

# UNIVERSITY OF WASHINGTON TACOMA



TEACHING AND LEARNING CENTER



PEER HANDBOOK

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## Welcome to the TLC

We are excited to have you join the TLC team! This handbook is intended to orient you to the TLC and answer any questions you may have as a new employee. Please feel free to ask your supervisor if you have any further questions.

## Mission Statement

The TLC supports the development of all UW Tacoma students into self-directed, lifelong learners on their pathways to academic success and beyond.

## About the TLC

The Teaching and Learning Center (TLC) is a place where all members of the UW Tacoma community (students, staff, and faculty) can come for feedback, help, and inspiration during their academic and learning careers. We provide instructional support in areas such as writing, math, science, statistics, and others. Students can simply tell us how we can help, and our consultants will work with them to address their academic needs.

The TLC uses a collaborative model for working with students, and we welcome people from all backgrounds into a culture of learning. Our staff will help students identify strategies that aid in the development of skills, knowledge, and confidence necessary for academic success.

## Our Philosophy

- Students are the reason we exist
- All consultations are voluntary
- Students direct the consultation with their questions/concerns
- All consultations build on existing strengths and rely on the use of active learning principles
- Consultations help students become independent learners by explaining the hows and whys of an assignment
- Consultants do not write or provide solutions for student assignments, as doing so fails to facilitate learning and is considered academic dishonesty

## Inclusive Excellence

The Teaching and Learning Center staff and peer consultants commit to listen and look carefully and compassionately for ways to actively engage in inclusive practices. For instance, we promise to

- making our center safe, welcoming, productive, and proactive;
- be sensitive to language practices (what we say and allow to be said) and other microaggressions that may make some people feel uncomfortable or feel in some way inferior;
- affirm [students' right to their own languages](#) as they engage with academic discourses and expectations;
- openly discuss social justice issues as they pertain to the work at hand;
- be reflective and critical of the practices we engage in;
- conduct on-going assessments, looking specifically for patterns of inequalities and injustice that may be occurring in the TLC.

## Teaching and Learning Center Hours

Academic Quarter		Summer Quarter		Interim	
Monday-Thursday	9am-7pm	Monday-Thursday	10am-6pm	Monday-Thursday	Closed
Friday	9am-3pm	Friday	10am-3pm	Friday	Closed
Saturday & Sunday	eTutoring (Writing)	Saturday & Sunday	Closed	Saturday & Sunday	Closed

## Academic Student Union

The TLC's student tutors and consultants are considered Academic Student Employees (ASE's) and are governed by a contract between the University of Washington and UAW Local 4121. The contract can be found at the following website:

<http://www.washington.edu/admin/hr/laborrel/contracts/uaw/addons/index.html>

Your union representative will provide you with an orientation once your employment has begun. Prior to your employment, student tutors and consultants will receive an appointment letter with the terms of employment. Both you and the University of Washington are bound by the terms of this contract, so it is important for you to familiarize yourself with its provisions prior to signing the letter. You will be offered an opportunity to join UAW Local 4121 and, as a member, you will pay dues each pay period. If you should choose not to become a member, the contract requires that you pay a monthly service fee.

## Attendance Policies and Procedures

### Scheduling

Employees are asked to submit their desired work hours prior to the quarter's start. Schedule decisions are based on the needs of the Center. We do our best to schedule employee hours around individual class and personal schedules for each quarter.

In the writing center, we will make an effort to accommodate everyone's schedule requests. However, writing tutors will submit schedule requests in the following order and final schedules will be ultimately based on usage trends and our current needs. Scheduling priority will be given in the following order:

1. Graduate students with at least one year of tutoring experience
2. Current graduate students **or** tutors with at least one year of tutoring experience
3. Tutors with less than one year of tutoring experience

Higher priority may also be given to tutors who have completed higher levels of certification.

### Breaks and Lunch

By state law, all employees receive a 10 minute break for every 4 hours worked and receive a minimum of a 30 minute lunch (unpaid) when working over 5 hours. Your lunch break should be scheduled between the second and fifth hours of work. Employees may not skip their break or lunch in order to come in late or leave early.

### Sickness or Emergency Absence

In the event an employee cannot work a scheduled shift:

1. Call the TLC main line 253-692-4417. Leave a message if no one answers.
2. Email [uwtteach@uw.edu](mailto:uwtteach@uw.edu) **and** your supervisor as soon as possible.

