Name: Roberto Contento  Date: 10/02/14  Drop-in Start: 4:00 pm  Drop-in Stop: 8:00 pm

Total Drop-in Time: 4 hrs

<table>
<thead>
<tr>
<th>STUDENT ID #</th>
<th>PRINT NAME</th>
<th>Subject (Course ID#)</th>
<th>TIME IN</th>
<th>TIME OUT</th>
<th>Total Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>11. 9876543</td>
<td>Jameson Bradley</td>
<td>Math 11B</td>
<td>4:02</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. 8765432</td>
<td>Luna Del Rey</td>
<td>Math 128A</td>
<td>4:16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. 7654321</td>
<td>Jedidiah Braun</td>
<td>Math 3</td>
<td>4:36</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. 6543210</td>
<td>Brisa Wilson</td>
<td>Math 3</td>
<td>5:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. 5432109</td>
<td>Johnathan Wu</td>
<td>Math 2</td>
<td>5:13</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. 4321098</td>
<td>Erika Yang</td>
<td>Math 22</td>
<td>5:48</td>
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<tr>
<td>17.</td>
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<tr>
<td>18.</td>
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</tr>
<tr>
<td>19.</td>
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<tr>
<td>20.</td>
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</tbody>
</table>

LSS Drop-In MATH

LSS Employee Handbook
<table>
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<th>STUDENT ID #</th>
<th>PRINT NAME</th>
<th>Subject (Course ID#)</th>
<th>TIME IN</th>
<th>TIME OUT</th>
<th>Total Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>11. 9876543</td>
<td>Meredith Grey</td>
<td>Math 11A</td>
<td>4:05</td>
<td></td>
<td></td>
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<tr>
<td>12. 8765432</td>
<td>Christina Yang</td>
<td>Math 22</td>
<td>4:16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. 7654321</td>
<td>Derek Shepherd</td>
<td>Math 11B</td>
<td>4:18</td>
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<tr>
<td>14. 6543210</td>
<td>Izzie Stevens</td>
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<tr>
<td>15. 5432109</td>
<td>Callie Torres</td>
<td>Math 2</td>
<td>4:40</td>
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<td>16. 4321098</td>
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<td>17. 9876543</td>
<td>George O’Malley</td>
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<td>5:32</td>
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<td>18. 8765432</td>
<td>Julio Plantain</td>
<td>AMS 11A</td>
<td>5:32</td>
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<td>19.</td>
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<td>20.</td>
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</tr>
</tbody>
</table>
MSI Learning Assistant Sample Time Sheet

**My Time Entry:** SMITH, MARIA, 123456789, MSI-Ind. Lec. Meet. N/S*2015-10-09, Learning Support Services

<table>
<thead>
<tr>
<th></th>
<th>Sun 9/27</th>
<th>Mon 09/28</th>
<th>Tue 09/29</th>
<th>Wed 09/30</th>
<th>Thu 10/01</th>
<th>Fri 10/02</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Regular Hours</strong></td>
<td></td>
<td>1.25</td>
<td></td>
<td>1.25</td>
<td>1.5</td>
<td>2.25</td>
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<td>6.25</td>
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<tr>
<td><strong>Total</strong></td>
<td>0</td>
<td>1.25</td>
<td>0</td>
<td>1.25</td>
<td>1.5</td>
<td>2.25</td>
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<td>6.25</td>
</tr>
</tbody>
</table>

**Timesheet**

Sunday, September 27th, 2015 to Saturday, October 10th, 2015

Printed on: 10/09/15

Note, you do not have to sign your time-sheet. When you click submit, you are agreeing that the information is correct on your time-sheet!
My Time Entry: SMITH, MARIA, 123456789, MSI-Group sessions* 2015-10-09, Learning Support Services

____________________  __________  __________________  __________
Employee Signature    Date             Supervisor Signature  Date

Sunday, September 27th, 2015 to Saturday, October 10th, 2015

Timesheet
Sunday, September 27th, 2015 to Saturday, October 3rd, 2015

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 9/27</th>
<th>Mon 09/28</th>
<th>Tue 09/29</th>
<th>Wed 09/30</th>
<th>Thu 10/01</th>
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<td>0</td>
<td>1</td>
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<td>2.25</td>
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</table>

Sunday, October 4th, 2015 to Saturday, October 10th, 2015

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 10/04</th>
<th>Mon 10/05</th>
<th>Tue 10/06</th>
<th>Wed 10/07</th>
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<th>Sat 10/10</th>
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<tbody>
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</tbody>
</table>

Printed on: 10/09/15

Note, you do not have to sign your time-sheet. When you click submit, you are agreeing that the information is correct on your time-sheet!
**MSI Summary Sheet**

**Learning Assistant’s Name:** Josephina Schmosefina  
**Pay Period:** 9/27 - 10/10 2015

<table>
<thead>
<tr>
<th>Date</th>
<th>Event/Activity</th>
<th>Course</th>
<th>Lecture</th>
<th>Prep Time</th>
<th>Training/Mtg Time</th>
<th>Other</th>
<th>No Show Session</th>
<th>Ind. Tutoring</th>
<th>Group Tutoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/28</td>
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<td>Bio 20A</td>
<td>1.25 BB</td>
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<tr>
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<td>Bio 20A</td>
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<tr>
<td>9/30</td>
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<td>1.25 BB</td>
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</tbody>
</table>

**For Office Use Only:**

Total hours paid at the Individual Rate on CruzPay: 6.5
| Total Non Contact Hours: |  | Total hours paid at the Group Rate on CruzPay: | 2.75 |
Circle Session Type: Regular
Leader Josefina Schosefina Date 9/30/2015
Time in 3:00 Time out 4:15
Class BIOL 20A - _____ Total time of session 1.25
(If class has a -01, -02, or -03 Please specify above)
Description of what was covered Mitosis chromosome phases

Please Print Clearly

<table>
<thead>
<tr>
<th>Student ID Number</th>
<th>Name</th>
<th>Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 0123456</td>
<td>Brian Jones</td>
<td>BJ</td>
</tr>
<tr>
<td>2. 0012345</td>
<td>Patty Powers</td>
<td>PP</td>
</tr>
<tr>
<td>3. 0001234</td>
<td>Matt Kyle</td>
<td>MK</td>
</tr>
<tr>
<td>4.</td>
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<tr>
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<tr>
<td>15.</td>
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</table>
Circle Session Type: Regular
Leader: Josefina Schosefina
Date: 10/2/15

Time in 5:00 Time out 6:15

Class: Biol 20A - Class
Total time of session: 1.25

(If class has a -01, -02, or -03 Please specify above)

Description of what was covered: Cellular structures and osmosis

Please Print Clearly

<table>
<thead>
<tr>
<th>Student ID Number</th>
<th>Name</th>
<th>Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 0001234</td>
<td>Matt Kyle</td>
<td>MK</td>
</tr>
<tr>
<td>2.</td>
<td></td>
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<tr>
<td>3.</td>
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<tr>
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</table>
Circle Session Type:  
 Regular  
 Review

Leader **Josefina Schosefina**  
 Date: **10/18/2014**

Time in **5:00**  Time out **6:30**

Class **Biol 20A**  
 Total time of session: **1.5**

Description of what was covered **Review for Midterm**

Please Print Clearly

<table>
<thead>
<tr>
<th>Student ID Number</th>
<th>Name</th>
<th>Initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 23456</td>
<td>Brian Jones</td>
<td>BJ</td>
</tr>
<tr>
<td>0012345</td>
<td>Patty Powers</td>
<td>PP</td>
</tr>
<tr>
<td>0001234</td>
<td>Matt Kyle</td>
<td>MK</td>
</tr>
<tr>
<td>0000123</td>
<td>Kylie Smith</td>
<td>P KS</td>
</tr>
<tr>
<td>0000012</td>
<td>Quinn Olstead</td>
<td>QO</td>
</tr>
<tr>
<td>0000001</td>
<td>Bryce Guzman</td>
<td>BG</td>
</tr>
<tr>
<td>0000002</td>
<td>Logan Apollo</td>
<td>LA</td>
</tr>
<tr>
<td>0000003</td>
<td>Rachel Ceglinsky</td>
<td>RC</td>
</tr>
<tr>
<td>0000004</td>
<td>Ceaser Ortiz</td>
<td>CO</td>
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<td></td>
<td></td>
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</tr>
</tbody>
</table>
### SAMPLE - LSS Tutor Summary Sheet

**Tutor’s Name**: Josephina Schmosefina  
**Pay Period**: 9/27/ -- 10/10/ 2015

<table>
<thead>
<tr>
<th>Date</th>
<th>Event/Activity</th>
<th>Course</th>
<th>Non-Contact Hours</th>
<th>Tutoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/2</td>
<td>Tutoring Session</td>
<td>BIO 20A</td>
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<td>1</td>
</tr>
</tbody>
</table>

**For Office Use Only:**

- Total hours paid at the Individual Rate on CruzPay: 1
- Total Non Contact Hours: 
- Total hours paid at the Group Rate on CruzPay: 

---

*LSS Employee Handbook*  
81
Leader: Josephina Schmosefina  Date: 10/2/15

Time-in: 2:00  Time-out: 3:00

Class: BIO 20A

Circle only one of the following time

0.5 hr  0.75 hr  1.0 hr

Description of what was covered

Cellular Structures and Osmosis

Please Print Clearly

Student ID Number  Name  Initials

6. 0001234  Matt Kyle  MK
7. 0000004  Caeser Ortiz  CO

9. 10.

