



# University of Wisconsin

**Department of Intercollegiate Athletics**

**Office of Academic Services**

**Tutor Handbook**

# Academic Services Mission Statement

The mission of Academic Services is to provide student-athletes, through an enriching environment, the maximum opportunity for academic achievement. Academic Services will render quality academic support and life skills development for student-athletes. To provide the best possible collegiate experience, the staff will work in partnership with coaches, faculty, and administrators to empower student-athletes.



# The Shared Responsibility of Academic Success

## The student-athlete will:

- Take personal responsibility for academic success
- Set and communicate academic goals
- Become familiar with, and abide by, all university, conference and NCAA policies, rules and regulations
- Attend all classes, review sessions, and exams
- Develop appropriate study skills
- Establish and maintain professional relationships with instructors
- Contact Academic Services staff whenever in need of assistance



# The Shared Responsibility of Academic Success

## The Academic Services Staff will:

- Teach and encourage student-athletes to become responsible for their success
- Provide student-athletes with guidance, advice, and options on course selection and degree progress
- Monitor the academic progress of student-athletes and communicate that information to student-athletes, coaches, and administrators
- Facilitate problem-solving and provide referrals to appropriate resources
- Provide a quality learning center and academic resources
- Abide by all university, conference and NCAA policies, rules and regulations



# Services Provided by the Office of Academic Services

- Individual and group tutoring
- Mentoring
- Academic advising
- CHAMPS life-skills seminars and workshops
- Learning Specialist services
- Computer labs



# Tutor Expectations and Responsibilities

## Professionalism Statement

As a tutor, you are provided with privileged information about a student-athlete's academic background, progress, and grades. It is imperative that you keep this information confidential. Confidentiality allows you to build a trusting relationship with the student-athlete.

**Any breach of confidence, other than one pertaining to a student-athlete in personal crisis or shared information with an Academic Services staff member, will result in your immediate termination. Do not discuss a student athlete's academic information with friends, family, relatives, acquaintances, tutors, mentors, and students.**



# Tutor Expectations and Responsibilities

## **Tutor responsibilities and expectations include:**

- Tutor student-athletes at the McClain Fetzer Center or Kohl Fetzer Center.
- Keep all academic matters regarding student-athletes confidential.
- Tutor only students assigned to you by the Tutor Coordinator.
- Abide by all university, conference, and NCAA policies, rules, and regulations outlined in this handbook.
- Refer all discipline problems to the Tutor Coordinator.
- Be punctual for all tutoring sessions



# Tutor Expectations and Responsibilities

## **Tutor responsibilities and expectations (cont'd):**

- Notify the Tutor Coordinator and student athlete as soon as possible if you will not be able to conduct a tutoring session.
- Act in a professional manner at all times
- Dress properly
- In the event a student-athlete does not show up, wait 30 minutes for the student. After 30 minutes, record your appointment as a 30 minute appointment and leave. Please notify the tutor coordinator of the no show.
- Record tutor session notes on BASIS
- Record your tutor session hours within 24 hours of your tutor appointment



# Tutor Expectations and Responsibilities

## Tutor – Student-Athlete Relationship

As part of a tutor's responsibilities and in order to produce a constructive relationship, we expect you to build a good rapport and get to know your student-athlete. It is beyond the scope of the tutor's role to be a 'counselor' for the student and solve personal problems (although they may surface whereas you are responsible for referring them to their advisor and/or informing the Tutor Coordinator based on the seriousness of the issue).

Your involvement with the student is restricted to your tutor sessions.

***Dating relationships are strictly forbidden.*** Know and respect your boundaries within this tutor relationship even if the student-athlete does not. If a student-athlete oversteps comfortable boundaries, please discuss your expectations with the student. ***If there is an issue you are not able to handle, again contact the Tutor Coordinator.***



# Tutor Expectations and Responsibilities

## **Cultural Tolerance/Acceptance**

Tutors will not discriminate against student-athletes based on race, religion, age, gender, national origin or sexual orientation. You were hired with the belief that you will be sensitive to diversity and are an open communicator. Part of being a professional is being aware of how your language and actions affect others and making changes within yourself to aspire to acceptance and appreciation of diversity.



# Tutor Expectations and Responsibilities

## Private Tutoring of Student-Athletes

While employed as tutors by the Division of Intercollegiate Athletics at the University of Wisconsin-Madison, tutors may neither tutor any student-athlete privately nor receive any type of compensation for their tutorial services from the student-athlete, the student-athlete's family, or the student-athlete's coach.

