WAC

Work Policies

for

Tutors

Work Policies and Procedures:
Guidelines for Writing Across the Curriculum Tutors
It is you, the tutors, who make WAC successful.

We pride ourselves on delivering high-quality tutoring in writing. We assist students in all phases of writing, from generating ideas to polishing the final draft. This Policies and Procedures booklet contains guidelines to help you be a professional, productive member of the WAC tutoring team. It corresponds to the Job Description and Agreement form you signed when you agreed to work here. When you accept a Work-Study assignment, student assistantship, writing fellowship, or internship with WAC, you are expected to follow the guidelines outlined in the job description and detailed in this booklet.

Training and Learning

All new tutors are required to attend a semester-long Writing Practicum, English 491, that carries one credit and meets weekly to prepare tutors to help writers improve and revise their work. In the practicum, the instructor will cover tutoring basics:
- Writing center and tutoring theory
- Grammar and mechanics
- Skills development
Time spent in the practicum, in refresher sessions, and in other WAC meetings counts as work time, so remember to include these hours on your time sheet.

How We Work

Most students who seek our help with their writing come to us on a walk-in basis. No appointments are necessary, but at times, professors will schedule appointments for an entire class. The Assistant Director will post scheduled appointments in the center or inform you via email. If a student is over ten minutes late for a scheduled appointment, you can move on to the next person who needs assistance.
Tutoring in the Center

We provide opportunities for you to learn how to tutor students who visit WAC. In turn, we count on you to learn from these opportunities and to be the best tutor you can be. Please keep in mind that we are a writing center; our primary goal is to help students improve their writing. We work with students who access our services. We show students which areas of their writing work well and which need further attention, but we do not edit grammar or revise papers. To repeat, we do not type papers for visitors, nor do we revise other people’s writing. We strive to help students help themselves; we do this by working with them, not by doing their work for them.

We count on you to be proactive and professional at work. Get in the habit of noticing whether students using our facilities need help. Walk around periodically to check on who may have questions. Be knowledgeable and prepared; attend required meetings, check your work folder for writing guidelines and student drafts, read drafts carefully before scheduled tutoring appointments, and learn as much as you can about frequently used programs like Word, Excel, Power Point. Additionally, you should become familiar with using the Smartboard and Meebo.

Online Tutoring

Distance learners typically request our writing help online. However, on-campus students will sometimes request online tutoring. We strongly encourage on-campus students to visit the writing center for a one-on-one session.

Online students should submit papers either through our website or to nprowe@loyno.edu. For online papers, you may either comment on the margins using the “insert comments” button in Word, you can make more global comments at the end of the paper, or you can do a combination of the two. You still need to fill in a Tutor Session Summary for online papers.

Tutor Reports

Every tutoring session should be documented by filling out a Tutor Session Summary. Summaries should be completed directly after a session and input into the front computer. These reports are important because they are used to document and justify our work here at the center. Be sure to fill out the reports with attention to detail and
grammatical accuracy. Professors read these reports, and a poorly written report will reflect badly on you and the writing center.

**Be sure to leave time at the end of your shift to input reports.** Do not leave session summaries hanging around the bookshelf or on the tables. These reports should be treated as confidential documents. When the form is complete, place it on the plastic shelf on the bookshelf. Do not put the reports in your backpacks or walk off with them.

**Scheduling and Work**

*Scheduling*

Tutors arrange work schedules with Nancy. Schedules are made on a first-come first-served basis. You should arrange your schedule once you are sure your academic schedule is fixed. We may not be able to accommodate changes to your work schedule once the schedule is full.

*Work Expectations*

You are expected to **be on time** for scheduled work shifts and **to stay until your hours are completed**. Do not sign up to work for an hour when you know you will arrive late or will leave early (i.e. going to a class or a meal). **If you do not notify Nancy of an absence, whether planned or unplanned, it will be considered unexcused and you may be immediately re-assigned. Do not use email to notify Nancy of an absence; call her or see her.**

While you are at work, **WORK COMES FIRST**. If you are not tutoring a writer or doing some other WAC work, you should be visible so that students who visit us can readily see you are available to help. **At work, be pro-active, be visible, and be available.** When students using our facilities do not need your help and when other WAC work has been completed, you are welcome to do your own studying at the round table or at a computer—but only when there is no other work to be done.

**Any tutor who requires repeated reminders to engage in work activities will be re-assigned.**
During each work shift, you are expected to:

- ask anyone who uses our facilities to sign-in on the computer *every visit*
- be pro-active and visibly available to help
- ask people if they need help and work with them as needed
- **complete a Tutoring Report Form and enter it into the computer for every writer you tutor**
- check the printers for adequate paper and toner
- straighten chairs, pick up discarded paper, stack books neatly, and otherwise keep WAC work spaces neat
- notice when anyone is tampering with equipment or otherwise violating WAC policies, and remind that person of our policies, and
- make sure you sign in and out accurately

Occasionally, Loyola students use the reference books located on the shelves. These are available for writers to consult *in Bobet 100 only.*

*Performing Daily Duties*  
Each time you arrive for a work shift, be sure to

- Sign in on the front computer
- Sign in on the small whiteboard
- Check the large whiteboard for any special instructions or events
- Check your e-mail for *work* messages

At certain times, information may be placed in a folder concerning a special assignment. We will remind you of these assignments and ask that you read the material and sign the folder to show that you have read it.