----------------------------------------------------------------------------------------------------

Leader:  Date

Time-in:  Time-out:

Class:  

Circle only one of the following time

0.5 hr  0.75 hr  1.0 hr

Description of what was covered

________________________________________________________________________

________________________________________________________________________

Please Print Clearly

Student ID Number  Name  Initials

6.  
7.  
8.  
9.  
10.  

THOUGHTS TO CONSIDER:
1) What material should I cover/what will students struggle with most?
2) What are my student learning outcomes for the session
3) Agenda for session (timing/strategies)
4) Anticipated Problems and Damage Control
5) Learning Assessment Ideas
6) Special study strategies to be shared with students
7) Post-Session Analysis: Strengths/Weaknesses of Strategies

What students will struggle with and learning outcomes: Students Will Struggle with enzyme function and sequential order of events in translation and replication.

**Agenda**

10 Min- Intro: cooperative, shared responsibilities, place to make mistakes, icebreaker: scar story, plan for the day
5 min- split into 4 groups of 3: 2 replication, 2 translation- collect thoughts
30min- Small group discussion (include notes/outline and drawings)
20 min- 1 group of Replication share with 1 group of translation
10 Min – Quiz & review (5 min each)

**Problems/damage control:** Students not thorough in group: give guidelines to highlight certain points, allow enough time for me to give both groups attention
Dominating or shy students: Ask questions and make sure quiet people are speaking

**Study strategies to share:** Make drawings, make list/charts of enzymes and what they each do, make a concept sheet w/transcription and translation on same page>>will allow for better memorization and comparison of initiation, elongation, term.

**Post analysis:** Strength: students talked a lot and developed thorough answers
Weakness: splitting my time between groups>>have them make list of questions next time to ensure the get them all answered
**SPHS Tutor Sample Time Sheet**

**My Time Entry: SMITH, MARIA, 123456789, LSSTUT-IND. N/S & Prep 10*2015-10-09, Learning Support Services**

<table>
<thead>
<tr>
<th>Pay Code</th>
<th>Sun 9/27</th>
<th>Mon 09/28</th>
<th>Tue 09/29</th>
<th>Wed 09/30</th>
<th>Thu 10/01</th>
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**Sunday, October 4th, 2015 to Saturday, October 10th, 2015**

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</table>

**Printed on: 10/09/15**

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Note, you do not have to sign your time-sheet. When you click submit, you are agreeing that the information is correct on your time-sheet!
My Time Entry: SMITH, MARIA, 123456789, LSSTUT-GROUP 10*2015-10-09, Learning Support Services

Employee Signature  Date  Supervisor Signature  Date

**Sunday, September 27th, 2015 to Saturday, October 3rd, 2015**

**Timesheet**

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<table>
<thead>
<tr>
<th>Pay Code</th>
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<th>Mon 10/05</th>
<th>Tue 10/06</th>
<th>Wed 10/07</th>
<th>Thu 10/08</th>
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<td>0</td>
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Printed on: 10/09/15

Note, you do not have to sign your time-sheet. When you click submit, you are agreeing that the information is correct on your time-sheet!
# SAMPLE SPHS Time-sheet
## MSI Summary Sheet

**Learning Assistant’s Name:** Maria Smith

**Pay Period:** 9/28 - 10/11 2014

<table>
<thead>
<tr>
<th>Date</th>
<th>Event/Activity</th>
<th>Course</th>
<th>Lecture</th>
<th>Weekly Logistics</th>
<th>Prep Time</th>
<th>Training/ Mtg Time</th>
<th>Other</th>
<th>No Show Session</th>
<th>Ind. Tutoring</th>
<th>Group Tutoring</th>
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<tr>
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<td>SPHS 5</td>
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<tr>
<td>10/10</td>
<td>Group Tutoring</td>
<td>SPHS 5</td>
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</tr>
<tr>
<td>10/10</td>
<td>Turn in Timesheet</td>
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**Total hours paid at the Individual Rate on CruzPay:** 3.25

**Total hours paid at the Group Rate on CruzPay:** 3.75
Leader: **Maria Smith**  
Time-in: **2:00**  
Time-out: **3:00**  
Class: **SPHS 005**

**Date** October 6th, 2014  
Circle only one of the following time  
0.5 hr  
0.75 hr  
1.0 hr

**Description of what was covered**  

**Discuss and create strong thesis**

---

**Please Print Clearly**

<table>
<thead>
<tr>
<th>Student ID Number</th>
<th>Name</th>
<th>Initials</th>
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</thead>
<tbody>
<tr>
<td>6. 1234567</td>
<td>María Gonzalez</td>
<td>MG</td>
</tr>
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Leader: **Maria Smith**  
Time-in: **11:00**  
Time-out: **11:50**  
Class: **SPHS 005**

**Date** October 7th, 2014  
Circle only one of the following time  
0.5 hr  
0.75 hr  
1.0 hr

**Description of what was covered**  

**Making a stronger thesis**

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**Please Print Clearly**

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<tr>
<th>Student ID Number</th>
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<tbody>
<tr>
<td>1. 6789101</td>
<td>John Doe</td>
<td>JD</td>
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<td>2. 7891011</td>
<td>Estrella Hagar</td>
<td>EH</td>
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<tr>
<td>3. 8910111</td>
<td>Juan Oakes</td>
<td>JO</td>
</tr>
<tr>
<td>4. 9101112</td>
<td>Theresa Crown</td>
<td>TC</td>
</tr>
</tbody>
</table>
Leader: María Smith
Date: October 8th, 2014
Time-in: 2:00 Time-out: 3:00
Class: SPHS 005

Description of what was covered
Build on strong thesis support

Please Print Clearly
Student ID Number | Name | Initials
---|---|---
11 1234567 | María Gonzalez | MG
12 2345678 | Linda Schmitdt | LS
13 3456789 | Carlos Ortega | CO
14 4567891 | Karina Brady | KB
15 5678910 | Sarah de Leon | SdL

Leader: María Smith
Date: October 10, 2014
Time-in: 2:00 Time-out: 3:00
Class: SPHS 005

Description of what was covered Essay #1 revision

Please Print Clearly
Student ID Number | Name | Initials
---|---|---
6. 1234567 | María Gonzalez | MG
7. 2345678 | Linda Schmitdt | LS
8. 3456789 | Carlos Ortega | CO
9. 4567891 | Karina Brady | KB
10

LSS Employee Handbook
Leader: Maria Smith  
Date: October 10, 2014
Time-in: 11:00  Time-out: 12:00
Class: SPHS 005

Circle only one of the following time
0.5 hr  0.75 hr  1.0 hr

Description of what was covered Essay #1 revision

Please Print Clearly

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Leader:  
Date:  
Time-in:  
Time-out:  
Class:  

Circle only one of the following time
0.5 hr  0.75 hr  1.0 hr

Description of what was covered

Please Print Clearly

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<th>Student ID Number</th>
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<td>10</td>
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</table>
LSS Work Policies
Learning Support Services Weekly Small Group Tutor Work Policies

I understand that I will talk to an LSS staff person if I encounter any difficulties with job duties or the expectations of my position. This can include: difficulties with students in my sessions, with the instructor or TA’s or any other issues as they arise. I will also talk to an LSS staff person if the workload of my position becomes overwhelming and my academic success at UCSC is put in jeopardy.

I understand that this appointment is only for the Spring 2016 quarter. My current position does not guarantee future employment with Learning Support Services.

I understand that I will be paid at the group rate of $19.82 for:

- Group tutoring sessions as defined by having a session with more than one person in attendance.