### Punctuality

Please arrive in enough time to ensure that you are ready to work when your shift is scheduled to begin. In the event that you will be late for work, it is your responsibility to call the TLC's Front Desk at 253-692-4417 as well as your supervisor. If there is no answer, please leave a message including your name, expected arrival time, and how we might reach you in case we have any questions.

### Planned Absences

Please request planned absences (vacation, medical appointments, etc.) at least two weeks in advance by emailing your supervisor. Your supervisor will then let you know if you can be marked off the schedule or if you will need to find a substitute to work your shift.

Once your absence has been approved, record it in the black book. If a substitute will be working your shift for you, also record that information in the black book.

### Inclement Weather Procedures

You should assume that UWT is open and holding classes even in inclement weather. Whenever emergency conditions require that the University suspend operations, official University decisions will be made in the following way: Day of business decisions should be made by no later than 6:00 a.m. Mid-day decisions should be made by 2:00 p.m. to accommodate evening classes. These times could shift due to unexpected weather conditions.

We recommend that you sign up for UW Alerts to ensure that you receive timely campus alerts:

<http://www.washington.edu/safety/emergency-communications/>

Employees may also check the University website or call the snow/weather hotline number at (253) 383-INFO to determine whether campus operations have been suspended. If operations have not been suspended, but driving conditions remain problematic, call (253) 692-4417 and/or email your supervisor to see if the Center is operating under normal hours. We do not expect you to drive in conditions that you are uncomfortable driving in, but we do expect you to contact us in a timely manner if you will be late or cannot get to work that day. The online writing schedule will be closed to new appointments as soon as we hear of campus closure, but students with existing appointments may opt to use the eTutoring service and writing consultants unable to make it to campus may be asked to do any scheduled eTutoring appointments.

### Employee Communication Policies

#### Email

Please use your UW NetID email account when sending and receiving official email communication to and from the Center. Since we will often communicate with you via email, you are responsible for checking your email on a regular basis during your working hours. For more information, see UWT's email policy at the following website:

[http://www.tacoma.washington.edu/policies\\_procedures/E-mail\\_Policy.pdf](http://www.tacoma.washington.edu/policies_procedures/E-mail_Policy.pdf)

#### Bulletin Board

The bulletin board in SNO 235 will be used to post staff announcements.

## Timesheets/Pay Periods

Pay periods for hourly employees at the University of Washington cover the period from the 1<sup>st</sup> to the 15<sup>th</sup> of the month, and the period from the 16<sup>th</sup> to the last day of the month. Your pay days are the 10<sup>th</sup> and 25<sup>th</sup> of each month.

You will track and submit your hours in the Workday system. Videos and help guides can be found at <https://isc.uw.edu/>.

You should enter the hours you work each day. On your last workday of the week, you will click “Submit” to send your hours to your supervisor, who will approve them.

You will also “submit” your hours on the final day of the pay period (the 15<sup>th</sup> and the last day of the month), so some weeks, you may submit your hours twice. You will usually receive an email reminder to submit your hours before the end of the pay period, though not each Friday.

If your supervisor finds a mistake in the hours you entered or has a question about your hours, he or she may return your submission to you for adjustment, so do not wait until the last minute to submit.

Hours that are submitted after the deadline may not be paid out until the following pay period.

## TLC Main Floor

### Tutoring Space

TLC tutoring takes place in the following areas:

- SNO 260  
This is the main area for the TLC’s tutoring activities and includes the large open area with computers along the wall, and the hallway ledge that includes some computers.
- SNO 222A, SNO 222B, SNO 222C, SNO 222D  
There are 4 group study rooms on the 2<sup>nd</sup> floor that are scheduled through the Library’s scheduling system. If a student requests a tutoring session in one of these rooms, please notify your supervisor and let the Front Desk know where you are working. It is the student’s responsibility to reserve the group study rooms.
- SNO 222D  
This room houses the TLC’s Adaptive Technology Workstation. If a student requests a tutoring session in this room, please notify your supervisor and let the Front Desk know where you are working.
- SNO 239  
This is the TLC’s Workshop room. TLC workshops have priority in this room, but it is also used for staff meetings. Individual students may book the room on the day of use for a maximum of one hour and only when the TLC is not using it.

