

Restructuring A Tutorial Program

Florida State University
Athletic Academic Support Services

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Background

- The FSU Tutorial Program underwent significant structural changes beginning in 2007 as a result of an NCAA Infractions Case
 - Personnel
 - Policies and Procedures
 - Documentation

Changes Addressed From Previous Years



- Quality and number of tutors
- Range of courses covered
- Volume of appointments
- Level of documentation on file
- Level of evaluation
- Establishment of set policies and procedures



Current Program

- Approx. 80 tutors
- Approx. 1200 weekly individual and group appointments
- Wide variety of courses
- Appointments take place on:
 - 2nd floor in tutor rooms, conference room, classrooms and computer labs
 - 9th floor in seating area, study carrels, and tables
 - No tutoring takes place outside the AASS facilities without prior approval from the Tutorial Coordinator

Hiring



- Recruitment
 - Contact Departments at FSU
 - Foster Relationships on Campus
 - Recommendations from Professors at FSU
 - Members of the Tallahassee Community (FAMU, TCC & Leon County Schools)
 - Present at Graduate Orientations
 - Flyers posted/email



Hiring

- **Screening**
 - Interested applicants submit a resume and unofficial transcript
 - Interview
- **Pay Rate**
 - Undergraduate level students/degree holders start at \$8 per hour
 - Master's level students/degree holders start at \$10 per hour
 - Doctoral students/degree holders start at \$12 per hour
 - English Lab tutors are paid \$15 per hour



Hiring

- Retention
 - Flexible schedules allow for tutors to modify availability each semester
 - Goal is to retain staff for a minimum of one year
 - Higher retention rate between fall/spring semesters



Training

- **Orientation**
 - Held each semester – no tutor can begin working without attending orientation
 - Speakers include: Director of Athletics, FAR, Deans of Undergraduate Studies, Compliance, Dean of Students, HR
 - Topics covered: Academic Honor Policy, NCAA Rules, AASS Policies & Procedures, Documentation, SAMS, Payroll



Training

- In-Person Workshops
 - Presentations Given By:
 - SDRC
 - FSU Library
 - ALEC
 - International Center
 - ACE
 - Counseling Center
 - The Center for Leadership & Civic Education
- Online Workshops
 - Topics Include:
 - Learning Styles
 - Time Management
 - Test Anxiety
 - FSU Campus Resources
 - SDRC



Training

- Roundtable Discussions
 - Faculty Roundtable as Workshop
 - Faculty Expectations & Tips for Working with Students
 - Tutor Roundtable as Workshop
 - Sharing of Ideas & Strategies for Final Exam Preparation
- Quizzes
 - Handbook
 - Workshops
- Blackboard as a Communication Tool
 - Tutor access to relevant program documents, staff information, student travel dates, workshop information, online quizzes, announcements



Evaluation

- Session Observations
 - Supervisor
 - Completed by AASS staff member one to two times each semester
 - Peer
 - Completed by tutors one time each semester
 - Self
 - Completed by tutors at the conclusion of each semester

**Florida State University
Athletic Academic Support Services**

Tutorial Session Observation Form

Tutors Name: _____ Date: _____

Subject Tutored: _____ Observer: _____

1. Did the session appear to be organized and focused? YES / NO
2. Did the tutor demonstrate adequate knowledge of the subject matter? YES / NO
3. Did the tutor communicate effectively? YES / NO
4. Was there any grade or performance updates? YES / NO
5. Did the tutor go over important dates and assignments? YES / NO
6. Who was responsible for the direction of the session?
STUDENT TUTOR EQUAL
7. Did the tutor conduct themselves in a professional manner? YES / NO

Comments:

Peer Observation Form

Observer Name: _____ **Tutor Name:** _____

Date: _____ **Time:** _____

1. Did the tutor follow the "tutor cycle" as explained in the handbook? YES NO

2. Did the session appear organized? YES NO

3. What techniques did the tutor use to help engage the student?

4. Did the tutor engage in any inappropriate behavior during the session? YES NO

If yes, please state:

5. What were the strengths of the tutor you observed?

6. Where could the tutor improve?

7. What did you learn from observing this tutorial session?

Observer Signature: _____

Tutor Self-Evaluation Form

1. What are your strengths in tutoring your assigned student athletes?
2. How do you feel students have benefitted from your tutoring?
3. What are some of your weaknesses and how do you go about compensating for them?
4. Were you confronted with any situations that you did not know how to handle? How did you resolve them?
5. What can the Academic Support staff do to help you become a more successful tutor?
6. What are any suggestions you have for our tutorial program?

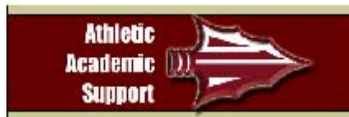
Tutor Name: _____

Tutor Signature: _____ **Date:** _____



Evaluation

- Student Feedback
 - Anonymously completed by students at the conclusion of each semester
- Supervisor Feedback
 - Completed by supervisor at the conclusion of each semester



Student-Athlete Evaluation of Tutor or Mentor Performance

Athletic Academic Support is extremely interested in feedback regarding our employed tutors and mentors. Please complete this form openly and honestly. Once completed, please return it to the Tutorial Coordinator or your Academic Advisor.

Tutor's Name: _____

Class Tutored: _____

Student's Name: _____
(Optional)

Sport: _____ **Date:** _____

Please rate the tutor or mentor on the following by circling the appropriate response.

Teaching of time management	Excellent	Good	Average	Fair	Poor
Teaching of study and test skills	Excellent	Good	Average	Fair	Poor
Kept me on track and organized	Excellent	Good	Average	Fair	Poor
Knowledge of subject matter	Excellent	Good	Average	Fair	Poor
Ability to communicate subject matter	Excellent	Good	Average	Fair	Poor
Patience in explaining material	Excellent	Good	Average	Fair	Poor
Promptness and reliability	Excellent	Good	Average	Fair	Poor
Efficient use of time during the session	Excellent	Good	Average	Fair	Poor
Attempted to get to know me better	Excellent	Good	Average	Fair	Poor
Overall impression of the tutor	Excellent	Good	Average	Fair	Poor

Please circle YES or NO to the following questions:

I would recommend this tutor to others	YES	NO
I would like to use this tutor in the future if appropriate	YES	NO
I was treated with respect by this tutor	YES	NO
My tutor gave me rides to and from places	YES	NO
My tutor completed assignments for me	YES	NO
My tutor corrected a paper I emailed to them	YES	NO
My tutor types assignment/papers for me	YES	NO

Other comments and/or suggestions for this tutor/mentor:

Supervisor Evaluation of Tutor Performance

Tutor's Name: _____ Date: _____

Classes tutored this semester: _____

Number of individual sessions per week: _____

Number of group sessions per week: _____

Tutor sessions:

Led organized and focused sessions	1	2	3	4	5
Demonstrated adequate knowledge of subject	1	2	3	4	5
Communicated well with students during session	1	2	3	4	5
Kept track of students' grade progress	1	2	3	4	5
Developed students' organization and study skills	1	2	3	4	5
Efficient in session time use	1	2	3	4	5
Promptness and reliability in conducting sessions	1	2	3	4	5
Kept students on task	1	2	3	4	5

Communication:

Responds in a timely manner to supervisor	1	2	3	4	5
Communicates in an appropriate manner with supervisor	1	2	3	4	5
Informs supervisor of pertinent student information	1	2	3	4	5
Informs advisors of pertinent student information	1	2	3	4	5
Informs supervisor of conflicts and re-schedules In appropriate time	1	2	3	4	5
Informs students of conflicts and re-schedules In appropriate time	1	2	3	4	5

Documentation:

Fills out SAMS reports and audit sheets correctly And in appropriate time	1	2	3	4	5
Fills out time sheets accurately and in appropriate time	1	2	3	4	5
Followed NCAA and Academic Services Rules and regulations	1	2	3	4	5

End of the Semester Tutor Review Questions:

Did you ever witness anything inappropriate in the Academic Center or at anyplace involving a student-athlete that was not already reported to the Director of Academic Support or the Compliance Office?