*Opening*

Tutors working first thing in the morning will have several duties:

- Put out the WAC whiteboard sign
- Hang up classroom reservation signs
- Check printers to see if they need paper
- Straighten chairs and clean up area
- Check for phone messages
Closing

Tutors closing in the evening will have several duties:

- Write evening report and email to Nancy. The evening report should include who was on duty, who was missing, how many tutoring sessions occurred, and any other notable happenings.
- Bring whiteboard sign inside center
- Check printers and add paper if necessary
- Straighten chairs and clean up area
- Turn off overhead projector
- Turn off all lights and lock the door. Use the bottom lock only.

Observing Phone Courtesy

Telephone courtesy is as important as face-to-face conduct. When answering the phone you can say something along the lines of “Writing Across the Curriculum, this is _____.” Because our telephones are work phones, they are for use by WAC staff only and for business purposes only. Do not use these phones for personal calls. Also, do not use cell phones or text while you are on duty. If you need to answer your phone because you are waiting for an emergency call, step out in the hall while talking. Remind visitors who use cell phones to step into the hallway while calling/talking.

Being Professional

Our conduct at work must always be professional. Remember, our language and our rapport with visitors and other university personnel are always up for scrutiny, so please be respectful in communicating with co-workers and with those who use our facilities. When you are at work, be aware of what you say and of how you voice your opinions in personal conversations; avoid inappropriate language. In addition, dress appropriately. While you are allowed to wear casual clothing, always be professional in dress. You represent the writing center, and your conduct and dress matters.
Avoiding Tardiness

If you are running late for work because of an emergency or some other situation that arises unexpectedly, contact Nancy via phone right away. If you are late for work repeatedly or if you habitually leave early, you will be terminated from WAC.

Absences

If you cannot come to work because of an illness, you must call BEFORE your shift begins. Call Nancy at 865-2271. If you cannot reach her at this number, leave a message. Do not use email for this purpose. Excessive absences can lead to a reassignment or loss of your job.

If you plan to be absent for any other reason, and you know about your absence ahead of time, please arrange to have someone cover your shift. Work study students should have another work study student cover your shift. Student Assistants should have another Student assistant cover your shift. You can request coverage by using the WAC listserve at waccenter@loyno.edu or by asking your co-workers directly.

Evaluating Job Performance

Your work performance with WAC is evaluated on the basis of the items listed in this booklet.

Additional Reminders

- Smoking is NOT allowed in Bobet 100
- Eating and drinking is allowed in the center but NOT by the computers. If tutors eat and drink but do not clean up their mess, eating may be revoked for all tutors. Please be tidy when eating and clean up afterward. Being allowed to eat and drink in the center is a privilege, not a right.
- Use of cell phones in Bobet 100 is prohibited
- Use of headphones is not allowed
- Tutors should always face the door. Using the computers on the back wall is not allowed
- The scanner in the Bobet 100 classroom is for limited use by instructors; please direct other users to the Media Services scanners in the Monroe Library.
- Printers are available for writers to print **ONE** copy of their work; please remind visitors who need **multiple copies that general-use photocopiers are available in the Monroe Library**.

**Disciplinary Action**

Tutors who do not follow the policies and procedures outlined in this handbook can be let go at any time. However, the basic disciplinary procedures are as follows:

- Tutors will receive a verbal warning
- If a tutor continues to disregard policies and procedures, the student will receive a letter outlining the problem and disciplinary action. Both the supervisor and the tutor will discuss and sign the letter. Letters will be filed with Human Resources.
- If the problem(s) continues, the tutor will be terminated or reassigned

**Emergencies**

**To contact University Police, dial x 3434 or dial 911.** Report any suspicious behavior to the police.

If tutors need to leave the building because of an emergency situation, please lock up. An extra key is in the black cabinet and can be used to either lock yourself in the WAC center or to lock the door and leave. If you have an emergency after hours, you can call Nancy at home. Her number is on the contact list in the black cabinet. You may also want to send an email to Nancy detailing the situation.

**Completing Timesheets/Receiving Checks**

You must be physically present and actually working in order to be paid, and you will not be paid in advance. You are not paid for sick time or for time spent on break or vacation. **Please note: if you submit hours you have not actually worked or otherwise falsify information on your time sheet, you will lose your job with WAC.**

Complete **and sign** your red, preprinted timesheet by noon of each submittal Friday. You will be given an email reminder when timesheets are due, so check your
Loyola email account. Your paycheck will not be issued if you do not complete and sign your sheet on time.

**Contact Information**

You should program these numbers into your phone. All numbers begin with the prefix 865

The Writing Center x2297
Robert Bell, Director x3094 rcbell@loyno.edu
Nancy Rowe, Assistant Director x2271 nprowe@loyno.edu
Mary Waguespack, Faculty Writing Consultant x2176 wagues@loyno.edu