

# Learning Resource Center

## Student Policy and Procedures

### DESCRIPTION AND PARAMETERS OF THE LRC

The Learning Resource Center provides free tutoring for CI students in mathematics, physics, statistics for social science, and for business, psychology, sociology, economics, and accounting. Tutoring through the LRC is intended to serve as a supplemental review of course material, homework help, and test preparation.

Tutors are CI students who have successfully completed Math 151 (Calculus II) or an equivalent course for the subject in which they tutor. While a tutor will work to the best of his or her ability with a student to solve a problem accurately and completely, it is ultimately the student's responsibility to ensure that the problem is done in such a way that he or she will earn the grade desired.

Many tutors can help with multiple subjects and/or upper-division courses. Tutor subjects and schedules are posted in the LRC and on the LRC website. Please check the schedule to be sure that an appropriate tutor will be available.

### HOURS

Tutoring is available on a walk-in basis during the following hours\*:

Monday-Thursday 9 am to 7 pm

Friday 10 am to 4 pm

\*Hours are subject to change depending on budget, tutor availability, and student demand

### GENERAL POLICIES AND PROCEDURES

- Tutoring is available on a walk-in, first-come-first-served basis during tutoring hours.
- Tutors are not permitted to help students with take-home quizzes, tests, test corrections, or class projects directly unless specified by the professor by email or phone. If the professor has not directly contacted the LRC, tutors may assist by working with the student regarding the general concepts covered in the assignment.
- Because of the volume of students that visit the LRC, the tutors' time is limited. Although students are welcome to spend as much time as they like in the LRC working on homework, a student cannot expect his or her tutoring sessions to last for more than about 30-45 minutes, twice a week. However, a tutor may continue to work with a student as time permits. The student will be expected to work independently as well as with the tutor in order to demonstrate that he or she demonstrates comprehension of the topics discussed. All students should be aware that they may need to wait to see a tutor, and that the tutor may be working with several students or groups of students simultaneously.
- The LRC is a cell phone free zone.
- Students, tutors, and staff should respect the policies and procedures of the LRC.

## **LOG IN/OUT PROCEDURE**

### **“FOR STUDENTS”**

- Sign into the computer at the front of the center using your campus student ID. Please select “LRC” as the center, indicate the subject for which you would like tutoring, and select appointment type as “walk-in.”
- Be sure to bring your textbook and class notes.
- If all of the tutors are busy, please feel free to sit in the LRC and begin working independently until a tutor is available. Please politely and briefly let the tutors know what you need help with.
- Be sure to sign out on the computer at the front desk (where you signed in) and fill out an evaluation sheet for your tutor. When signing out, please select the approximate amount of time you spent working directly with a tutor from the drop-down menu.

### **SUPPLIES**

The LRC has supplies available for students, including paper, writing utensils, calculators, whiteboard markers, etc. Please respect that all supplies are for use within the LRC, and should not be taken outside or to any other part of the library. Also, please be sure to replace these supplies before leaving the LRC.

### **LAPTOPS**

The LRC also has several laptops available for student use. In addition to following procedure for checking one out, students are to use the laptops in the LRC area only.

- Students should sign in and out on the sheet located on top of the laptop cabinet, indicating their names, time they spent using the computer, and the number of the laptop.
- Students should remember to save any files to a shared drive, email account, or flash drive, as files saved on the desktop are not secure.
- Students may take a power cord out of the laptop cabinet if it needs to be plugged in.
- Before returning the laptop to the cabinet, students must sign out of their account to prevent the laptop from locking out other users.
- Laptops must be plugged back in when they are returned to the cabinet in order to charge them for the next user.
- Students who are working directly with a tutor have priority for the LRC laptops. If they are all in use, students may check one out from the library circulation desk.

## **STUDENT SUCCESS IN THE LRC**

The LRC tutors are here to help students. In order to encourage maximally beneficial tutoring sessions, students are expected to respect the following procedures:

- Follow sign-in and out procedure, including an accurate indication of how long the session lasted.
- Complete and submit an evaluation form for the tutor.
- Students are expected to bring their book and notes.
- Students are expected to attend class on a regular basis. Tutoring at the LRC is not a substitution for attending class.
- Respect that each tutor works with students based on his or her availability and expertise. A student may not demand to work with a particular tutor, nor disparage the tutor with whom he or she is working.
- For maximal optimization of tutor time, a student may consider preparing questions ahead of time to help structure his or her session.
- Help to maintain a positive environment through focus on subject material and a courteous and polite attitude.
- Please be conscientious of this, even in high-stress situations such as testing periods.
- Students are ultimately responsible for the grades they earn.

## **TUTOR RESPONSIBILITIES**

LRC tutors will...