YES NO

Did you ever hear of anything that might be taking place that would violate NCAA, FSU, ACC or State of Florida rules that were not reported to the Director of Academic Support or the Compliance Office?

YES NO

Are you aware of anything that would violate the FSU Honor Policy or Student Code of Conduct?

YES NO

As an employee of the Florida State University Athletic Academic Support office, I understand that it is my responsibility to inform my supervisor of any rules violations (NCAA & ACC) and infractions against the FSU Academic Honor Policy or Student Conduct Code. To the best of my knowledge, there have been no violations or infractions during the past academic year that have not been reported.

Tutor Signature Date Supervisor Signature Date

Comments and/or suggestions:



Evaluation

- Notebook Checks
 - Completed by staff member one to two times each semester
- SAMS Reports Checks
 - Completed daily by AASS staff member



Athletic Academic Services
Tutor Notebook Evaluation



Name: _____

Date: _____

1. Tab For Each Student: YES NO

2. Calendars:

a. Assignments filled out for each student 1 2 3 4 5

b. Neatness/Legibility 1 2 3 4 5

Comments: _____

3. Session Trackers:

a. Thorough 1 2 3 4 5

b. Neat 1 2 3 4 5

Comments: _____

4. Assignment Trackers:

a. Assignments Listed? 1 2 3 4 5

b. Up To Date Grades? 1 2 3 4 5

c. Neatness/Organization 1 2 3 4 5

Comments: _____

1. Syllabi Present for each class? 1 2 3 4 5

2. Overall Organization: 1 2 3 4 5

Comments: _____

3. Overall Score: 1 2 3 4 5



Evaluation

- End of Semester Wrap-up Meeting
 - Each tutor will meet with the Tutorial Coordinator at the conclusion of each semester
 - Review evaluations
 - Re-sign NCAA affidavit



Documentation

- SAMS – Student Athlete Management System
 - Record of Tutorial Appointments
 - Session Reports
 - Faculty Progress Reports
 - Hard Copy Printed at Semester End
 - Data Stored on Remote Server



Documentation

- Notebooks
 - Hard copies of:
 - Session reports
 - Assignment trackers
 - Syllabi
 - Monthly calendars
 - Written assignments with corrections
- NCAA Affidavit
- Confidentiality Statement
- Handbook & Orientation Statement



Academic Support Affidavit

FOR: Academic Tutors and Mentors

ACTION: Complete & Return to the Compliance Office

DUE DATE: Immediately

REQUIRED BY: Florida State Athletics Compliance Office

PURPOSE: To ensure understanding of and compliance with rules regarding permissible activities for academic support staff.

Bylaw 2.5 The Principle of Sound Academic Standards

Intercollegiate athletic programs shall be maintained as a vital component of the educational program, and student-athletes shall be an integral part of the student body. The admission, academic standing and academic progress of student-athletes shall be consistent with the policies and standards adopted by the institution for the student body in general.

Bylaw 6.01.1 Institutional Control

The control and responsibility for the conduct of intercollegiate athletics shall be exercised by the institution itself and by the conference(s), if any, of which it is a member. Administrative control or faculty control, or a combination of the two, shall constitute institutional control.

