

Ryerson University Learning Success Centre Tutor Registry Handbook

Thank you for signing up to be a tutor with the Learning Success Centre's Tutor Registry! This booklet is your introduction to the Tutor Registry and you should read it before you begin tutoring. If you have any questions, please contact The Learning Success Centre at x7350 or lss@ryerson.ca

What are the advantages of tutoring?

Reflecting on the advantages of tutoring will help you become a good tutor. As a tutor, you can charge between \$9 and \$20 per hour, but there are many more benefits other than earning money such as...

- Learn and reinforce your understanding of the core material in your program
- Reflect on your own learning skills and style & develop more effective study habits
- Enhance your resume (tutoring demonstrates time management, interpersonal, communication, and leadership skills)

How does the tutor registry work?

Tutor Registry is a service that matches you with a student who wants to be tutored in a course you have previously taken.

What is the Learning Success Centre's role?

We match students who need course specific help with a tutor who has a B+ or better in that course. We DO NOT interview, supervise or evaluate tutors in any way, nor can we guarantee the quality of tutoring. We DO NOT become involved in payment for services.

What is my relationship to the person I am tutoring?

You should establish professional boundaries between yourself and the tutee. By setting boundaries, you can protect yourself from unwanted or dangerous situations. Here are some key points to remember:

- Always meet on campus or in a public space such as a library or a coffee shop. You may not meet in your own home and you should not give out your home address.
- Stick to the subject. Remember, tutoring sessions should be organized around topics specific to the course. You and the tutee should agree to stay on track at sessions. If the person you are tutoring wants to talk about social matters, guide him or her back to the focus of the session. Likewise, if the student wants to talk about personal matters, you can refer the student to the Centre for Student Development and Counselling. The trained counselors will provide free, confidential counseling on personal, academic, or career issues.

How do I get started?

Students contact the Learning Success Centre and we provide them with contact information for people like you who are qualified to tutor.

What information does the Learning Success Centre give out to people who want to be tutored?

The tutee will know your name, phone number and email address, and that you earned at least a B+ in the course you are registered to tutor. The tutee does not have the right to know your specific grade.

What do I say when a potential tutee contacts me?

The tutee will probably want to interview you briefly over the phone or email to determine if you are both a good match. Early in the relationship, you should inform the tutee about:

- Your hourly rate. You are allowed to charge between \$9 and \$20 per hour. Remember that the Tutor Registry does not get involved in financial matters. You should tell the person when you expect to be paid (i.e. at the end of each session)
- Your hours of availability. You may regulate the number of hours you are available. Be honest and upfront and be realistic about how much time you want to spend tutoring. If your schedules don't match, the tutee may contact another tutor.
- Your preferred location for tutoring. Tell your tutee when and where you would like to tutor.

If you both agree to go ahead, arrange the date, time and location of your first meeting. Please remember that you must meet in a public space.

How should I conduct the tutoring sessions?

- At every meeting, listen to your student's concerns and, especially at initial meetings, ask questions about how the student learns. What worked for you may not work in the same way for the person you are tutoring. From the beginning, try to establish a relationship with your tutor that includes talking about learning (not just focusing on the content).
- Use examples to explain course material and make up quizzes (or use old ones) to give the tutee practice in applying the theory
- If you don't know the answer to a question, say so. Then offer to find the answer or suggest where the tutee could go to find the answer (professor, TA, help centre)
- Allow the tutee to set the pace for the session. Do not rush.
- Share your own study skills. Your student may find it helpful to hear suggestions for taking notes, managing time, memorizing, etc.
- Be supportive. Low grades can be frustrating, and your student may feel frustrated.
- Contact the tutee prior to each session to discuss the content and focus. Ask if the tutee has any specific questions.

What material will the student expect me to know?

Your tutee will expect you to be familiar with the content of the course. Be aware that course content may change with time and depending on the professor. Having your old textbook is beneficial, and you may want to check the current textbook out of the library.

What is expected of me?

Follow these guidelines in all tutoring sessions:

- If you can't keep an appointment, contact your student at least 24 hours in advance.
- Be on time for your sessions.
- You must abide by the Student Code of Academic Conduct. This means that you MUST NOT do the student's homework or assignments or make corrections to the student's work (by, for example, proofreading an essay for the student). If you are not familiar with the Code, you should read it before you begin tutoring.
- Keep information shared between you and your tutee private.

What if there's a problem?

- If you feel that you are unable to provide adequate support for your student, contact the Tutor Registry or encourage your student to seek help from other resources on campus, such as the Writing Centre, the Learning Success Centre, the Math Centre, or the Centre for Student Development and Counselling.
- You become unavailable for tutoring , or you have too many students to tutor
A list of courses that you offered to tutor is available in 'my Account' when you login to Tutor Registry system within 'Tutor Info' tab. Login to Tutor Registry system and set all courses on the list as inactive.
- There is a change in the courses you want to tutor
On 'my Account' page when you login to Tutor Registry system within 'Tutor Info' tab you can apply to tutor additional courses as well as make the change to the list of courses you already offered to tutor. You can make any listed course:
 - **Inactive** (if you want to stop tutoring this course temporarily, but plan to tutor it again in the future this option is recommended)
 - **Remove** (if you want to stop tutoring this course and are not planning to tutor it again, this option is recommended other vice make it inactive)
 - **Activate** (inactive course is made available for tutoring again)You can also apply to tutor additional courses .
- Your contact information changes
Login to Tutor Registry system and change your contact information (under "Personal Info" tab).
- You have any questions
Login to Tutor Registry system and send us your feedback.
- If you need help locating additional services, contact RyeSAC.
- Contact the Tutor Registry if:
 - You believe you cannot help with course material. We will refer the student to another tutor.
 - Your student misses a session
 - You wish to make a complaint (for example, if the tutee behaves inappropriately toward you or violates any aspect of the Student Code of Conduct).