



Who can **HELP!** me? (for Tutoring Services staff)

(revised 6/7/10)

ISSUE:	PERSON/PROCEDURE:
NEW HIRE PAPER WORK & PROCESSING	Terra, Ginny
ROOM RESERVATIONS – blue form – work room	SI Leaders – Sheri, others – Terra, Maggie
ROOM KEYS	Terra, Ginny (signed by Renée)
TUID	Help Desk – x. 5221
EMPLOYEE REQUIRED TRAINING	
<ul style="list-style-type: none"> • Learning Management System Access • Completion Issues 	Human Resources – x. 1870
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ADD A PRINTER/COPIER	Ask Terra, Help Desk – x. 5221
SUPPLIES NEEDED	
<ul style="list-style-type: none"> • Assistance finding • Ordering additional 	Terra, Maggie, Alex, Elaine, Kelly
	List on mail cabinet, Terra, Maggie
MAHE CONTRACT, UNION MATTERS	Cindy, Amy
TUITION REIMBURSEMENT	Cash Operations - Judy Post - x. 1272
WORK SCHEDULE	
<ul style="list-style-type: none"> • Total # hours • SI Leaders • Tutors • Holidays, etc. 	Renee
	Ruth
	Ginny
	Cindy, Renée, Ginny, Terra
PLANNED ABSENCE	
<ul style="list-style-type: none"> • SI Leaders 	<ul style="list-style-type: none"> • Discuss with Ruth and get her approval • Make arrangements with students • Submit change to front desk staff for inclusion in notebook
<ul style="list-style-type: none"> • Tutors 	<ul style="list-style-type: none"> • Discuss with Ginny • Fill out green Absence Notification form in front of mail file or cubbies • Notify students of cancellations, re-schedule, or substitutes • Submit form to Ginny for approval – she will give to front desk
<ul style="list-style-type: none"> • Support Staff 	<ul style="list-style-type: none"> • Discuss with supervisor • Give alternate plans to supervisor in writing • Supervisor informs Renée of alternate plans
UNPLANNED ABSENCE	
<ul style="list-style-type: none"> • SI Leaders 	<ul style="list-style-type: none"> • Call Ruth during office hours (after 7:30 a.m.) • She will ask support staff to post a sign on your room • Support staff will inform Renée of absence and plan
<ul style="list-style-type: none"> • Tutors 	<ul style="list-style-type: none"> • Call front desk during office hours (after 7:30 am) • Support staff will substitute tutors if possible or notify students if available • Support staff will inform Renée of absence and plan

UNPLANNED ABSENCE	
<ul style="list-style-type: none"> Support Staff 	<ul style="list-style-type: none"> Call supervisor and speak directly with him/her Supervisor informs Renée and Ginny of plans for front desk coverage
PAPERWORK:	
Time Sheets	
<ul style="list-style-type: none"> Lack of access to Banner 	Human Resources – x. 1870
<ul style="list-style-type: none"> How, when to file, adjustments, etc. 	Tutor Manual, Renée, Jessica, Tammy, Terra, Ginny
<ul style="list-style-type: none"> Special dates for submission, holidays, etc. 	Renée, Ginny, Terra
<ul style="list-style-type: none"> Submit by Noon Wednesday (bi-weekly) on computer ('OK to project hours to be worked after submission) 	
<ul style="list-style-type: none"> Hard copy by Wednesday 	Work room basket
<ul style="list-style-type: none"> Adjustments to hours 	E-mail Renée – tutoring@lcc.edu
<ul style="list-style-type: none"> Approval to be paid for special projects or workshops 	Renée
<ul style="list-style-type: none"> Issues related to missing documentation 	Tutors – Ginny
Work Logs (weekly sheets that document your work):	
<ul style="list-style-type: none"> A link is sent to you at the beginning of every semester in announcements (numbered and dated by week.) Paper version available at front desk. 	
<ul style="list-style-type: none"> How to complete (turn in hard copy to basket in work room) 	Tutor Manual, Kelly, Terra, Ginny
<ul style="list-style-type: none"> Issues related to missing documentation 	Ginny
Group Logs (sheets documenting attendance & activities in groups, copy turned in to basket in work room)	
<ul style="list-style-type: none"> SI Leaders – how to complete 	Tutor Manual, Ruth, Sheri, Ginny
<ul style="list-style-type: none"> Tutors – how to complete 	Tutor Manual, Ginny, Elaine
<ul style="list-style-type: none"> Issues related to missing documentation 	SI Leaders – Sheri, Tutors - Ginny
Walk-in Logs (ongoing sheets documenting walk-in students, copy turned in to basket in work room)	
<ul style="list-style-type: none"> How to complete 	Ginny, Terra, Elaine
<ul style="list-style-type: none"> Issues related to documentation 	Ginny
JOBS FOR SUPPORT STAFF (copying, typing up forms, etc.)	Terra (pink request form) – 24 hrs. lead time for copies, 2-3 days for typing, plus please proofread before printing)
EXPLORATION GROUPS/IN-Services	Renée
WORKSHOPS	
<ul style="list-style-type: none"> Planning 	Renée
<ul style="list-style-type: none"> Scheduling and Advertising 	Ginny
<ul style="list-style-type: none"> Materials 	Terra
PUBLICITY	
<ul style="list-style-type: none"> Publicizing any program of Tutoring Services to students, faculty, the public 	Please work with Ginny