Tutors may only work with the student-athletes that have been assigned to them by the Tutor Coordinator and will be compensated for their services through the division's payroll system.



# Tutor Expectations and Responsibilities

## Fetzer Center Rules

- All cell phones and pagers must be silenced or set to vibrate
- No tobacco products may be brought into the Fetzer Center.
- Volume on personal listening devices should not disturb or distract other students.
- Drinks are permissible if in a container with lid
- No food or drink in computer labs
- Food is allowed in the back vending machine area
- Use tutor rooms for group work or tutoring sessions





# Compliance

## Regulations and Policies

Since all student-athletes must adhere to National Collegiate Athletic Association (NCAA) regulations in order to participate as a collegiate student-athlete, it is important for you as a tutor working with these students to be aware of the policies as well.

Our office constantly strives to provide quality services to our student-athletes but we also recognize that we are bound by NCAA guidelines and rules regarding our treatment of and interactions with student-athletes. You, as a member of our staff, are bound by these same restrictions and any violation of these can result in your immediate dismissal.



# Compliance

## Regulations and Policies

### NCAA Bylaw 16.3.1.1

The NCAA has specified that Division I institutions make general academic counseling services available to all student athletes through either the department of athletics or a non athletic support services program provided by the institution. This allows the Office of Academic Services to provide services, including tutoring, free of charge to the student-athlete.

### NCAA Bylaw 16.02.3 (Extra Benefits)

One of the bylaws particularly relevant to you as a tutor concerns “extra benefits” and is described in Bylaw 16.02.3 of the NCAA Manual.



# Compliance

## Regulations and Policies

### NCAA Bylaw 16.02.3 (cont'd)

According to NCAA Bylaw 16.02.3, an “extra benefit” is:

*....any special arrangement by an **institutional employee or a representative of the institution's athletes interests** to provide a student-athlete or a student-athlete's relative or friend 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 (e.g. foreign student, minority student) determined on a basis unrelated to athletics ability.*



# Compliance

## Regulations and Policies

Please verify specific information with the Tutor Coordinator or Compliance Office before deeming any benefit as generally available to the institution's students or their relatives or friends or to a particular segment of the student body (e.g. foreign student, minority student) determined on a basis unrelated to athletics ability.

If a student-athlete accepts an impermissible extra benefit, the student-athlete is deemed immediately ineligible. **Asking before you act may help protect the eligibility of the student-athlete.**



# Compliance

The following is a non-exhaustive list of services and **benefits that you are NOT allowed to provide a student-athlete:**

- Making photocopies for student-athlete use and not related to tutor session
- Proofreading without the student-athlete being present
- Providing supplies (Paper, pens, pencils, notebooks, textbooks)
- Buying and delivering meals/snacks/beverages
- Providing gifts of any kind (including food and cards)
- Providing Transportation
  - Acceptable only in the event that a student-athlete's immediate safety is at risk.
  - **Please notify the Tutor Coordinator if transportation is ever provided.**
- Doing the work of a student-athlete (writing papers, typing papers, completing assignments, taking tests, etc.)



# Compliance

The following is a non-exhaustive list of services and **benefits that you are NOT allowed to provide a student-athlete:**

- Facilitating or assisting a student-athlete in academic fraud
- Providing a special discount on clothing or any other purchase
- Loaning student athletes money, telephone, credit card, items, etc.
- Providing free or reduced cost for professional services
- Providing tickets to any event

**If you are unsure about an action or event, please consult the Tutor Coordinator prior to engaging in the questionable action or event.**

***Ask Before You Act!***



# Compliance

## Shoe Box/Rookies Restaurant Policy

- Student-Athletes and Athletic Department staff members are prohibited from visiting the any Shoe Box and Rookies Restaurant. Please keep in mind that you, an Athletic Department tutor, are prohibited from purchasing any items at the Shoe Box and Rookies Restaurant ***on behalf*** of a student-athlete, athletics department staff member, the student-athlete's family and friends, or the athletic department staff member's family and friends.

**If you are unsure about an action or event, please consult the Tutor Coordinator prior to engaging in the questionable action or event.**

***Ask Before You Act!***



# Compliance

The following is a non-exhaustive list of services and **benefits that student-athletes are NOT allowed to provide to tutors:**

- Purchased or complimentary tickets
- Use of an automobile or other forms of transportation
- Meals
- Clothing/Equipment

**If you are unsure about an action or event, please consult the Tutor Coordinator prior to engaging in the questionable action or event.**

***Ask Before You Act!***



# Compliance

## Academic Conduct

As a high profile department at UW and in the state of Wisconsin, the Athletic Department is often under a magnifying glass when it comes to academics and athletes. As an employee of the department you are responsible for upholding the highest of integrity in your job.