I understand that I will be paid at the individual rate of $14.73 for:

- Individual tutoring session: as defined by having a session with one student and no shows as defined as a session where no students show up without a 24-hour notice.
- Preparation: one (1) hour per week for each class I tutor.
- Supervisor/Tutor Meetings as necessary
- LSS Required Training as directed
- In-class Announcement: half (½) hour at the beginning of the quarter for each class I tutor.
  - Half (½) hour during the quarter if I have low utilization
- Meeting with the Instructor: up to one half (½) hour per quarter for each class I tutor.
- Logistical Duties:
  - For the first week worked, up to half (½) hour.
  - After the first week, 15 minutes per week

NEW TUTORS:
I am required to take THEORY AND PRACTICE OF PEER-GUIDED LEARNING FOR TUTORS AND LEARNING ASSISTANTS: I will enroll in the 2-unit Tutor Training class.
The required meeting times are:

Class Time: Wednesdays 5:00pm – 6:45pm

I understand that this is separate for my job as a tutor and that since I am receiving course credit. I will not be paid for this time.

CruzPay Submission and LSS Timesheet Documentation packet:

I will turn in my timesheets packet, including a copy of the hours I submitted on CruzPay (both individual and group) and all sign-in sheets and summary sheets, by the due date in an organized manner and in legible handwriting. It is my responsibility to keep accurate records of all interactions with students. I understand that LSS’ funding is based on utilization and demonstrating that using additional services enhances each student’s performance. If I lose sign-in sheets or forget to have students sign in I am putting LSS in jeopardy of potentially losing funding.

Winter Quarter CruzPay/timesheet packet due dates: April 8th, April 22nd, May 5th, May 20th, June 3rd, June 17th

Supervisor/Tutor Meetings/LSS Required Training:

Logistics Meeting for New Tutors: Monday, March 28th at 5:00PM at the ARCenter.

ASE Meetings for new tutors: TBA.

LSS Required Training for ALL Employees: TBA

Employees NOT enrolled in THEORY AND PRACTICE OF PEER-GUIDED LEARNING FOR TUTORS AND LEARNING ASSISTANTS: LSS Required Training

Other meetings that may be scheduled; study session trainings, post-observation meetings relating to a staff observation of my sessions, meetings relating to the mentor new employee(s) as asked and as I am able.

Individual and Group Tutoring Sessions:

I understand that I will be assigned to post three sessions per class on OTSS, unless otherwise directed by an LSS staff person. These sessions will be group or individual depending on how many students show-up to the tutoring session. I understand that my sessions generally will have a maximum of 4 students. I understand that based on student demand I may be given the option to open more sessions or expand my session size to 5 students. I understand that I am not obligated to accept these additional assignments.

I will arrive at all tutoring appointments on time and prepared. I will only work on material related to this course during my sessions. I will facilitate interactive learning activities, and engage students in such skills as critical thinking, problem
solving, and effective course specific study strategies. I will not engage in activities that have not been assigned to me by my supervisor. If I am unable to make a scheduled tutoring session due to an emergency, I will e-mail lss@ucsc.edu and my students. It is my responsibility to reschedule a tutoring session with my students.

I understand that my tutoring availability will not be approved by LSS unless I have attended a logistics meeting with a staff person.

I will adhere to the LSS guidelines for scheduling sessions.

I understand that no regular session should go over 1 hour, so I will plan my use of session time accordingly.

I will only hold tutoring sessions in semi-academic public spaces on campus. I will meet my students each week in the same location that I specified on OTSS.

I understand that I will attend my tutoring session if a student signs up 24 hours before the start of the session. I will confirm the time and location of the session within 24 hours of the student signing up.

I will make sure that all of my tutees sign into each session and also sign up using the Online Tutor Sign-up System (OTSS).

I will only tutor during hours posted on my OTSS account unless authorized by LSS staff.

I understand I am allowed to hold extra group study sessions for each midterm and the final exam. If I am unable to provide appropriate review time during the regularly scheduled tutoring sessions, or feel my students would benefit from an extra session, I will coordinate these sessions with LSS staff.

I will not use previous exams given by an instructor unless approved by the instructor or if the exams are provided to the whole class by the instructor. If the instructor has preferences in terms of homework-related explanations, such as not going over specific examples, I will follow them.

No Show: I understand that I will be paid for the full scheduled session time, even if no student(s) attend. I will also e-mail lss@ucsc.edu to inform them of the no show.

*Please see the LSS Handbook for more information on no-shows and duties that need to be done regarding dropping students from a session.

According to LSS policy, my email may be given to students who are unable to make one of my existing sessions. I will respond to emails from current and potential tutees within 24 hours. If I am unable to arrange a time with the student, I will notify LSS within 48 hours.

Preparation:

Paid preparation time is one-hour per week per course assigned.

Other Tutor Tasks assigned:

I understand that as a tutor, I am not permitted to attend all lectures for the classes that I am tutoring for, other than the one (1) hour of lecture granted to all tutors.

LSS e-mails: I will read all emails sent by LSS in their entirety and reply to all emails and messages sent to me by the LSS staff and respond in a timely manner.

I understand that I can be paid up to 15 minutes a week to deal with logistical duties. These duties may be: responding to job related e-mails and submitting LSS required records.

Other Expectations:

I understand that, for courses that I have taken and done well in, LSS staff may contact me to open tutoring sessions or emergency coverage of MSI sessions. Learning Assistants may also contact me to help cover sessions or serve as a co-leader. I will respond to these e-mails in a timely manner; however, I understand that I am not obligated to accept these additional assignments.

I understand that while I work for LSS, I cannot make individual arrangements with UCSC students to be paid for additional tutoring outside of my position with LSS for any UCSC course.

I understand that it is inappropriate for me to give advice about course selection. I will encourage students to seek academic advising from College, Department, EOP, or STARS advisers as needed.
I understand that I should act professionally in this position. Examples of unprofessional behavior include: cancelling a session for personal reasons (it’s my birthday, I am overloaded with homework), talking about frustrations with my tutees or my sessions other than with an LSS staff person, and speaking negatively of instructors, TA’s or other professionals during my sessions.

I understand that my tutoring availability, which includes my name and e-mail, will be made available to students and it may be searchable on the internet. If I have requested a Non-Release of Public Information (NRI) under FERPA, it is my responsibility to immediately notify LSS staff so that proper arrangements can be made. If I fail to contact LSS my information may inadvertently be released. Furthermore, if I have requested an NRI, I understand that LSS cannot release my employment information to prospective employers without my signed authorization.

I understand that student information, such as students’ names, emails, and SIDs are considered to be sensitive information and should be handled carefully. I will blind copying (BCC) students if I am e-mailing more than one student at a time, and keep sign-in sheets in my possession. I will turn in any papers that have sensitive information on it to LSS for their record keeping purposes or to be shred.

I understand that romantic or sexual relationships with students I assist via my LSS position are prohibited.

I understand all regularly scheduled work-related activities are cancelled on university holidays and I should not expect to work on these days.

I acknowledge that I have received my copy of the Learning Support Services Handbook. I acknowledge that the Learning Support Services Handbook contain(s) important information about my employment with LSS, including LSS’ policies, procedures, and rules. Further, I understand that it is my responsibility to familiarize myself with these materials and comply with the policies contained therein, and that a failure to comply with these policies may be the basis for discipline, up to and including dismissal.

I understand that the personnel policies and procedures contained in this Learning Support Services Handbook are not intended to void, replace, or conflict with the Memorandum of Understanding (“MOU”) negotiated between the International Union, United Automobile, Aerospace, and Agricultural Implement Workers of America (UAW), ALF-CIO, and its Local Union 2865 with the University of California, Santa Cruz for academic student employees. To the extent the MOU conflicts with these personnel policies and procedures, the MOU supersedes and/or modifies these personnel policies and procedures.

(Print Name)  (Signature)  (Date)
Learning Support Services Weekly Writing Tutor Work Policies

I understand that I will talk to an LSS staff person if I encounter any difficulties with job duties or the expectations of my position. This can include: difficulties with students in my sessions, with the instructor or TA's or any other issues as they arise. I will also talk to an LSS staff person if the workload of my position becomes overwhelming and my academic success at UCSC is put in jeopardy.

I understand that this appointment is only for the Spring 2016 quarter. My current position does not guarantee future positions with Learning Support Services.

I understand that I will be paid at the individual rate of $14.73 for:
- All individual tutoring sessions: as defined by having a session with one student and no shows.
- Supervisor/Tutor Meetings
- Required LSS Training
- Logistical Duties: 15 minutes per week.

NEW TUTORS:
I am required to take THEORY AND PRACTICE OF PEER-GUIDED LEARNING FOR TUTORS AND LEARNING ASSISTANTS: I will enroll in the 2-unit Tutor Training class.

I understand that this is separate for my job as a tutor and that since I am receiving course credit. I will not be paid for this time.

