



**THE LEARNING CENTER
DESK ASSISTANT MANUAL**



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Introduction

The Learning Center Desk Assistant Manual is a guideline for the TLC Desk Staff to better assist the students they serve. This manual will not cover every situation or topic that an employee will come across. If an employee knows of any additional information that should be added to this manual, they should speak with the TLC Professional Staff.

The Learning Center Mission

The Learning Center provides academic support services to facilitate effective learning. These services are offered in coordination with various academic and administrative departments on campus. FREE tutoring is available to all students. The program provides an opportunity for students to receive academic assistance, such as clarifying and reviewing subject matter, which has been presented in the classroom. Other Learning Center services include supplementary instruction (SI) and online tutoring (Net Tutor). A library of study guides, and background information needed in specific courses is available to supplement classroom instruction and individual tutoring.

The purpose of The Learning Center is to provide students with academic assistance, its main objective being to help students achieve academic success. The student always comes first at The Learning Center. The Learning Center offers individual tutoring, study group tutoring, supplemental instruction, online tutoring, STEP computer lab services, and other academic resources. The tutoring program has existed at this university since 1970. The primary mission continues to be to help students become more efficient, independent learners. Our programs, facilitated by trained peer tutors and professional staff, create a welcoming, supportive, and energetic community that promotes connection, collaboration, leadership, and growth.

As an employee of The Learning Center, one is responsible for becoming familiar with all aspects of The Academic Success Center and any additional resources the University of Louisiana at Lafayette may have to assist students in their search for academic success. With this knowledge, one can better serve the visitors of The Learning Center.

Tutoring Services & Procedures

Only students of The University of Louisiana-Lafayette are permitted to use The Learning Center tutors and resources. If a student is not currently enrolled in classes, they must have at least applied and been accepted to the university.

A student can utilize the tutorial services in The Learning Center in several ways. These include arriving as a walk-in student, scheduling an Individual (one-on-one) appointment, attending a Study Group (SG), attending a Supplemental Instruction (SI) session, or utilizing online resources. It is important that visitors know about each option, and that employees are able to explain the differences.

Individual Tutoring Procedures

Students can utilize an individual (one-on-one) tutoring session in two ways. Students can either make an appointment for a future day/time or participate in a walk-in session if a tutor is available (*see next section*).

Students can schedule appointments for either **30 minutes** or **60 minutes** using the following methods:

- Call TLC Front Desk – 337-482-6583
- Schedule online through TutorTrac
- Schedule in-person with the TLC Desk Staff in Lee Hall

Tutors are required to remain on the 2nd Floor of Lee Hall unless permission is granted by the Professional Staff. TLC Staff may work in the STEP Lab or do homework if they are not in a tutoring session. It is the responsibility of each tutor to check-in with the Desk Staff to see if they are scheduled for appointments. The Desk Staff should not have to search the building every time there is an appointment. Tutors are permitted to take a quick break if there is no appointment. However, tutors need to remain in the vicinity in case there are walk-ins.

Walk-In Tutoring

Students may show up at The Learning Center at any time during the hours of operation for tutoring assistance. Those students who arrive without having a scheduled appointment are referred to as walk-ins. Students should be informed that scheduled appointments take priority over walk-ins if there are no tutors available to help. They should also know that not all subjects are available at all hours of operation.

If a tutor is available, the walk-in should be seen immediately. If there is no tutor available, the walk-in should be given the option to wait for an available tutor, schedule an appointment at an available time, or given other options of campus resources (The resources listed on the website should be used to determine what other options are available for that particular subject.).

Study Groups

Each semester The Learning Center offers study groups in several subjects. Depending on the subject, the sessions take place once or several times (depending on demand) per week and last 60 minutes each. A schedule of times and room locations are posted at the beginning of each semester in The Learning Center on the hallway bulletin boards, the TLC website, the ULink Tutoring tab, as well as other university communications (broadcast emails, digital signs, website, etc.).

Students are encouraged to attend the group as often as possible. However, they are not required to attend every time the group meets. No appointment is necessary. The students simply show up and

check in. Punctuality is expected. It is up to the tutor to set a standard of punctuality and professionalism within their group setting.

A Study Group leader will be assigned to one or more subjects, and is responsible for the content of his/her sessions. The tutor should be present at all sessions unless an absence request was submitted or the tutor is ill. In this case, it is the responsibility of the tutor to find a replacement.

The tutor is required to have a Student Sign-In sheet for each session. These are available at the Front Desk. All students attending TLC sessions need to record their name and CLID on the sign-in sheet. All services of The Learning Center must be recorded and reported to the Academic Success Center for assessment purposes.