**YOU ARE NOT TO: COMPLETE ANY OF THE STUDENT-ATHLETE'S WORK, ENCOURAGE PLAGIARISM, AND COMPROMISE YOUR OWN ETHICS FOR THE SAKE OF THE STUDENT-ATHLETE.**

Any academic violations will result in your termination and the student-athlete's removal from the tutor program and/or disciplinary action (for both tutor and student) in accordance with the University of Wisconsin-Madison Academic Misconduct Policy.



# Compliance

## Academic Conduct

The following information is a summary from the *Academic Misconduct - Rules and Procedures Guide for Students* from the UW Dean of Students Office:

*"Academic honesty requires that the course work (drafts, reports, exams, papers) a student presents to an instructor honestly and accurately indicates the student's own academic efforts."*



# Compliance

## Academic Conduct

*Chapter 14 of the University of Wisconsin Administrative Code defines academic misconduct as follows:*

- ***Academic misconduct is an act in which a student:***
  - *Seeks to claim credit for the work or efforts of another without authorization or citation*
  - *Uses unauthorized materials or fabricated data in any academic exercise;*
  - *Forges or falsifies academic documents or records*
  - *Intentionally impedes or damages the academic work of others*
  - *Engages in conduct aimed at making false representation of a student academic performance*
  - *Assists others students in any of these acts*



# Compliance

## Academic Conduct

- **Examples of academic misconduct include, but are not limited to:**
  - Using notes or a programmable calculator in an exam when such use is not allowed
  - Using another person's ideas, words, or research and presenting it as one's own by not properly crediting the originator
  - Stealing examinations or course materials
  - Changing or creating data in a lab experiment
  - Altering a transcript
  - Signing another person's name to an attendance sheet
  - Hiding a book knowing that another student needs it to prepare an assignment
  - Collaboration that is contrary to the stated rules of the course, or tampering with a lab experiment or computer program of another student.

***The Tutor Coordinator should be informed of any accusations of academic misconduct.***



# Compliance

## Ethical Conduct

### NCAA Bylaw 10.01.1 (Honesty and Sportsmanship)

Individuals employed by (or associated with) a member institution to administer, conduct or coach intercollegiate athletics and all participating student-athletes shall act with honesty and sportsmanship at all times so that intercollegiate athletics as a whole, their institutions and they, as individuals, shall represent the honor and dignity of fair play and the generally recognized high standards associated with wholesome competitive sports.



# Compliance

## Ethical Conduct

### NCAA 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:

- 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;
- Knowing involvement in arranging for fraudulent academic credit or false transcripts for a prospective or an enrolled student-athlete;



# Compliance

## Ethical Conduct

### NCAA Bylaw 10.1 (Unethical Conduct) cont'd

- Knowing involvement in offering or providing a prospective or an enrolled student-athlete an improper inducement or extra benefit or improper financial aid;
- 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;
- 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");



# Compliance

## Writing and Editing Guidelines

1. Tutors should not type for a student-athlete unless it is an accommodation afforded to them because of a learning disability and documented on the VISA.
2. Student-athletes should do all of their own research. It is not permissible for a tutor to conduct research on one computer while a student-athlete conducts similar research on another computer. Tutors may assist with the research process by guiding, suggesting, and recommending research sites for a student-athlete.



# Compliance

## Writing and Editing Guidelines

3. Student-athletes are not permitted to leave their papers with a tutor to be edited outside of the student-athlete's presence. (including papers submitted via e-mail) If a student-athlete needs assistance with a paper, they must make an appointment to work with a tutor. They can also drop in and work with a tutor if he/she is available.
4. Tutors will use the following as a guideline for helping student-athletes with papers:
  - Make a photocopy of the paper that the student-athlete is working on.
  - Make the necessary suggestions and recommendations on the photocopy and use the photocopy as the guide for your instructional session with the student-athlete.
  - At no time should a tutor write or make marks on the student-athlete's copy of the paper. The student-athlete will not be permitted to take the photocopy outside of the office.



# Compliance

## Take Home Exams

At no time shall a tutor assist or collaborate with a student-athlete on the student-athlete's take home (including on-line) quiz or exam.