### Chihuly Room

The Chihuly Room is managed by the Library and is to be used for quiet, individual study only. Please do not tutor in the Chihuly Room. Neither food nor group study is allowed. Members of the public often come to see the chandelier. If someone approaches you for directions to the Chihuly Room, please point it out to them.

### Front Desk Area

The area behind the desk is for staff members *who are working only*. When you are working at the front desk, it is your responsibility to ensure that confidential information is secure. Conversations not pertaining to the operation of the TLC should be kept to a minimum and at a low volume.

### Space Usage in the TLC Suite

The TLC Suite includes staff work areas, the eTutoring suite, storage and a lunch room area and is for employees only. Tutors who are on the clock should stay on the tutoring floor so they are visible to front desk staff and students (with the exception of writing tutors working on eTutoring or writing center projects). Off-duty TLC staff may study or relax in the Suite during regular office hours but will be asked to move out to the floor after hours. In an effort to maintain a professional work space, conversations should be kept at a low level to ensure that TLC work is not disrupted. Face-to-face tutoring with students is not permitted anywhere in the TLC Suite.

### Corner Computer Space (next to SNO235B)

Online writing center work has priority.

### Lunch Area

The lunch area, microwave, and refrigerator may be used by TLC staff for breaks and lunch.

### eTutoring Suite (SNO236)

- The eTutoring Suite is reserved for writing tutors conducting online tutorials.
- Writing tutors may also use the eTutoring Suite for work-related projects and certification and may keep labeled personal work materials on the shelf in that room.

## Equipment Usage

### Printers

The TLC printers are intended only for material related to TLC activities. Students may not use the printer under any circumstances. We can “re-print” incorrect or damaged client print jobs through the Pharos system; we have a Pharos print card for this. Please use campus printing for all your class and personal printing needs.

### Computer Usage

As an employee, you use the computers at the TLC for the following purposes:

- Creating documents for TLC purposes
- Doing research for the TLC
- Maintaining your UW email account
- Conducting eTutoring sessions

Please do not use the TLC computers for personal tasks during paid work time as such use may violate the Washington State Ethics in Public Service Act.

## TLC Share Drive

The TLC has a server account called TLC\_Services (on the S:/ drive). Please move your completed work to the appropriate folder. Folders for specific projects can be added each quarter.

## Work Priorities

As a tutor, your focus should be on tutoring students and building your skills to tutor more widely and effectively. Therefore, when you're working your priorities are as follows:

1. Tutoring. Working with students is always your first priority.
2. Completing certification. When you are not working with students, you should be building your tutoring knowledge and skills. New tutors must complete Level 1 certification by the end of their first quarter in the TLC. Returning tutors should plan to complete Level 2 during their second quarter and Level 3 during their third quarter.
3. Individual tutoring projects as assigned.

Tutors who complete their certification level and projects may have time near the end of the quarter for personal homework.

## Professionalism

We strive to make the TLC a place that is both friendly and professional. Students should feel safe here, knowing that we will respect them and keep their concerns confidential. Our interactions with our fellow tutors should also reflect a spirit of professionalism and mutual respect.

## Etiquette

- Greet those entering and leaving the TLC.
- If visitors have questions you can't answer, try to find the answer or find someone who can, even if the question is not directly related to the TLC.
- Be honest, but kind; try to make people feel good and successful.
- Offer no opinions or gossip about students or professors, solicited or not.
- Do not eat or wear headphones on the tutoring floor.
- If a friend, classmate, or coworker engages you in conversation while you are working, please inform them politely that you need to continue working.

## Cell Phones

Do not use cell phones during working hours, except when on break or lunch. In the event of a personal emergency, please leave the tutoring floor and take your call to a private area.

## Tutoring Boundaries

- Refer student questions about assignment instructions and course policies to professors.
- Do not "assign" possible grades for student work or give evaluative comments that could be interpreted by students as predicting a grade.
- Students should discuss course conflicts directly with their instructors. If they do not feel comfortable discussing a grade dispute or other conflict, they can contact the Ombud for an impartial and confidential meeting: Emma Williams, 253-692-4476
- If you find yourself in a difficult situation, excuse yourself for a moment and ask professional staff for help.