CruzPay Submission and LSS Timesheet Documentation packet:

I will turn in my timesheets packet, including a copy of the hours I submitted on CruzPay (both individual and group) and all sign-in sheets and summary sheets, by the due date in an organized manner and in legible handwriting. It is my responsibility to keep accurate records of all interactions with students. I understand that LSS’ funding is based on utilization and demonstrating that using additional services enhances each student’s performance. If I lose sign-in sheets or forget to have students sign in, I am putting LSS in jeopardy of potentially losing funding.

Winter Quarter CruzPay/timesheet packet due dates: April 8th, April 22nd, May 5th, May 20th, June 3rd, June 17th

Supervisor/Tutor Meetings/LSS Required Training:

- Logistics Meeting for all Writing Tutors: Monday, March 28th at 7pm in ARC 202.
- ASE Meetings for new tutors: TBA.
- LSS Required Training for ALL Employees: TBA.
- Employees NOT enrolled in THEORY AND PRACTICE OF PEER-GUIDED LEARNING FOR TUTORS AND LEARNING ASSISTANTS: LSS Required Training
- Other meetings that may be scheduled; study session trainings, post-observation meetings relating to a staff observation of my sessions, meetings relating to the mentor new employee(s) as asked and as I am able.

Individual Tutoring Sessions:

I will start by posting three to five writing tutor sessions to OTSS, an LSS staff person will direct me which kind of writing sessions to post. I understand that all writing sessions will be individual. Sessions will have a maximum of 1 student. I understand that based on student demand I may be given the option to open more sessions. I understand that I am not obligated to accept these additional assignments.

I will arrive at all tutoring appointments on time and prepared. I will only work on helping the student with writing-related work during my sessions. I will not edit or compose writing for my students. I will facilitate interactive approaches to writing tutoring, and engage students in such skills as critical thinking, problem solving, and effective writing strategies. I will not engage in activities that have not been assigned to me by my supervisor. If I am unable to make a scheduled tutoring session due to an emergency, I will e-mail lss@ucsc.edu and my students. It is my responsibility to reschedule a tutoring session with my students.

I understand that my tutoring availability will not be approved by LSS unless I have attended a logistics meeting with a staff person.

I will adhere to the LSS guidelines for scheduling sessions.

I understand that no session should go over 1 hour, so I will plan my use of session time accordingly.

I will only hold tutoring sessions in semi-academic public spaces on campus. I will meet my students each week in the same location that I specified on OTSS.
I understand that I will attend my tutoring session if a student signs up 24 hours before the start of the session. I will confirm the time and location of the session within 24 hours of the student signing up.

I will make sure that all of my tutees sign into each session and also sign up using the Online Tutor Sign-up System (OTSS).

I will only tutor during hours posted on my OTSS account unless authorized by LSS staff.

No Show: I understand that I will be paid for the full scheduled session time, even if no student(s) attend. I will also email lss@ucsc.edu to inform them of the no show.

*Please see the LSS Handbook for more information on no-shows and duties that need to be done regarding dropping students from a session.

According to LSS policy, my email may be given to students who are unable to make one of my existing sessions. I will respond to emails from current and potential tutees within 24 hours. If I am unable to arrange a time with the student, I will notify LSS within 48 hours.

Other Tutor Tasks assigned:

I understand that as a writing tutor, I am not permitted to attend any lectures for the classes that I am tutoring for.

LSS e-mails: I will read all emails sent by LSS in their entirety and reply to all emails and messages sent to me by the LSS staff and respond in a timely manner.

I understand that I can be paid up to 15 minutes a week to deal with logistical duties. These duties may be: responding to job related e-mails and submitting LSS required records.

Other Expectations:

I understand that for courses that I have taken and done well in, LSS staff may contact me to open tutoring sessions or emergency coverage of MSI sessions. Learning Assistants may also contact me to help cover sessions or serve as a co-leader. I will respond to these e-mails in a timely manner; however, I understand that I am not obligated to accept these additional assignments.

I understand that while I work for LSS, I cannot make individual arrangements with UCSC students to be paid for additional tutoring outside of my position with LSS for any UCSC course.

I understand that it is inappropriate for me to give advice about course selection. I will encourage students to seek academic advising from College, Department, EOP, or STARS advisers as needed.

I understand that I should act professionally in this position. Examples of unprofessional behavior includes: cancelling a session for personal reasons (it’s my birthday, I am overloaded with homework), talking about frustrations with my tutees or my sessions other than with an LSS staff person, and speaking negatively of instructors, TA’s or other professionals during my sessions.

I understand that my tutoring availability, which includes my name and e-mail, will be made available to students and it may be searchable on the internet. If I have requested a Non-Release of Public Information (NRI) under FERPA, it is my responsibility to immediately notify LSS staff so that proper arrangements can be made. If I fail to contact LSS my information may inadvertently be released. Furthermore, if I have requested an NRI, I understand that LSS cannot release my employment information to prospective employers without my signed authorization.

I understand that student information, such as students’ names, emails, and SIDs, are considered to be sensitive information and should be handled carefully. I will blind copying (BCC) students if I am e-mailing more than one student at a time, and keep sign-in sheets in my possession. I will turn in any papers that have sensitive information on it to LSS for their record keeping purposes or to be shred.

I understand that romantic or sexual relationships with students I assist via my LSS position are prohibited.

I understand all regularly scheduled work-related activities are cancelled on university holidays and I should not expect to work on these days.

I acknowledge that I have received my copy of the Learning Support Services Handbook. I acknowledge that the Learning Support Services Handbook contain(s) important information about my employment with LSS, including LSS’ policies, procedures, and rules. Further, I understand that it is my responsibility to familiarize myself with these materials and comply with the policies contained therein, and that a failure to comply with these policies may be the basis for discipline, up to and including dismissal.
I understand that the personnel policies and procedures contained in this Learning Support Services Handbook are not intended to void, replace, or conflict with the Memorandum of Understanding (“MOU”) negotiated between the International Union, United Automobile, Aerospace, and Agricultural Implement Workers of America (UAW), ALF-CIO, and its Local Union 2865 with the University of California, Santa Cruz for academic student employees. To the extent the MOU conflicts with these personnel policies and procedures, the MOU supersedes and/or modifies these personnel policies and procedures.

____________________________________  __________________________________________  __________________
(Print Name)                            (Signature)                                             (Date)
Learning Support Services STARS WRITE Mentor Work Policies

I understand that I will talk to an LSS staff person if I encounter any difficulties with job duties or the expectations of my position. This can include: difficulties with students in my sessions, with the instructor or TA’s or any other issues as they arise. I will also talk to an LSS staff person if the workload of my position becomes overwhelming and my academic success at UCSC is put in jeopardy.

I understand that this appointment is only for the Spring 2016 quarter. My current position does not guarantee future employment with Learning Support Services.

I understand that I will be paid at the individual rate of $14.73 for:

- All individual tutoring sessions: as defined by having a session with one student and no shows.
- Supervisor/STARS/ASE Meetings (Required LSS Training)
- Logistical Duties: 15 minutes per week

NEW TUTORS: I am required to take THEORY AND PRACTICE OF PEER-GUIDED LEARNING FOR TUTORS AND LEARNING ASSISTANTS: I will enroll in the 2-unit Tutor Training class.

CruzPay Submission and LSS Timesheet Documentation packet:

I will turn in my timesheets packet, including a copy of the hours I submitted on CruzPay (both individual and group) and all sign-in sheets and summary sheets, by the due date in an organized manner and in legible handwriting. It is my responsibility to keep accurate records of all interactions with students. I understand that LSS’ funding is based on utilization and demonstrating that using additional services enhances each student’s performance. If I lose sign-in sheets or forget to have students sign in I am putting LSS in jeopardy of potentially losing funding.

Winter Quarter CruzPay/timesheet packet due dates: April 8th, April 22nd, May 5th, May 20th, June 3rd, June 17th

Supervisor/Tutor Meetings/LSS Required Training:

- Logistics Meeting for all Writing Tutors: Monday, March 28th at 7pm in ARC 202.
- ASE Meetings for new tutors: TBA
- LSS Required Training for ALL Employees: TBA
- Employees NOT enrolled in THEORY AND PRACTICE OF PEER-GUIDED LEARNING FOR TUTORS AND LEARNING ASSISTANTS: LSS Required Training
- Other meetings that may be scheduled; study session trainings, post-observation meetings relating to a staff observation of my sessions, meetings relating to the mentor new employee(s) as asked and as I am able.

Individual Tutoring Sessions:

I will provide the STARS WRITE mentor coordinator an email with my availability for tutoring during the first week of the quarter. The STARS WRITE mentor coordinator will use my availability to place students into my sessions and I will coordinate to meet with my students on a weekly basis. These sessions will be individual, a maximum of 1 student. I understand that based on student demand I may be given the option to open more sessions. I understand that I am not obligated to accept these additional assignments.