# Compliance

## Sports Wagering Policy

- As per NCAA regulations, "Staff members of a member conference, staff members of the athletics department of a member institution and student-athletes shall not knowingly...Participate in any sports wagering activity that involves intercollegiate athletics or PROFESSIONAL ATHLETICS." [NCAA Bylaw 10.3]
- Any activity in which an individual must pay a fee to enter with the possibility of receiving a prize at the end is a violation. Please note that this also includes participation in sports wagering activities that do not involve the outcome of the game (e.g., fantasy leagues).
- As an employee of the Division of Intercollegiate Athletics, you are not permitted to gamble on any intercollegiate or professional athletics that requires an entry fee (risk) **AND** offers a prize, be it money or anything of value (reward).



# Compliance

## TA Tutor Policy

TA's and student athletes may **NOT** collaborate if both TA and student-athlete share the same professor during the same academic semester.

**Unacceptable Situation:** TA Starsky teaches for Psychology 202 Professor Hutch. Student-athlete Jennifer is a student in Professor Hutch's class. ***TA Starsky can't tutor Jennifer.*** Even if TA Starsky is not Jennifer's TA, the fact that they share the same professor makes this situation unacceptable.

**Acceptable Situation:** TA Starsky teaches for Psychology 202 Professor Elvis and Student Athlete Jennifer is a student in Psychology 202 Professor Hutch's class. Because they don't share the same professor, this is an acceptable tutor situation.



# Compliance

## Donation and Signature Requests

**Any tutor requests for a donation of UW memorabilia or tickets, or a request for a signature by a UW coach, student-athlete, or staff member will be handled as follows:**

- 1. Obtain the donation and signature request forms from the tutor coordinator.**
- 2. Fill out the forms and return to the tutor coordinator. The tutor coordinator will send your forms to the appropriate sport office.**

**All requests for donations/signatures that come into the UW Athletic Department will be forwarded to the department/sport responsible for facilitating the request.**



# Compliance

## Donation and Signature Requests cont'd

The department/sport responsible for facilitating the request will make the determination if they want to fulfill the request.

If yes, that department/sport will attach the "Compliance Review" form to the request and forward it to the compliance office for review.

The compliance office will approve or deny the request and return it to the specific individual identified on the form as the facilitator for that respective department/sport for this request.

It is the responsibility of that department/sport to facilitate the request.

Given the increasing number of donation requests the athletics department receives and the importance of ensuring that any item we donate is used in accordance with NCAA rules, please send the *Memorabilia Donation Disclaimer* sheet (second link) with the donated item.

# Tutor Release and Dismissal

**A tutor may be terminated for any of the following reasons:**

- Any violation of NCAA and Big Ten Conference rules and guidelines
- Failure to uphold the general duties of a tutor as outlined in this handbook
- Failure to observe the rules and regulations of the Office of Academic Services
- Falsification of tutor reports and payroll information
- Failure to keep tutoring appointments
- Violations of University of Wisconsin-Madison academic conduct policies.
- Behavior that creates unfavorable attention to the Office of Academic Services, student-athletes, or to the University of Wisconsin-Madison.



# Getting Started

## Tutor Scheduling Procedure

- Student-athlete contacts the Tutor Coordinator to sign up for a tutor and obtain the tutor's contact information.
- Next, the student-athlete will contact the tutor to set up a meeting time.
- All tutor sessions must take place at the McClain Fetzer Center or Kohl Fetzer Center.



# Getting Started

## Payroll Information

- The pay period runs from the 16th of the current month through the 15th of the following month (ex. August 16 - Sept. 15, Sept. 16 - October 15, etc.)
- Time sheets are due on or before the 16<sup>th</sup>. If the 16th falls on a weekend, you may turn the time sheet in on the previous Friday or following Monday.
- Tutors are paid on the first of the month.
- Please refer to the BASIS tutor manual for time sheet printing instructions.
- Please contact Kip Marvin at [CM2@athletics.wisc.edu](mailto:CM2@athletics.wisc.edu) for payroll information and questions.



# Getting Started

## **Textbooks and Course Materials**

Please contact the Tutor Coordinator for textbooks and course materials. Tutors must return textbooks and course materials to the tutor coordinator at the conclusion of each semester.





# Contact Information

Please contact the following individuals if you have questions about the information listed in the tutor handbook.

**David Mattison – Academic Services Tutor Coordinator**

Email: [dm4@athletics.wisc.edu](mailto:dm4@athletics.wisc.edu)

Phone: 608.262.9131

**Doug Tiedt – Assistant Athletic Director for Academic Services**

Email: [dat@athletics.wisc.edu](mailto:dat@athletics.wisc.edu)

Phone: 608.263.1681

**Steve Waterfield – Assistant Athletic Director for Student Services**

Email: [scw@athletics.wisc.edu](mailto:scw@athletics.wisc.edu)

Phone: 608.265.2973