



ARMAS in Education

Achieving in Research, Math, And Science

Tutor Handbook

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Welcoming Letter

ARMAS stands for..

Achieving in

Research

Mathematics

And

Science

ARMAS provides support for the university's alumni. As you walk in, you are instantly greeted by the front desk with a smile. Students enjoy coming to ARMAS for study sessions or self study because it is a great place for students to study. ARMAS provides you with math tutoring, supplemental instruction leaders (SIL's), a computer lab (with free printing), a comfortable study space, and snacks! Supplemental Instruction Leaders (SIL's) are students that have passed the course and were recommended by the professor, they hold study sessions and office hours for the students. Math tutors are students that have passed the course and were recommended by a math professor. The staff in ARMAS care about students and empower the students. Faculty and staff are always happy to help and are very knowledgeable.

Successful students come to ARMAS.

Job Descriptions & Responsibilities

Purpose: Role of a Tutor

A tutor's role is to support students' academic learning. A **tutor** will assist, evaluate, motivate, develop and integrate their students' learning. A tutor encourages the tutee (student being tutored) to solve the problem on their own; do not give the tutee answers. Tutors are there for educational assistance and to help their peers build confidence in school.

Responsibility for every shift:

1. Sign in under employee (to keep track of your hours).
2. Wear your name tag
3. Fill out Timesheet on time
4. Absences
 - a. Give a 24 hr notice to your supervisor. (See Contacts on pg)
 - b. Try to find another tutor to cover your shift.

Responsibilities for tutors working with students:

- Allow tutee to determine the content and pace of tutoring session.
- Provide guidance and training direction.
- Attend training sessions- **REQUIRED**.
- Respond to communication from supervisors.
- Welcome students and remind them to sign in.
- Check your NMHU email frequently.
- Complete the evaluations.
- You must remain at the front where you're visible to students.

Expectations

- MUST have good attitude.
- Provide organization to a study routine.
- Strong communication.
- Show compassion.
- Understanding.
- Competent in subject.
- Supporting.
- Tutors can cultivate confidence.
- Attend work and be on time.
- Come prepared .
- Listen.
- Be open to new ideas.
- Be patient.
- Be sensitive.
- Be friendly.
- Enthusiastic.

Goals

1. Help students improve on academic skills.
2. Listen and respond to academic needs with energy, sensitivity, and patience.
3. Reinforce the understanding of materials.
4. Share study skills and tips for success.
5. Refer students to other resources if necessary.

Requirements

- STEM and education majors are given preference in hiring.
- Have completed at least one semester at NMHU with a **GPA** of **2.75** or above (on a 4.0 Scale.)
- Enrolled full time.
- Obtained a grade of 3.0 or above in Math 120, 140, 160, and 211.
- Prior tutoring experience.
- Re-hires must apply each semester for the position.
- Strong interpersonal skills.
- Highly developed math study skills and strategies.
- Knowledge or willingness to learn about learning styles and working styles with students individually or in groups.
- Ability to maintain effective working relationships faculty, students, university community, and the general public.
- **MUST** be recommended by a NMHU math professor.

Payments

Hourly Rate: \$10.00

How to get to Timesheets:

1. Go to <https://banweb.nmhu.edu>
2. Enter secure area.
3. Enter Username and Password.
4. Click on “Employee” at the top.
5. Click on “Timesheet”
6. Enter work hours.
7. When finished; submit to supervisor for approval.

Holidays

Independence Day	Wednesday, July 4, 2018
Labor Day	Monday, September 3, 2018
Thanksgiving Holiday	Thursday, November 22, 2018 - Friday, November 23, 2018
Winter Break	Friday, December 21, 2018 - Tuesday January 1, 2019
Martin Luther King Day	Monday, January 21, 2019
Spring Recess	Friday, April 19, 2019
Memorial Day	Monday, May 27, 2019

Meeting a Students for the First Time?

- Become acquainted with student and academic areas to develop.
- The following can give you insight into their concerns.
 - a. Do you take notes? How?
 - b. Do you have trouble with tests?
 - c. Do you attend lectures?

- * Communicate your interests in and empathy with the student.
- * Help student solve one problem (builds confidence and motivation).

Working with Students

- Get to know your tutee.
- Be patient.
- Be positive.
- Be enthusiastic.
- Use humor to lighten up a conversation.
- Make sure tutee understands what they are doing.
- Review for retention.
- Never judge- Some things are harder to learn for others.
- Ask open ended questions.
- Help student become more independent.
- If the student doesn't understand, the tutor can give them practice problems.

Teach / Assist Students:

1. Must know the type of problem they are assisting the tutee in.
2. Understand and use vocabulary of the subject.
3. Realize that all learners make mistakes, but learning from those mistakes is effective
4. Allow the tutee to perform the work themselves.
5. Have the tutee verbalize what they've learned.

Collaborative Learning Techniques:

Asking Questions: General and reflective questions used to stimulate critical thinking and draw out ideas, and underlying presumptions.