I will arrive at all tutoring appointments on time and prepared. In my sessions, I will facilitate interactive approaches to writing tutoring, and engage students in such skills as critical thinking, problem solving, and effective writing strategies. I will not edit or compose writing for my students. I will not engage in activities that have not been assigned to me by my supervisor. If I am unable to make a scheduled tutoring session due to an emergency, I will e-mail lss@ucsc.edu and my students.

I will adhere to the LSS guidelines for scheduling sessions.

I understand that no session should go over 1 hour, so I will plan my use of session time accordingly.

I will hold tutoring sessions only in semi-academic public spaces on campus. I will meet my students each week in the same location.

I will make sure that all of my tutees sign into each session.

I understand that I must attend my tutoring session if a student signs up 24 hours before the start of the session. I will confirm the time and location of the session within 24 hours of the student signing up.

No Show: I understand that I will be paid for the full scheduled session time, even if no student(s) attend. I will also e-mail lss@ucsc.edu to inform them of the no show.
*Please see the LSS Handbook for more information on no-shows and duties that need to be done regarding dropping students from a session.*

According to LSS policy, my email may be given to students who are unable to make one of my existing sessions. I will respond to emails from current and potential tutees within 24 hours. If I am unable to arrange a time with the student, I will notify LSS within 48 hours.

**Other Tutor Tasks assigned:**

I understand that as a writing tutor, I am not permitted to attend any lectures for the classes that I am tutoring for.

LSS e-mails: I will read all emails sent by Learning Support Services in their entirety and reply to all emails and messages sent to me by the Learning Support Services staff and respond in a timely manner.

I understand that I can be paid up to 15 minutes a week to deal with logistical duties such as responding to job related e-mails and submitting LSS required records.

**Other Expectations:**

I understand that for courses that I have taken and done well in, LSS staff may contact me to open tutoring sessions or emergency coverage of MSI sessions. Learning Assistants may also contact me to help cover sessions or serve as a co-leader. I will respond to these e-mails in a timely manner; however, I understand that I am not obligated to accept these additional assignments.

I understand that while I work for LSS, I cannot make individual arrangements with UCSC students to be paid for additional tutoring outside of my position with LSS for any UCSC course.

I understand that it is inappropriate for me to give advice about course selection. I will encourage students to seek academic advising from College, Department, EOP, or STARS advisers as needed.

I understand that I should act professionally in this position. Examples of unprofessional behavior includes: cancelling a session for personal reasons (it’s my birthday, I am overloaded with homework), talking about frustrations with my tutees or my sessions other than with an LSS staff person, and speaking negatively of instructors, TA’s or other professionals during my sessions.

I understand that my tutoring availability, which includes my name and e-mail, may be made available to students and it may be searchable on the internet. If I have requested a Non-Release of Public Information (NRI) under FERPA, it is my responsibility to immediately notify LSS staff so that proper arrangements can be made. If I fail to contact LSS my information may inadvertently be released. Furthermore, if I have requested an NRI, I understand that LSS cannot release my employment information to prospective employers without my signed authorization.

I understand that student information, such as students’ names, emails, and SIDs, are considered to be sensitive information and should be handled carefully. I will blind copying (BCC) students if I am e-mailing more than one student at a time, and keep sign-in sheets in my possession. I will turn in any papers that have sensitive information on it to LSS for their record keeping purposes or to be shred.

I understand that romantic or sexual relationships with students I assist via my LSS position are prohibited.

I understand all regularly scheduled work-related activities are cancelled on university holidays and I should not expect to work on these days.

I acknowledge that I have received my copy of the Learning Support Services Handbook. I acknowledge that the Learning Support Services Handbook contain(s) important information about my employment with LSS, including LSS’ policies, procedures, and rules. Further, I understand that it is my responsibility to familiarize myself with these materials and comply with the policies contained therein, and that a failure to comply with these policies may be the basis for discipline, up to and including dismissal.

I understand that the personnel policies and procedures contained in this Learning Support Services Handbook are not intended to void, replace, or conflict with the Memorandum of Understanding (“MOU”) negotiated between the International Union, United Automobile, Aerospace, and Agricultural Implement Workers of America (UAW), ALF-CIO, and its Local Union 2865 with the University of California, Santa Cruz for academic student employees. To the extent the MOU conflicts with these personnel policies and procedures, the MOU supersedes and/or modifies these personnel policies and procedures.
Learning Support Services Drop-in Writing Work Policies

I understand that I will talk to an LSS staff person if I encounter any difficulties with job duties or the expectations of my position. This can include: difficulties with students in my sessions, with the instructor or TA’s or any other issues as they arise. I will also talk to an LSS staff person if the workload of my position becomes overwhelming and my academic success at UCSC is put in jeopardy.

I understand that this appointment is only for the Spring 2016 quarter. My current position does not guarantee future employment with Learning Support Services.

I understand that I will be paid at the individual rate of $14.73 for:

- All scheduled tutoring time: as defined by an agreed-upon drop-in schedule approved by LSS staff.
- Supervisor/ASE Meetings (Required LSS Training)
- Logistical Matters: 15 minutes per week

NEW TUTORS:
I am required to take THEORY AND PRACTICE OF PEER-GUIDED LEARNING FOR TUTORS AND LEARNING ASSISTANTS: I will enroll in the 2-unit Tutor Training class.
I understand that this is separate for my job as a tutor and that since I am receiving course credit. I will not be paid for this time.

CruzPay Submission and LSS Timesheet Documentation packet:

I will turn in my timesheets packet, including a copy of the hours I submitted on CruzPay (both individual and group) and all sign-in sheets and summary sheets, by the due date in an organized manner and in legible handwriting. It is my responsibility to keep accurate records of all interactions with students. I understand that LSS’ funding is based on utilization and demonstrating that using additional services enhances each student’s performance. If I lose sign-in sheets or forget to have students sign in I am putting LSS in jeopardy of potentially losing funding.

Winter Quarter CruzPay/timesheet packet due dates: April 8th, April 22nd, May 5th, May 20th, June 3rd, June 17th

Supervisor/Tutor Meetings/LSS Required Training:

- Logistics Meeting for all Writing Tutors: Monday, March 28th at 7pm in ARC 202.
- ASE Meetings for new tutors: TBA.
- LSS Required Training for ALL Employees: TBA
- Employees NOT enrolled in THEORY AND PRACTICE OF PEER-GUIDED LEARNING FOR TUTORS AND LEARNING ASSISTANTS: LSS Required Training
- Other meetings that may be scheduled; study session trainings, post-observation meetings relating to a staff observation of my sessions, meetings relating to the mentor new employee(s) as asked and as I am able.

Individual Tutoring Sessions:

I will send my availability for tutoring to the drop-in writing coordinator by the first week of classes. The drop-in writing coordinator will email me a proposed schedule and I will confirm or ask for changes to the hours. Once an agreed upon schedule is set, it will be my weekly tutoring schedule. These sessions will be individual. Drop-in writing is available Mondays- Thursday from 3pm-7pm.

I will arrive at all tutoring appointments on time and prepared. I will only work on helping the student with writing-related work during my sessions. I will facilitate interactive approaches to writing tutoring, and engage students in such skills as critical thinking, problem solving, and effective writing strategies. I will not edit or compose writing for my students. I will not engage in activities that have not been assigned to me by my supervisor. If I am unable to make a scheduled tutoring session due to an emergency, I will e-mail lss@ucsc.edu.

I will hold my tutoring schedule in ARCcenter 221.

I will make sure that all of my tutees sign into each session.

I understand that no session should go over 30 minutes, unless there is no other student waiting for services, in which case I can continue to help my current student.

I understand that I will work with the LSS staff to schedule a minimum of 2 additional hours of drop-in tutoring just before and/or during finals week.
Other Tutor Tasks assigned:

_____ I understand that as a writing tutor, I am not permitted to attend any lectures for the classes that I am tutoring for.

_____ LSS e-mails: I will read all emails sent by LSS in their entirety and reply to all emails and messages sent to me by the LSS staff and respond in a timely manner.

_____ I understand that I can be paid up to 15 minutes a week to deal with logistical duties. These duties may be: responding to job related e-mails and submitting LSS required records.

Other Expectations:

_____ I understand that for courses that I have taken and done well in, LSS staff may contact me to open tutoring sessions or emergency coverage of MSI sessions. Learning Assistants may also contact me to help cover sessions or serve as a co-leader. I will respond to these e-mails in a timely manner; however, I understand that I am not obligated to accept these additional assignments.

