Logging in for work (HRMS)
Our new system for tracking your work hours is called the Human Resource Management System (HRMS). You are expected to sign-in and -out of this system at the beginning and end of your shift as well as for scheduled breaks.

TutorTrac (helping students/outages)
All students are expected to sign-in and -out of TutorTrac every time they visit the center, no exceptions. They must enter their student ID number (usually their SSN), click “Log In/Out,” choose the course that they are coming in for and the reason for their visit, and click “Continue.” If they do not pick their course, the system will sign them out, so try to make sure they do or click it for them if they forget. Students must sign-out as well when they leave by entering their ID number and clicking “Log In/Out.” If you know that a student did not sign-out, please tell the greeter so that they can manually sign them out.

Rarely, the server that houses TutorTrac will go down. If this should happen we still need students to sign-in. In the Tutor Resource Notebook behind the front computer, there are Sign-In/Out sheets. Place one of these sheets on the front table with a pencil or pen. Place the “Computer Down” sign over the computer screen. Please notify one of the office staff members that TutorTrac is down so that we can request to get it up and running again.

Greeter
For some semesters we are able to hire a student worker to be our “greeter”. This person greets students and assists them with signing-in/out of TutorTrac. During hours when the greeter is not working, feel free to sit in the greeter’s seat and welcome/assist students. Do keep your eyes on those students in the center who need help as well.

Calculators (renting/check-out)
We do not rent calculators. Calculator rentals are provided by the Math Department. There is a flyer describing the process for renting a calculator from the division on the front desk. Students must sign up for a non-credit course at Admissions and Records and pay a $25 fee. They must then take their receipt to the Math Department in the E building (E117W) to receive their calculator. Our calculators in the back storage room are only for use in the center. If a student wants to check-out a calculator while they are in the center, ask them for a driver’s license, car keys or cell phone to hold as collateral. Place the item in the slot that you take the calculator from. (Make sure that the collateral is something of value. No student IDs.)
Current Textbooks (check-out)
The current textbooks in the file cabinets are only available for students to check-out to use in the center. Again, take some item as collateral. If a textbook is already being used by another student, suggest that those students work together.

Current Solutions Manuals (for tutor use only)
Every semester we attempt to maintain the solutions manuals for the current textbooks for all courses. These solutions manuals are for TUTOR USE ONLY. Students may not use these books. Tutors may use them to check students’ answers, but students may not check them themselves.

Old Textbooks
The older textbooks on the shelves may be used by students or tutors, and no collateral is necessary. However, if they would like to take one of these books home, ask the greeter or one of the office staff members to assist you.

Science Models/Microscopes
Models and microscopes are housed in the cabinet in room L228. Students may check these out to use in the center. The keys for the cabinet are on the orange keychain in the green cup behind the computer in L229. Again, take collateral from the student.

Computers
The computers in the rooms are for educational use only. Students are welcome to use these for any type of project/assignment that they may have, but they may not use these computers for personal use. If the centers are void of students, tutors may use the computers, but must use professional discretion in what they use them for.

Handouts
We have many handouts in the centers. These are free for students and tutors. If we should run out of any, let us know. If you have a suggestion for one, let us know. Please become familiar with the handouts we have, so that you can give them to students in need of another resource.

Gateways
We have practice sheets for the “Gateway” tests or “part 1 of the final exam”. These are contained in the big white binder behind the front computer in L229. They are color coded by course and are free to all students.

Tutor Resource Notebook/Private Tutor List
Behind the front computers there is a “Tutor Resource Notebook”. In this notebook, you will find many useful things, such as: a college staff directory, private tutor list, sign-in sheets, signage, college maps, and more. You will get asked for private tutor lists more often than anything else. If you have a suggestion of something that should be in this notebook, let us know.
**Attendance/Punctuality**
You are expected to adhere to your scheduled work hours. We understand that sometimes things come up during the semester where you must miss work. If you would like to request an excused absence from work, please notify the Learning Center Director or Learning Associate at least two days in advance of the anticipated absence so that we can find a substitute for your shift.

You are expected to arrive to work and meetings punctually. If you’re running late, please call to let us know when we can expect you.

**Dress**
Because you are working in close proximity to students, you are encouraged to be conscientious about your personal hygiene and appearance. You are asked to dress neatly and modestly during work hours. Please avoid wearing the following to work: flip flops, extremely casual sandals, short shorts, mini skirts, tank tops, strapless tops and revealing clothing (keep it modest at work).

**Tutor-In**
During the week of finals, we hold an event called “Tutor-In”. For the duration of the week we staff more tutors, faculty drop by to help, we have a few extended hours, and we provide snacks for students and tutors while they study/work.

**Workshops**
We have recently begun offering workshops for students. Currently, we offer a Calculator Workshop at the beginning of each semester.

**Tutor Chats**
Each semester, after midterms, we meet individually with tutors for an evaluation called a “Tutor Chat.” This is an opportunity to evaluate your work progress, to offer tips and/or suggestions for improvement, and obtain your feedback to improve the operations of the Center. You will receive notification prior to your scheduled “tutor chat.”

**Hot Topics Meetings**
Throughout the semester, we hold additional training meetings called “Hot Topics” meetings. These meetings provide additional, content specific training information for tutors. Attendance at these meetings is strongly encouraged, but not required.

**Storage**
Tutors may place their belongings either behind the front computer in L229, in the back storage room in L229, or in our office area for extra security. Never tell students that you will hold onto their belongings when they go to class or go home. For liability reasons, we do not want to be held responsible for their possessions.
Class Visits
At the beginning of each semester, we have tutors visit as many math and science classes as possible. At these visits, tutors may show our promotional video, distribute flyers with our hours, or inform students about our services. Things that should be mentioned are:

- Your name and that you work for the Learning Center.
- Our location: We are located in the 2nd floor of the Library, rooms L228 and 229.
- Our services: Peer and faculty tutors provide free drop-in tutoring for all math and science courses to students currently enrolled in those classes at CGCC.
- Our hours: Monday - Thursday 8:30am to 8:30pm and Friday & Saturday 10am-2pm.
- We have many resources for students such as: handouts, models, textbooks, and videos.
- During finals week, we hold an event called “Tutor-In” where we staff more tutors and provide refreshments.
- It is a comfortable place to study or spend time between classes.

Refrigerator
The refrigerator in L229 is for tutor use only. Students are not to place any personal items in the refrigerator. Feel free to use it as you see fit. Please try to keep it clean, and throw away outdated food.

Phone calls
The phones in the centers are for emergencies only. They are not to be used for any personal calls from tutors or students, and they should never ring. If they do ring, promptly answer the phone, greeting the caller, and try to direct them to who they are calling for. We do not answer questions over the phone, and tutors should explain that to students who try to use this method.

You are asked not to make or receive personal phone calls in the center during your shift. However, if you have an emergency or need to make an occasional personal phone call, please excuse yourself from the center and make/answer the call outside of the center. If you do not have a cell phone and need to make a personal call, please use a phone in room L230.

Cell phones ringing in the center are distracting. Please help us enforce our “no cell phone policy” by turning your ringer on silent or vibrate and asking students to do the same. If a students’ phone rings, please kindly ask them to take their call outside the center.

Student Evaluations
In each room, there are evaluations of the Learning Center. Please encourage students to complete them throughout the semester. The more feedback we have, the better we can serve our students.