Verbal: Have tutee solve a problem while talking out loud about what they are doing and why. The tutor listens and interjects only to ask clarifying questions or to mention mishaps.

Mind Mapping: Ask tutee to put information together in an outline showing how things are connected. Tutor puts a main topic in the middle of a piece of paper. Tutee then writes words that come to mind. Through a discussion the tutee may rearrange their notes.

Recap: At the end of the session (or anytime) ask tutee to either say out loud or write what they have learned.

Name: _____ Date: _____

Preteaching: Student KWL Graphic Organizer

Topic: _____

K What do you already know about the topic?	W What do you want to know about the topic?	L What did you learn about the topic?

GO4BOOK Find more resources at <https://go4books.com>

Practice Problems: Tutor can give practice problems for the student to work on at home.

9 Steps of Tutoring

1. *Greeting:*

- *introduce yourself
- *Be friendly and set a positive tone with eye contact and a smile

2. *ID Task:*

- *Encourage the initiation and focus on the session
- *Follow up with questions to clarify the main focus
- *Restate what the student wishes to work on, clear purpose

3. *Breaking task into parts:*

- *Allow students to break it down
- *Restate steps the student suggests

This reinforces the idea that the task requires
pieces to accomplish

4. *ID the underlying thought process:*

*Have student clarify the problem solving approach learned in class

*Help student discover how to approach learning the type of task in which he/she is having trouble with

*Help student understand other sources (ex: textbooks, handouts, notes, etc.)

Helps student develop and apply different learning strategies

5. *Setting an agenda:*

*Discuss with the student the amount of time is necessary to complete each part of their task.

Helps to keep the student on task while

6. *Addressing the task:*

*Encouraging the student to do most of the talking

*Use appropriate responses (do not interrupt)

*Ask leading questions (Not just yes and no)

You are not a sole source of information; course

7. *Student summary of content:*

*Allow student to summarize what they've learned

*Wait for student to finish before correcting

*Use this summary to determine if the student really understood what was discussed

*If necessary, review and clarify!

Summarizing what they learned allows them to convert

8. *Confirmation and feedback:*

*Confirm that content summary is correct

*Offer positive reinforcement and confirm the student understands or has improved

This reassures the student can do similar work and be successful

9. *Closing and goodbye:*

*End with a positive note

*Thank student for specific contributes towards the success of the session

Ending on a positive note encourages the student to

DONT's While Tutoring!!

 **DON'T** help students with exams or quizzes.

 **DON'T** be on your phone while helping a student.

➡ **DON'T** give students the answers.

➡ **DON'T** miss work.

➡ **DON'T** assume the role of the instructor. (you are an assistant for help)

➡ **DON'T** act like you know everything.

➡ **DON'T** ask questions with one word response.

➡ **DON'T** do the students assignments.

➡ **DON'T** concentrate only on their weakness and forget to point out the progress and improvement. can only be answered with yes and no responses.

➡ **DON'T** ignore students asking for help if you are in the middle of something.

DROP WHAT YOU ARE DOING AND HELP!

What if no one needs help?

- ❖ You are allowed to do your homework
- ❖ Talk with Lori Vigil to see if there is anything that needs to be done in ARMAS.

If a student walks in the center asking for help then you **MUST DROP**

Academic Honesty Policy:

New Mexico Highlands University students are expected to maintain integrity through honesty and responsibility in all their academic work.

The following describes the University's policies and procedures for faculty who discover students who use academically dishonest practices.

***Academic Dishonesty:** Any behavior by a student that misrepresents or falsifies the student's knowledge, skills, or ability including:

-Plagiarism: The process of using the ideas, data, written work or language of another person and claiming it as original or without specific or proper acknowledgement, including, but not limited to, copying another person's paper, article, computer or other work and submitting it for an assignment; or copying someone else's ideas without attribution; or failing to use quotation marks where appropriate; or copying another person's idea or written work and claiming it as original without acknowledgment of the original author.

-Cheating: A student's use of, or attempt to use, unauthorized notes, texts, visual aids, electronic devices, assistance, copies of tests, material or study aids in examinations or other academic work to misrepresent his or her knowledge, skills.

-Collusion: Cooperation between students in order to cheat.

-Facilitation: One student knowingly helps or attempts to help another student to violate any provision of this

-Fabrication: A student submits contrived, altered or false information in any academic work product, exercise.

-Multiple Submissions: A student submits, without prior permission from the instructor, identical work submitted to fulfill another academic.

-Falsification of Records: A student alters a transcript or academic record, without authorization, or misrepresents information on a resume, either before or after enrolling as a student in the University, to unfairly improve his or her grades or rank or those of another.