Bylaw 10.1 Unethical Conduct

Unethical conduct by a prospective or enrolled student-athlete or a current or former institutional staff member (e.g., coach, professor, tutor, teaching assistant, student manager, student trainer) may include, but is not limited to, the following:

- (a) Refusal to furnish information relevant to an investigation of a possible violation of an NCAA regulation when requested to do so by the NCAA or the individual's institution;
- (b) Knowing involvement in arranging for fraudulent academic credit or false transcripts for a prospective or an enrolled student-athlete;
- (c) Knowing involvement in offering or providing a prospective or an enrolled student-athlete an improper inducement or extra benefit or improper financial aid;
- (d) Knowingly furnishing the NCAA or the individual's institution false or misleading information concerning the individual's involvement in or knowledge of matters relevant to a possible violation of an NCAA regulation;
- (e) Receipt of benefits by an institutional staff member for facilitating or arranging a meeting between a student-athlete and an agent, financial advisor or a representative of an agent or advisor (e.g., "runner");
- (f) Knowing involvement in providing a banned substance or impermissible supplement to student-athletes, or knowingly providing medications to student-athletes contrary to medical licensure, commonly accepted standards of care in sports medicine practice, or state and federal law;
- (g) Failure to provide complete and accurate information to the NCAA, the NCAA Eligibility Center or institution's admissions office regarding an individual's academic record (e.g., schools attended, completion of coursework, grades and test scores);
- (h) Fraudulence or misconduct in connection with entrance or placement examinations;
- (i) Engaging in any athletics competition under an assumed name or with intent to otherwise deceive; or
- (j) Failure to provide complete and accurate information to the NCAA, the NCAA Eligibility Center or the institution's athletics department regarding an individual's amateur status.

Bylaw 10.3 Sport Wagering Activities

Staff members of a member conference, staff members of the institution's athletics department, non-athletics department staff members with responsibilities within or over the athletics department and student-athletes shall not knowingly:

- a) Provide any information (e.g., reports concerning morale, game plans, and/or injuries, etc.) to individuals involved in organized sports wagering activities (*which INCLUDES a friendly pool*) concerning intercollegiate, amateur or professional teams athletics practice and/or competitions;
- b) Solicit a bet on any intercollegiate, amateur or professional team (e.g., cash, shirt, dinner, etc.);

- a) Accept a bet or bribe on, or agreeing to "throw", fix, or illegally influence the outcome of any intercollegiate athletics contest;
- b) Participate in any sports wagering activity that involves intercollegiate, amateur, or professional athletics, through a bookmaker, a parlay card, Internet sports wagering, auctions in which bids are placed on teams, individuals, or contests, and/or pools or fantasy leagues in which an entry fee is required and there is an opportunity to win a prize; or
- c) Solicit or accept a bet for a non-monetary, material item (i.e., shirt, dinner, etc.) that has tangible value.

Bylaw 11.1.2 Responsibility for Violations of NCAA Regulations

Institutional staff members found in violation of NCAA regulations shall be subject to disciplinary or corrective action as set forth in the provisions of the NCAA enforcement procedures, whether such violations occurred at the certifying institution or during the individual's previous employment at another member institution.

Bylaw 16.01.1 Eligibility Effect of Violation

A student-athlete shall not receive any extra benefit. Receipt by a student-athlete of an award, benefit or expense allowance not authorized by NCAA legislation renders the student-athlete ineligible for athletics competition in the sport for which the improper award, benefit or expense was received. If the student-athlete receives an extra benefit not authorized by NCAA legislation, the individual is ineligible in all sports.

Bylaw 16.02.3 Extra Benefit

An extra benefit is any special arrangement by an institutional employee or a representative of the institution's athletics interests to provide a student-athlete or relatives or friends a benefit not expressly authorized by NCAA legislation. Receipt of a benefit by student-athletes or their relatives or friends is not a violation of NCAA legislation if it is demonstrated that the same benefit is generally available to the institution's students or their relatives or friends or to a particular segment of the student body determined on a basis unrelated to athletics ability. Some examples include:

- a) Typing papers for student-athletes (most students have to pay for this services);
- b) Writing papers for student-athletes;
- c) Giving student-athletes papers/pens/materials to take home;
- d) Making copies of notes at your own expense.