- Maintain a positive attitude and encourage student learning throughout a tutoring session.
- Help students with homework and conceptual knowledge to the best of their ability.
- Help students develop better quantitative skills.
- Encourage students to work independently after a tutoring session.
- Check on students periodically while they are working independently.
- Ensure that the tutoring session is interactive through asking questions and encouraging student demonstration of knowledge.
- Tailor a tutoring session to fit the student's needs.
- Respect differences in learning styles, backgrounds in mathematics, and cultural experience.
- Encourage student independence and group study.
- Use other resources if he or she does not know how to solve a problem.

## **LRC tutors will not/cannot...**

- Do a student's homework for them.
- Help with a take-home test, quiz, project, or test corrections without explicit permission from the professor conveyed directly to LRC staff.
- Spend excessive amounts of time with a single student or group of students.
- Encourage dependency on tutoring.
- Tutor a student on several weeks' worth of material one or two hours before the test.
- Tell a student what is on a test.
- Discuss a professor or other students in an unprofessional or negative manner.
- Answer every question a student might have immediately.

## **DISABILITY ACCOMODATIONS**

The mission of Disability Resource Programs (DRP) is to empower and support students with physical, learning or psychological disabilities so that they can participate as fully in and benefit as equitably from University campus life as non-disabled students to realize their academic and personal potential.

Students with disabilities may meet with a Disability Resource Counselor in the Educational Access Center to discuss accommodations for tutoring services available at the Learning Resource Center.

Upon visiting the center, students with disabilities may choose to disclose information about his or her disability to the tutor. As time and tutor availability permit, the tutor will make every effort to spend additional time working with this student. The tutor will also “check in” on the student’s progress periodically when he or she is working independently. Quiet study space is available for use with tutor on a first-come, first-come basis to students with disabilities. Questions or concerns regarding LRC tutoring services should be directed to Jennifer Bonsangue, LRC Coordinator. For more information about services for students with disabilities, please visit the Disability Resource Program’s web page at <http://csuci.edu/drp/index.htm>

## **ADDITIONAL RESOURCES**

Some students find that they require additional academic support beyond the scope of the LRC. For your convenience, the LRC maintains a current list of private tutors. Private tutoring is not affiliated with CI or the LRC. Fees and availability are determined by the individual tutor.

## **CONFLICT RESOLUTION PROCEDURE**

Conflict may arise between a student and a tutor. If an issue is perceived by either the student or tutor, it is within each person’s rights to address the issue and attempt to reconcile the issue. If the issue cannot be resolved, it is the student’s responsibility to speak with the LRC coordinator. This conversation may either be private or include the tutor as well, depending on the student’s preference. The student should describe the situation and indicate how he or she perceived the issue, and suggest a possible solution or way to resolve the issue. It is also within the tutor’s rights to speak privately to the LRC coordinator in a similar fashion. This correspondence will be logged by the LRC coordinator in order to have a written record of the situation. The LRC coordinator will work with both parties to try to reconcile the issue. If a resolution cannot be reached, any of the parties involved (student, tutor, and LRC coordinator) may contact Sue Saunders, Director of Academic Advising and Learning Support.

## **ACADEMIC DISHONESTY**

Academic dishonesty is not permitted at CSU Channel Islands. Withholding pertinent information from a tutor regarding an assignment or test is considered academic dishonesty. According to the CI University catalogue, "Academic dishonesty includes such things as cheating, inventing false information or citations, plagiarism, and helping someone else commit an act of academic dishonesty. It usually involves an attempt by a student to show possession of a level of knowledge or skill that he/she does not possess" (Section 7, Policies and regulations).

## **LRC RESOURCES FOR FACULTY AND STAFF**

- If a student needs to take an exam outside of class time and office hours, please contact the Mathematics Department Faculty Support Coordinator at (805) 437-8815. The LRC is not responsible for exam proctoring or administration.
- If a faculty or staff member wishes to conduct office hours in the LRC, he or she should contact the Administrative Support Assistant at (805) 437-8409 or [lrc@csuci.edu](mailto:lrc@csuci.edu) to reserve a room.
- If a faculty or staff member would like the LRC tutors to assist his or her students with a take-home quiz, exam, project, or test corrections, he or she should contact the LRC coordinator via email or telephone at (805) 437-8921 with explicit instructions regarding tutor permission before setting the assignment.
- Students may verify their attendance at the LRC by asking for a tutor to stamp their paper. However, a tutor will only sign the stamp if the student engaged in a tutoring session while at the LRC.

## **EMPLOYEE POLICIES:**

See UWC Coordinator, LRC Coordinator, or Administrative Support Assistant about student assistant and tutor guide materials.

The LRC policy is secondary to the general policy and regulations of CSUCI, detailed in the university catalogue. Students and staff at the LRC are subject to follow the general policy and regulations of CI, as well as that of the LRC.