_____ I understand that while I work for LSS, I cannot make individual arrangements with UCSC students to be paid for additional tutoring outside of my position with LSS for any UCSC course.

_____ I understand that it is inappropriate for me to give advice about course selection. I will encourage students to seek academic advising from College, Department, EOP, or STARS advisers as needed.

_____ I understand that I should act professionally in this position. Examples of unprofessional behavior includes: cancelling a session for personal reasons (it’s my birthday, I am overloaded with homework), talking about frustrations with my tutees or my sessions other than with an LSS staff person, and speaking negatively of instructors, TA’s or other professionals during my sessions.

_____ I understand that my tutoring schedule, which includes my name and e-mail, may be made available to students and it may be searchable on the internet. If I have requested a Non-Release of Public Information (NRI) under FERPA, it is my responsibility to immediately notify LSS staff so that proper arrangements can be made. If I fail to contact LSS my information may inadvertently be released. Furthermore, if I have requested an NRI, I understand that LSS cannot release my employment information to prospective employers without my signed authorization.

_____ I understand that student information, such as students’ names, emails, and SIDs, are considered to be sensitive information and should be handled carefully. I will blind copying (BCC) students if I am e-mailing more than one student at a time, and keep sign-in sheets in my possession. I will turn in any papers that have sensitive information on it to LSS for their record keeping purposes or to be shred.

_____ I understand that romantic or sexual relationships with students I assist via my LSS position are prohibited.

_____ I understand all regularly scheduled work-related activities are cancelled on university holidays and I should not expect to work on these days.

I acknowledge that I have received my copy of the Learning Support Services Handbook. I acknowledge that the Learning Support Services Handbook contain(s) important information about my employment with LSS, including LSS’ policies, procedures, and rules. Further, I understand that it is my responsibility to familiarize myself with these materials and comply with the policies contained therein, and that a failure to comply with these policies may be the basis for discipline, up to and including dismissal. I understand that the personnel policies and procedures contained in this Learning Support Services Handbook are not intended to void, replace, or conflict with the Memorandum of Understanding (“MOU”) negotiated between the International Union, United Automobile, Aerospace, and Agricultural Implement Workers of America (UAW), ALF-CIO, and its Local Union 2865 with the University of California, Santa Cruz for academic student employees. To the extent the MOU conflicts with these personnel policies and procedures, the MOU supersedes and/or modifies these personnel policies and procedures.

________________________________________
(Print Name)
________________________________________
(Signature)
________________________________________
(Date)
Learning Support Services Drop-in Math Work Policies

I understand that I will talk to an LSS staff person if I encounter any difficulties with job duties or the expectations of my position. This can include: difficulties with students in my sessions, with the instructor or TA’s or any other issues as they arise. I will also talk to an LSS staff person if the workload of my position becomes overwhelming and my academic success at UCSC is put in jeopardy.

I understand that this appointment is only for the Spring 2016 quarter. My current position does not guarantee future employment with Learning Support Services.

I understand that I will be paid at the individual rate of $14.73 for:

- All scheduled tutoring time: as defined as an agreed-upon drop-in schedule approved by LSS staff
- Preparation: up to one (1) hour a week of preparation.
- Supervisor/Tutor Meetings
- Required LSS Training

NEW TUTORS:
I am required to take THEORY AND PRACTICE OF PEER-GUIDED LEARNING FOR TUTORS AND LEARNING ASSISTANTS: I will enroll in the 2-unit Tutor Training class.

I understand that this is separate for my job as a tutor and that since I am receiving course credit. I will not be paid for this time.

CruzPay Submission and LSS Timesheet Documentation packet:

I will turn in my timesheets packet, including a copy of the hours I submitted on CruzPay (both individual and group) and all sign-in sheets and summary sheets, by the due date in an organized manner and in legible handwriting. It is my responsibility to keep accurate records of all interactions with students. I understand that LSS’ funding is based on utilization and demonstrating that using additional services enhances each student’s performance. If I lose sign-in sheets or forget to have students sign in I am putting LSS in jeopardy of potentially losing funding. 

Winter Quarter CruzPay/timesheet packet due dates: April 8th, April 22nd, May 5th, May 20th, June 3rd, June 17th

Supervisor/Tutor Meetings/LSS Required Training:

Logistics meeting with MSI/Tutor Coordinator: N/A. I will come into the LSS office the first week of the quarter to sign my work policies and pick-up my employee folder.

ASE Meetings for new tutors: TBA.

LSS Required Training for ALL Employees: TBA.

Employees NOT enrolled in THEORY AND PRACTICE OF PEER-GUIDED LEARNING FOR TUTORS AND LEARNING ASSISTANTS: LSS Required Training

Other meetings that may be scheduled; study session trainings, post-observation meetings relating to a staff observation of my sessions, meetings relating to the mentor new employee(s) as asked and as I am able.

Individual Tutoring Sessions:

I will send my availability for tutoring to the Drop-in Math coordinator by the first week of classes. The drop-in math coordinator will email me a proposed schedule and I will confirm or ask for changes to the hours. Once an agreed upon schedule is set, it will be my weekly tutoring schedule. These sessions will be individual.

Drop-in math is available Tuesday-Thursday from 4-8pm. I will arrive to all tutoring appointments on time and prepared. I will facilitate interactive approaches to math tutoring, and engage students in such skills as critical thinking, problem solving, and effective writing strategies. I will not do assigned math or homework problems for students. I will not engage in activities that have not been assigned to me by my supervisor. If I am unable to make a scheduled tutoring session due to an emergency, I will e-mail lss@ucsc.edu.

I will hold my tutoring schedule in 1279 McHenry.

I will make sure that all of my tutees sign into each session.

I understand that no session should go over 15 minutes, unless there is no other student waiting for services, in which case I can continue to help my current student.

Preparation:
Paid preparation time can include up to an hour a week of preparation, during which I will review the concepts necessary to help students in the various math concepts discussed in the courses that drop-in math tutoring supports.

**Other Tutor Tasks assigned:**

- I understand that as a Drop-in Math tutor, I am not permitted to attend any lectures for the classes that I am tutoring for.
- LSS e-mails: I will read all emails sent by LSS in their entirety and reply to all emails and messages sent to me by the LSS staff and respond in a timely manner.
- I understand that I can be paid up to 15 minutes a week to deal with logistical duties. These duties may be: responding to job related e-mails and submitting LSS required records.

**Other Expectations:**

- I understand that for courses that I have taken and done well in, LSS staff may contact me to open tutoring sessions or emergency coverage of MSI sessions. Learning Assistants may also contact me to help cover sessions or serve as a co-leader. I will respond to these e-mails in a timely manner; however, I understand that I am not obligated to accept these additional assignments.
- I understand that while I work for LSS, I cannot make individual arrangements with UCSC students to be paid for additional tutoring outside of my position with LSS for any UCSC course.
- I understand that it is inappropriate for me to give advice about course selection. I will encourage students to seek academic advising from College, Department, EOP, or STARS advisers as needed.
- I understand that I should act professionally in this position. Examples of unprofessional behavior includes: cancelling a session for personal reasons (it’s my birthday, I am overloaded with homework), talking about frustrations with my tutees or my sessions other than with an LSS staff person, and speaking negatively of instructors, TA’s or other professionals during my sessions.
- I understand that my tutor availability, which includes my name and e-mail, may be made available to students and it may be searchable on the internet. If I have requested a Non-Release of Public Information (NRI) under FERPA, it is my responsibility to immediately notify LSS staff so that proper arrangements can be made. If I fail to contact LSS my information may inadvertently be released. Furthermore, if I have requested an NRI, I understand that LSS cannot release my employment information to prospective employers without my signed authorization.
- I understand that student information, such as students’ names, emails, and SIDs, are considered to be sensitive information and should be handled carefully. I will blind copying (BCC) students if I am e-mailing more than one student at a time, and keep sign-in sheets in my possession. I will turn in any papers that have sensitive information on it to LSS for their record keeping purposes or to be shred.
- I understand that romantic or sexual relationships with students I assist via my LSS position are prohibited.
- I understand all regularly scheduled work-related activities are cancelled on university holidays and I should not expect to work on these days.