## Working with a student who makes you feel uncomfortable

Please inform your supervisor or professional staff person immediately if you do not feel comfortable working with a student for any reason. We can assign the student to another tutor or consultant or talk to the student in more serious cases.

## Confidentiality

All consultations with students are confidential. Employees are required to sign a Confidentiality & FERPA statement that insures that they understand this policy. Confidential information includes the following:

- Whether a student has visited the TLC
- How often a student has visited the TLC
- The content and tone of a student's writing/math consultation(s)
- Any information about a student's academic work, opinions, or life that was learned in or as a result of the student's visit(s)
- Any discussion of the student or the student's work that took place among TLC professional and consultant employees
- Any communication made by a faculty member regarding a student, a student's work, writing assignment, or other TLC instructional work
- Any information about or employee discussion regarding a faculty member's academic or evaluation decisions

## Complaints

If a student has a complaint, please inform or refer them to a supervisor or professional staff.

## Opening and Closing

All TLC staff should be prepared to open or close the TLC suite or TLC public area.

### Opening 7:30 am

- Turn on the two main lights.
- Ensure the door for SNO 239 is locked.
- Print SNO239 schedule and post it.

### 9:00 am

- Unlock Front Desk drawer and put black book out on desk turned to the current date.
- Turn on the two computer monitors in the front and log in with [consult@tacoma.uw.edu](mailto:consult@tacoma.uw.edu).
- Check Voice Mail (directions in the back of the "confidential" binder).
- Log all messages on a sticky note and perform any necessary action.
- Writing Staff or Carolyn will cancel any appointments as necessary.
- Alert supervisors to staff illnesses and put them in the black book.
- Make sure that tables are stocked, tidy and ready for the day.

### 5:00 pm

- Empty suite food garbage outside the suite.

## **Closing**

- Begin closing procedures 15 minutes before closing time.
- Assist in putting the cart in SNO 240.
- Place black book in big drawer in the Front Desk.
- Log off of all Front Desk computers.
- Professional staff will lock the drawer and unlock SNO 239 for student use. (Janitorial staff will lock the workshop room later in the evening.)
- Tidy up all common work areas including the front desk and the computers along the walls.
- Check TLC Suite to make sure that no one is left in it.

## **Workplace Health and Safety**

### **Persons Responsible for UWT Health and Safety**

- All employees are responsible for following health and safety rules.
- Supervisors and faculty are also responsible for the health and safety of those they supervise; this responsibility can neither be transferred nor delegated.

### **Hazard Prevention and Worksite Safety Maintenance**

- Follow safe work practices and know about the hazardous materials you work with.
- Know your emergency plan and two ways out of your work area.
- Follow departmental policies and procedures.
- Be aware of safety signs.
- Call 911 to report emergencies.
- Report unsafe conditions to supervisors and correct unsafe conditions when possible.

### **During Emergencies**

- During an alarm, everyone leaves! Treat each alarm as the real thing.
- Follow SNO/TLC Emergency plan.
- When there is a fire, pull the Fire Alarm and call 911.
- Call 911 for the medical emergencies.

**For General Safety please read the following link:**

<http://www.washington.edu/safety>

### **Lost & Found**

Please log any found items in the blue lost and found notebook at the front desk. All items will be turned in to Campus Safety and Security after 24 hours. If a student claims the items, please have them sign the notebook located at the front desk.

### **Closing Statement**

We greatly appreciate the work and energy you bring to making the TLC great. Thank you!

## Contact Information

### Administration

Program Coordinator	Carolyn Maxson	(253) 692-5781
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### Quantitative Center

Associate Director	Dwayne Chambers	(253) 692-4778
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Science Instructional Consultant	Carly Gelarden	(253) 692-4995
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Math/Statistics Instructional Consultant	Su-Miao Lai	(253) 692-4324
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### Writing Center

Associate Director	Rebecca Disrud	(253) 692-5938
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Coordinator, Graduate Programs	Jeff Fitzgerald	(253) 692-5769
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English Learner Specialist	Kelvin Keown	(253) 692-4724
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Writing Instructional Consultant	Margaret Lundberg	(253) 692-4582
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Faculty Director, Writing Center	Asao B. Inoue	(253) 692-5615
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