Disabilities Policy:

Felix Martinez Building, (505) 454-3252, Disabilities@nmhu.edu

Accessibility Services is responsible for coordinating services to students with physical, learning, and psychological disabilities under the auspices of Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Vocational Rehabilitation Act. At the university level, the student bears primary responsibility for registering his or her disability, following procedures, and following through on the implementation of their accommodations. Students requesting reasonable accommodations should provide written documentation of their specific disability and follow all the policies and procedures outlined in the Accessibility Services Handbook, available separately at the above address. Official accommodations cannot be provided to students with

disabilities without prior approval from the Accessibility Services. To ensure accommodations are in place, students are strongly encouraged to contact this office as soon as possible about their disability. Students who have specific request for housing due to a disability must contact Accessibility Services.

HU Cares Policy:

306 Student Union Building, (505) 454-3529, preventviolence@nmhu.edu

Center for Advocacy Resources Education & Support (CARES) provides collaborative services and support to students who have experienced domestic violence, dating violence, sexual assault, and stalking. NMHU CARES also provides services and support for students who struggle with suicide or have had past suicidal ideation. Our program also supports students who are facing substance abuse issues. Services include advocacy, counseling referrals, academic and housing assistance, and student discipline advocacy. Resources and guidance are provided to those who are supporting others. e NMHU Center for Advocacy Resources Education & Support (CARES) provides educational outreach and coordinates trainings for the campus community. Please see Page 71 for more information.

Tutor Resources

Free Resources:

1. *Khan Academy*
 - URL: <https://www.khanacademy.org> : Offers completely free online courses covering subjects such as math, science, computing arts, social sciences, history, and even test preparation. Subjects can be separated by grade level difficulty to tailor lessons to student’s individual needs. Tutors can post practice exercises, instructional videos and assist with personalized learning dashboards.
1. *IDroo Basic*
 - URL: <https://idroo.com> : An online whiteboard for real time student-teacher collaboration. The basic free version allows for tutors to use an infinite sized digital paper (whiteboard) that expands infinitely in all directions to maximize

drawing space. This is available to use on all devices and screen sizes without any download or app required.

1. Mometrix Academy

- URL: <https://www.mometrix.com/academy/> : Best used as an extra source of test prep for students. Allows tutor to aid students through the use of practice questions, review videos and other features as well. Includes a large number of math subjects ranging from pre-algebra all the way up to calculus. Allows tutors to guide students with helpful hints and study tips as well to help students avoid test anxiety.

1. Google+ Hangouts

- URL: <https://plus.google.com> : An excellent tool for remote tutoring. Allows tutors to talk with students over video on laptops or other handheld devices. Also includes just about every other feature Google has to offer all at the same time. Most useful features include screen sharing, connectivity with google docs, and the ability to archive discussions, all easy to use for a number of educational applications.

1. WizIQ

- URL: <http://www.wiziq.com> : A program used by more than 150,000 teachers and tutors, and also over 2 million students. An online learning program that allows users to set up classes for students, deliver help live or recorded. Allows tutors to distribute educational materials, monitor usage, and give practice tests for extra help.

Paid Resources:

1. Idroo Premium

- URL: <https://idroo.com> : Similar to the Idroo website mentioned above. Idroo premium offers a few more features with its paid version. These features include being able to upload and share images live on the infinite whiteboard. It also allows for tutors to perform audio calls for easier one-on-one help for students needing a little extra instruction.

1. Mometrix Academy Paid

- URL: <https://www.mometrix.com/academy/> : This is just the paid version of the mometrix academy that is mentioned above in the free resources. The paid version offers all of the same features of the free version but also includes tutors having the access to flashcards to provide to students as well as being able to video chat with the students through the website.

1. Tutors Office

- URL: <https://www.tutorsoffice.com> : This is a more organized website used to manage a lot of students, and being able to track their assignments. Tutors can maintain a schedule with multiple students and also monitor performance. Allows for reminders for students through the use of “To-Do’s”. Allows for a place to organize a larger amount of student’s data as opposed to just one or two students.

For Helpful Tips+Tricks to Becoming a Better Tutor:

Being a student tutor is no easy task, and for some it may be the first becoming a tutor for your peers. Below is a list of helpful resources that provide students, whether they are first time tutors or have been tutoring for a while, with helpful tips and tricks to help you become the best student tutor that you can become.

1. “What Socrates Would Say to Undergraduate Tutors”

- <https://www.chronicle.com/article/what-socrates-would-say-to/18857>

1. “Tips for Tutors: 12 Teaching Strategies for Effective Learning”

- <https://blog.tutorhub.com/2014/01/10/tips-for-tutors-12-teaching-strategies-for-effective-learning/>

1. “Research Spotlight on Peer Tutoring”

- <https://www.nea.org/tools/35542.htm>

Contacts

Front Desk (505) 426-2010

Susan Decker (970) 238-1141 susanldecker@nmhu.edu

Reyna Alvizo (505) 426-2291 reynamontano@nmhu.edu

On-campus emergency (campus phones) 5555

On-campus emergency (cell phones) 505-454-3278

Non-emergency 505-454-3278

Las Vegas Police Department 505-425-7504

San Miguel County Sheriff 505-425-7589

New Mexico State Police 505-425-6771

Payroll Dates

<http://its.nmhu.edu/IntranetUploads/005596-PayrollSche-79201850046.pdf>