I acknowledge that I have received my copy of the Learning Support Services Handbook. I acknowledge that the Learning Support Services Handbook contain(s) important information about my employment with LSS, including LSS’ policies, procedures, and rules. Further, I understand that it is my responsibility to familiarize myself with these materials and comply with the policies contained therein, and that a failure to comply with these policies may be the basis for discipline, up to and including dismissal. I understand that the personnel policies and procedures contained in this Learning Support Services Handbook are not intended to void, replace, or conflict with the Memorandum of Understanding (“MOU”) negotiated between the International Union, United Automobile, Aerospace, and Agricultural Implement Workers of America (UAW), ALF-CIO, and its Local Union 2865 with the University of California, Santa Cruz for academic student employees. To the extent the MOU conflicts with these personnel policies and procedures, the MOU supersedes and/or modifies these personnel policies and procedures.
Learning Support Services MSI Learning Assistant Work Policies

I understand that I will talk to an LSS staff person if I encounter any difficulties with job duties or the expectations of my position. This can include: difficulties with students in my sessions, with the instructor or TA’s or any other issues as they arise. I will also talk to an LSS staff person if the workload of my position becomes overwhelming and my academic success at UCSC is put in jeopardy.

I understand that this appointment is only for the Spring 2016 quarter. My current position does not guarantee future employment with Learning Support Services.

I understand that I will be paid at the group rate of $19.82 for:

- Group tutoring sessions are defined as having a session with more than one person in attendance.

I understand that I will be paid at the individual rate of $14.73 for:

- Individual tutoring session: as defined by having a session with one student and no shows as defined as a session where no students show up.
- Preparation: 15 minutes per week for planning guide, and 1 hour per exam
- Supervisor/Tutor Meetings
- LSS Required Training
- Lecture attendance
  - If assisting students with activities during lecture, please contact your supervisor immediately.
- Meeting with the instructor; up to one hour per week
- Logistical Duties: 15 minutes per week

NEW TUTORS:

I am required to take THEORY AND PRACTICE OF PEER-GUIDED LEARNING FOR TUTORS AND LEARNING ASSISTANTS: I will enroll in the 2-unit Tutor Training class.

The required meeting times are: Class Time: Wednesdays 5:00pm – 6:45pm

I understand that this is separate for my job as a tutor and that since I am receiving course credit. I will not be paid for this time.

CruzPay Submission and LSS Timesheet Documentation packet:

I will turn in my timesheets packet, including a copy of the hours I submitted on CruzPay (both individual and group) and all sign-in sheets and summary sheets, by the due date in an organized manner and in legible handwriting. It is my responsibility to keep accurate records of all interactions with students. I understand that LSS’ funding is based on utilization and demonstrating that using additional services enhances each student’s performance. If I lose sign-in sheets or forget to have students sign in I am putting LSS in jeopardy of potentially losing funding.

Winter Quarter CruzPay/timesheet packet due dates: April 8th, April 22nd, May 5th, May 20th, June 3rd, June 17th

Supervisor/Tutor Meetings/LSS Required Training:

Logistics Meeting for All MSI Learning Assistants: New Employees: March 28th at 5:00pm, Returning Employees: March 29th at 5:00PM.

If I cannot attend the logistics meeting I will come to the make-up session on March 30th at 5PM, or schedule a time with an LSS staff member.

ASE Meetings for new tutors: TBA.

LSS Required Training for ALL Employees: TBA.

Employees NOT enrolled in THEORY AND PRACTICE OF PEER-GUIDED LEARNING FOR TUTORS AND LEARNING ASSISTANTS: LSS Required Training

Other meetings that may be scheduled; study session trainings, post-observation meetings relating to a staff observation of my sessions, meetings relating to the mentor new employee(s) as asked and as I am able.

Individual and Group MSI/Tutoring Sessions:

I understand that I will be assigned one to four, 1.25 hour MSI sessions and one to three, 1 hour Tutoring sessions. In total, I am expected to be available for 5 sessions per week. These sessions will be either group or individual depending on how many students show-up to a specific session. I understand that based on student demand, I may be given the option to open more sessions. I understand that I am not obligated to accept these additional assignments.

I will arrive at all MSI sessions and Tutor sessions on time and prepared. I will create an interactive environment that does not exceed 12 students per MSI session and 4 students per Tutoring session. I will facilitate interactive learning activities and engage students in such skills as critical thinking, problem solving, and effective course specific study.
strategies. I will not engage in activities that have not been assigned to me by my supervisor. If I am unable to make a
scheduled MSI session due to an emergency, I will e-mail lss@ucsc.edu.

_______ I understand that my tutoring availability or my MSI Sessions will not be approved by LSS unless I have attended a
logistics meeting with a staff person.

_______ I will only tutor students during my approved MSI or Tutor session times unless authorized by the LSS staff.

_______ I understand I am expected to hold extra group study sessions for each midterm and the final exam. If I am unable to
provide appropriate review time during the regularly scheduled MSI sessions, or feel my students would benefit from an
extra session, I will coordinate these extra sessions with LSS staff. There is a required meeting with my supervisor if I want
to schedule an extra review session.

_______ I understand that I will make my study session request 1 week in advance.

_______ I will make sure that all of the students sign into each session. If the professor requests attendance records, I will not
keep personal records of attendance. I am expected to tell the LSS office to send this information to the professor
directly.

_______ I will not use previous exams given by an instructor unless approved by the instructor or if the exams are provided to the
whole class by the instructor. If the instructor has preferences in terms of homework-related explanations, such as not
going over specific examples, I will follow them.

_______ No Show: I understand that I will be paid for the full scheduled MSI session time, even if no student(s) attend. I
understand that I am expected to work on material related to the MSI position during this time (e.g., prepping for
future sessions). I will also e-mail lss@ucsc.edu to inform them of the no show.

*Please see the LSS Handbook for more information on no-shows and duties that need to be done regarding dropping
students from a session.*

**Individual and Group MSI Sessions:**

_______ If I am a co-leader or need a co-leader for any MSI or study session, I will read and follow the guidelines provided in the
LSS Handbook.

_______ I understand that regular MSI sessions with over 5 students should not go over 1.5 hours. If there are fewer than 5
students at a session it should not go over 1.25 hours.

_______ Cancelling sessions: I understand that any cancelled sessions are unpaid and I need to communicate the need for a
cancelation with LSS via an e-mail to lss@ucsc.edu. Reasons for cancellations may include an emergency (e.g. illness,
family issue), a foreseeable event (e.g. grad school interview, observance of a religious holiday), or if you would like to
cancel a session because there was a recent exam and no material can be reviewed.

**Individual and Group Tutoring Sessions:**

_______ That students are only given access to these sessions if they attend MSI weekly and are signed into this sessions and
attend it weekly as well. I cannot allow students to use it as a drop-in session. Students who have schedule conflicts with
MSI or accommodation needs may be given an exemption for mandatory MSI attendance. It is my responsibility to
confirm MSI attendance or exemptions for all students using tutoring sessions.

_______ I understand that no regular session should go over 1 hour, so I will plan my use of session time accordingly.

_______ I will only hold tutoring sessions in semi-academic public spaces on campus. I will meet my students each week in the
same location that I specified on OTSS.

_______ I understand that I will attend my tutoring session if a student signs up 24 hours before the start of the session. I will
confirm the time and location of the session within 24 hours of the student signing up.

_______ I will make sure that all of my tutees sign into each session and also sign up using the Online Tutor Sign-up System (OTSS).

_______ According to LSS policy, my email may be given to students who are unable to make one of my existing sessions. I will
respond to emails from current and potential tutees within 24 hours. If I am unable to arrange a time with the student, I
will notify LSS within 48 hours.

**Preparation:**
Paid preparation time can include weekly session plans (maximum 15 minutes per week) and study session materials (maximum 1 hour per exam). I will receive guidance from my supervisor regarding these materials.

Lecture Attendance:
I will attend all lectures for which I am a Learning Assistant. I will be on time and sit in the front of the classroom and in the same space every class period. I will inform both LSS staff and the instructor if I have an emergency and need to miss lecture. I will not record time on my timesheet for any missed lecture, partial or whole. I will have my lectures signed off on by the professor unless otherwise instructed.

I will not attend lectures during exams. I will not be paid for this time.

I understand that I am a representative of LSS in the classroom. I will not sleep during lectures, talk while the instructor is lecturing, working on other class material or be on my phone or computer doing non-lecture related activities.

Other Tutor Tasks assigned:
LSS e-mails: I will read all emails sent by LSS in their entirety and reply to all emails and messages sent to me by the LSS staff and respond in a timely manner.

I understand that I can be paid up to 15 minutes a week to deal with logistical duties. These duties may be responding to job related e-mails and submitting LSS required records.

Other Expectations:
I will make all appropriate announcements to publicize the MSI sessions in class. I understand that it is my responsibility to encourage students to attend MSI sessions with a goal of attracting at least 30% of the class over the quarter. I understand that the session size goal is to have at least 6 students in each session. I will contact LSS if attendance is too low (consistently less than 3 students in a session) or too high (more than 12 students wanting to attend any one session) at lss@ucsc.edu.