A good rule of thumb is that if other students must pay for a service, it is probably an extra benefit. Please be careful! Don't jeopardize your integrity as a tutor or mentor, or the eligibility of the student-athletes.

I have read and understand the above:

Semester Start: _____

Printed Name: _____ Signature: _____ Date: _____

Semester Conclusion: _____

Printed Name: _____ Signature: _____ Date: _____

Guidelines and Policies for the Confidentiality and Release of Student Records

At the Florida State University, all contents of the academic record, except those items specifically designated as Directory Information, are considered protected by Federal and State laws and University Policy, and may not be released to a third party without written authorization from the student, or as otherwise required by law. The Bulletin is the official medium by which the University transmits its policies concerning academic records and should be used as an appropriate resource when defining Directory Information, or when ascertaining when information may be released without prior consent subject to statutory conditions and limitations.

Employees, whether Administrative or Professional (A&P), University Support Personnel Services (USPS) or part-time OPS, College Work-Study or Veteran Work-Study, are responsible for the security and appropriate release of academic information.

The Office of Athletic Academic Support maintains a policy of strict adherence to the spirit and intent of Federal and State statutes (The Family Educational Rights and Privacy Act of 1974, as amended and Section 228.093m Florida Statutes) pertaining to the confidentiality of the student. Information which may be personally identifiable or part of the educational record shall not be released by individuals within Athletic Academic Support without prior written authorization or as otherwise required or permitted by law. Information defined as Directory Information may be published or released without prior written consent of the students unless the student makes exception in writing.

Individuals who release information which may be personally identifiable and/or part of the educational record without consent of the student shall be deemed in violation of University policy and, as such, subject to disciplinary actions specified by Board of Regents and University guidelines. OPS and Student Work-Study employees may be subject to immediate dismissal from employment, as well as possible review by the Office of Judicial Affairs.

This is to certify that I have been afforded the opportunity to read and discuss the contents of the above policy. I hereby state that I understand and agree to abide by the policies of the Florida State University concerning the confidentiality and release of student's records.

Employee Signature

Date

This is to certify that, as part of the above employee's orientation and training, I have discussed the policies of the University concerning the confidentiality and release of student records.

Supervisor Signature

Date

Florida State University
Athletic Academic Support Services

Orientation and Handbook Signature Form

My signature certifies that I have attended the Athletic Academic Support Services' Tutor Orientation and received a copy of the 2009-2010 Tutor Handbook. I understand that it is my responsibility to abide by all policies and procedures as outlined in the handbook as well as any additional information I received during the orientation. Failure to do so may result in my immediate dismissal and/or further actions by the University.

Print Name: _____

Signature: _____

Date: _____



Documentation

- Professor guidelines for tutor assistance with online and take home assignments
 - Tutorial Coordinator will contact professor of any student who works with a tutor and has any graded online assignments
 - Tutor cannot work the student until professor guidelines are given
 - Must check with professors each semester
 - Typically used for math, chemistry and economics courses

Hello Professor X-

My name is Jen Kentera and I am the Tutorial Coordinator in Athletic Academic Support here at Florida State. One of our student-athletes Student X, is enrolled in your X course and works with one of our tutors. We do not allow our tutors to provide assistance with graded work, such as homework problems and online quizzes unless we have the permission of the instructor. If it is permissible for their tutor to help them with the assigned graded assignments, can you please let me know? We do not want to provide our students with any assistance that is not permissible but we do want to offer support that our faculty is comfortable with.

Thank you



Potential Areas for Concern

- Appointments Doubled in Two Years
 - Very Challenging to Effectively Manage Staff Needed to Handle Volume
 - Budget Increase
 - Lack of Physical Space to Hold Volume
 - Change Would Require Philosophical Shift Among Dept.
 - Who Receives Tutoring? Which Student is Program Geared Towards?
 - Rely More on Campus Resources



Questions???