

Guidelines for Physics Tutorial Center Tutors

- Please make sure you **arrive on time** for your scheduled hour. The sheet posted on the door to Phillips 365 is the official schedule, so make changes on it as needed. If you cannot cover your assigned time slot, make arrangements for another tutor to fill in for you. Students get frustrated if a tutor is scheduled but not available.
- The door to the back offices (Phillips 347) should be unlocked in the morning before 9:00 AM so that the first tutor for the day can enter through this back office. If you find the room locked, please contact Brian Whitling in Phillips 331B or Shane Brogan in Phillips 215F to unlock the door. If you are the last tutor scheduled for the day, please remember to turn the deadbolt lock to the back office door (347) and close the front door so that it locks when you leave.
- Use the login computer near the door to **log yourself in** and remind students to do the same. Also remember to **log yourself out** and answer the attendance questions. These logs are our primary records for tracking the use of this facility.
- **Wear a “Tutor” tag and sit at the front desk when you are available to help** so that students know who to ask if they have a question.
- **Be proactive about asking students if they need assistance.** Do not simply wait for them to ask you for help. During periods when nobody needs any help, you can do your own work (grading papers, reading, etc.), but it is important that you appear ready to help. Students should not feel like they are bothering you if they ask for assistance.
- A principal rule to follow when tutoring is to **guide students toward the correct answer without doing the work for them.** Tutors should “sit on their hands” and let the students do the writing while asking probing questions to guide them toward a solution (this is called the Socratic dialogue method). Students will learn and remember much more from this technique than if you simply tell them the answer.
- As a tutor, you are not expected to have all the answers (even though students may have this expectation), but you should make a reasonable effort to help students. If you do not know the answer to a question, try to give the student guidance on where to get help (e.g. from another tutor familiar with the subject, their course instructor, lab TA, etc.).
- Be patient with students and do not speak in a patronizing or condescending tone.
- Strive to remain friendly and pleasant, even if a student becomes frustrated.
- Treat students fairly and equally, helping students as needed. If more than one student needs your assistance at the same time, try to split your time so that students are not kept waiting. Avoid spending more than 5 minutes helping any one student during busy periods. If several students have similar questions, you may be able to facilitate a group problem-solving session.
- If you teach a lab and your students have to wait for your help when the tutorial center is busy, remind them that in addition to your scheduled time in the tutorial center, you also have office time reserved just for them.
- **No food or drinks are allowed** in Phillips 365. Please help enforce this policy.
- **Help keep the room neat and clean** by pushing in chairs, throwing out trash, etc.
- If you or any students have comments (positive or negative) about the tutorial center, or suggestions for improving this service, please enter a comment using the login computer.

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