I understand that I am responsible for returning the room that I hold my MSI sessions in to its original set up after every MSI session, and I may ask students to assist me. During MSI sessions, the seating arrangements will not block entrances or exits. I will also ask students to throw away their trash so the space is ready for the next session.

I understand that for courses that I have taken and done well in, LSS staff may contact me to open tutoring sessions or emergency coverage of MSI sessions. Learning Assistants may also contact me to help cover sessions or serve as a co-leader. I will respond to these e-mails in a timely manner; however, I understand that I am not obligated to accept these additional assignments.

I understand that while I work for LSS, I cannot make individual arrangements with UCSC students to be paid for additional tutoring outside of my position with LSS for any UCSC course.

I understand that it is inappropriate for me to give advice about course selection. I will encourage students to seek academic advising from College, Department, EOP, or STARS advisers as needed.

I understand that I should act professionally in this position. Examples of unprofessional behavior includes: cancelling a session for personal reasons (it’s my birthday, I am overloaded with homework), talking about frustrations with my tutees or my sessions other than with an LSS staff person, and speaking negatively of instructors, TA’s or other professionals during my sessions.

I understand that my MSI availability, which includes my name and e-mail, will be made available to students and it may be searchable on the internet. If I have requested a Non-Release of Public Information (NRI) under FERPA, it is my responsibility to immediately notify LSS staff so that proper arrangements can be made. If I fail to contact LSS my information may inadvertently be released. Furthermore, if I have requested an NRI, I understand that LSS cannot release my employment information to prospective employers without my signed authorization.

I understand that student information, such as students’ names, emails, and SIDs, are considered to be sensitive information and should be handled carefully. I will blind copying (BCC) students if I am e-mailing more than one student at a time, and keep sign-in sheets in my possession. I will turn in any papers that have sensitive information on it to LSS for their record keeping purposes or to be shred.

I understand that romantic or sexual relationships with students I assist via my LSS position are prohibited.

LSS Employee Handbook
I understand all regularly scheduled work-related activities are cancelled on university holidays and I should not expect to work on these days.

I acknowledge that I have received my copy of the Learning Support Services Handbook. I acknowledge that the Learning Support Services Handbook contains important information about my employment with LSS, including LSS’ policies, procedures, and rules. Further, I understand that it is my responsibility to familiarize myself with these materials and comply with the policies contained therein, and that a failure to comply with these policies may be the basis for discipline, up to and including dismissal.

I understand that the personnel policies and procedures contained in this Learning Support Services Handbook are not intended to void, replace, or conflict with the Memorandum of Understanding (“MOU”) negotiated between the International Union, United Automobile, Aerospace, and Agricultural Implement Workers of America (UAW), ALF-CIO, and its Local Union 2865 with the University of California, Santa Cruz for academic student employees. To the extent the MOU conflicts with these personnel policies and procedures, the MOU supersedes and/or modifies these personnel policies and procedures.

____________________________________  ______________________  ______________
(Print Name)  (Signature)  (Date)
Learning Support Services Weekly Group Mentor Work Policies

I understand that I will talk to an LSS staff person if I encounter any difficulties with job duties or the expectations of my position. This can include: difficulties with students in my sessions, with the instructor or TA’s or any other issues as they arise. I will also talk to an LSS staff person if the workload of my position becomes overwhelming and my academic success at UCSC is put in jeopardy.

I understand that this appointment is only for the Spring 2016 quarter. My current position does not guarantee future employment with Learning Support Services.

I understand that I will be paid at the group rate of $19.82 for:

- Group tutoring sessions as defined by having a session with more than one person in attendance.

I understand that I will be paid at the individual rate of $14.73 for:

- Individual tutoring session: as defined by having a session with one student and no shows as defined as a session where no students show up.
- Preparation: 15 (15) minutes per week for each mentor session held.
- Supervisor/Tutor Meetings
- LSS Required Training
- Logistical Duties:
  - For the first week worked, up to half (½) hour.
  - After the first week, 15 minutes per week

NEW Mentors:
I am required to take THEORY AND PRACTICE OF PEER-GUIDED LEARNING FOR TUTORS AND LEARNING ASSISTANTS: I will enroll in the 2-unit Tutor Training class.

The required meeting times are:

Class Time: Wednesdays 5:00pm – 6:45pm

I understand that this is separate for my job as a tutor and that since I am receiving course credit. I will not be paid for this time.

CruzPay Submission and LSS Timesheet Documentation packet:

I will turn in my timesheets packet, including a copy of the hours I submitted on CruzPay (both individual and group) and all sign-in sheets and summary sheets, by the due date in an organized manner and in legible handwriting. It is my responsibility to keep accurate records of all interactions with students. I understand that LSS’ funding is based on utilization and demonstrating that using additional services enhances each student’s performance. If I lose sign-in sheets or forget to have students sign in I am putting LSS in jeopardy of potentially losing funding.

Winter Quarter CruzPay/timesheet packet due dates: January 15th, January 29th, February 12th, February 26th, March 11th, March 17th

Supervisor/Tutor Meetings/LSS Required Training:

- Logistics Meeting for New Tutors: TBA
- ASE Meetings for new tutors: TBA.
- LSS Required Training for ALL Employees: January 9th 9:00am-12:00PM.
- Employees NOT enrolled in THEORY AND PRACTICE OF PEER-GUIDED LEARNING FOR TUTORS AND LEARNING ASSISTANTS; LSS Required Training
- Other meetings that may be scheduled; study session trainings, post-observation meetings relating to a staff observation of my sessions, meetings relating to the mentor new employee(s) as asked and as I am able.

Individual and Group Tutoring Sessions:

I will arrive at all tutoring appointments on time and prepared. I will only work on material related to this course during my sessions. I will facilitate interactive learning activities, and engage students in such skills as critical thinking, problem solving, and effective course specific study strategies. I will not engage in activities that have not been assigned to me by my supervisor. If I am unable to make a scheduled tutoring session due to an emergency, I will e-mail lss@ucsc.edu and my students. It is my responsibility to reschedule a mentoring session with my students.

I understand that I am only required to meet 3 hours per week with my group.

I will only hold tutoring sessions in semi-academic public spaces on campus.
I understand that I will attend my tutoring session if a student signs up 24 hours before the start of the session. I will confirm the time and location of the session within 24 hours of the student signing up.

I will make sure that all of my tutees sign into each session.

No Show: I understand that I will be paid for the full scheduled session time, even if no student(s) attend. I will also e-mail lss@ucsc.edu to inform them of the no show.

*Please see the LSS Handbook for more information on no-shows and duties that need to be done regarding dropping students from a session.

According to LSS policy, my email may be given to students who are unable to make one of my existing sessions. I will respond to emails from current and potential tutees within 24 hours. If I am unable to arrange a time with the student, I will notify LSS within 48 hours.

Preparation:

Paid preparation time is 15 minutes per week per mentor session.

Other Tutor Tasks assigned:

I understand that if I reschedule or cancel a mentoring session I need to let my mentees know at least 24 hours in advance.

I understand that I will be asked to complete a program evaluation at the end of each quarter.

Academic Mentorship e-mails: I will read all emails sent by LSS in their entirety and reply to all emails and messages sent to me by the LSS staff and respond in a timely manner.

I understand that I can be paid up to 15 minutes a week to deal with logistical duties. These duties may be: responding to job related e-mails and submitting LSS required records.

Other Expectations:

I understand that, for courses that I have taken and done well in, LSS staff may contact me to open tutoring sessions or emergency coverage of MSI sessions. Learning Assistants may also contact me to help cover sessions or serve as a co-leader. I will respond to these e-mails in a timely manner; however, I understand that I am not obligated to accept these additional assignments.

I understand that while I work for LSS, I cannot make individual arrangements with UCSC students to be paid for additional tutoring/mentoring outside of my position with LSS for any UCSC course.

I understand that I can share my experiences regarding course enrollment but I will encourage students to seek academic advising from College, Department, EOP, or STARS advisers as needed.

I understand that I should act professionally in this position. Examples of unprofessional behavior includes: cancelling a session for personal reasons (it’s my birthday, I am overloaded with homework), talking about frustrations with my tutees or my sessions other than with an LSS staff person, and speaking negatively of instructors, TA’s or other professionals during my sessions.

I understand that my tutoring availability, which includes my name and e-mail, will be made available to students and it may be searchable on the internet. If I have requested a Non-Release of Public Information (NRI) under FERPA, it is my responsibility to immediately notify LSS staff so that proper arrangements can be made. If I fail to contact LSS my information may inadvertently be released. Furthermore, if I have requested an NRI, I understand that LSS cannot release my employment information to prospective employers without my signed authorization.

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