Personalized Group Tutoring

If two or more students would like to receive tutoring together for the same course, they can schedule a maximum of a one-hour tutoring appointment. The group should have two individuals sign up for consecutive 30-minute sessions, or one person for a 60-minute session. The group is still bound by only one scheduled session at a time, but they will benefit from the one-hour session together. It is recommended that students also study together outside of class and the group tutoring. This will encourage shared learning and assistance even when tutoring is not available.

Supplemental Instruction

Supplemental Instruction (SI) is a structured learning enhancement program. It is designed to organize and improve the ways in which students prepare for class outside of class and to provide students with a systematic and disciplined approach for processing the subject material assigned by the professor.

Through this program, an SI leader/tutor is assigned to a subject. This student has demonstrated proficiency in a targeted subject and undergoes SI training. The SI leader attends the subject to keep up with the subject content being presented and to model effective student practices and attitudes. The SI leader schedules and conducts from two to five group meetings a week at times convenient to members of the class. During these sessions, the SI leader uses interactive learning strategies that encourage involvement, comprehension, and synthesis of subject content. In addition, the SI leader will incorporate demonstrations of effective study techniques.

SI targets historically difficult subjects. In other words, this subject contains content that students consider to be challenging. SI is designed to support faculty teaching and is assigned to a subject because of *what* is being taught, not because of *the manner in which* it is being taught. SI leaders are trained according to established guidelines and standards; their activities and presentations are monitored. Cooperating faculty are provided with an end-of-term comparative analysis of student performance.

The tutor is required to have a Student Sign-In sheet for each session. These are available at the Front Desk. All students attending TLC sessions need to record their name and CLID on the sign-in sheet. All services of The Learning Center must be recorded and reported to the Academic Success Center for assessment purposes.

Requests for Private Tutoring

Each semester The Learning Center receives requests for private tutoring from UL and non-UL students. At this time, The Learning Center does not provide any services for non-UL students. UL students can receive free tutoring services during normal business hours. Tutor contact information is considered

confidential under all circumstances. Desk staff will not give out names, phone numbers, or emails of TLC tutoring staff. Any issues with individuals asking for private tutoring need to be directed to TLC professional staff.

Online Tutoring

Net Tutor is an on-line tutoring service to which The Learning Center has subscribed. UL Lafayette students have access to this service twenty-four hours a day, seven days a week through their Moodle. Net Tutor is a resource students can utilize when The Learning Center is closed or when a tutor is not available for the specific subject. Lab workers are available to assist students with Net Tutor and Moodle access if student is utilizing service in the lab.

Employment at The Learning Center

TLC hires new student staff members every semester. Applications are submitted via a webform on the TLC website. Paper applications and documents will not be accepted by professional staff.

Refer student to website: <http://studentsuccess.louisiana.edu/tutoring/jobs-tlc>

Qualifications for Employment

All employees of the Academic Success Center and The Learning Center have a responsibility to the students. Students depend on The Learning Center to help them “get through” rough times. As employees of The Learning Center, you never know when you will impact someone’s life. A simple smile, offer for assistance, or explanation of a difficult task could change the outcome of a student’s academic career. Every encounter counts here at The Learning Center. We want to make a difference and provide the encouragement students need to succeed.

It is important that the students’ first impression of The Learning Center be a positive one. We do not want students walking away feeling helpless or more confused than before. All employees should make an effort to encourage, support, and/or find additional resources for students in need.

All student employees are subjected to the following qualifications:

- Be a UL Lafayette student (one semester completed)
- Be punctual and dependable
- Have a professional attitude
- Have a desire to help people
- Possess the ability to communicate with others
- Be coachable and trainable
- Be open to continual evaluation

All employees are required to attend an orientation at the beginning of each semester. All employees will have at least one semester evaluation with the Coordinator each semester.

Desk Assistants – Requirements and Responsibilities

In addition to the qualifications for all student employees, desk assistants must also have:

- Accepted into University of Louisiana at Lafayette
 - *Preferred*: Completed at least one semester of college coursework, preferably at UL Lafayette
- Minimum cumulative GPA of a 2.0
- Previous experience with customer support, office procedures, and technology/computers

Desk Assistant Job Description

The Desk Assistants (DAs) is responsible for the following duties:

- Greeting all visitors.
 - Desk staff should make the visitor feel welcome and comfortable asking questions.
- Providing accurate information about The Learning Center services as well as other UL Lafayette campus resources
 - Have knowledge of all resources provided by TLC
 - Possess a general knowledge of campus services for student support.
 - If the DA does not know an accurate answer, the resource manual, Lead Staff, or the Pro Staff should be consulted.
- Make sure each student visit is recorded at the front desk or student sign-in sheet.
- Providing direction and guidance to visitors.
 - Teach the visitor where to find the information.
 - Do encourage questions.
 - Do support effort.
 - Use resources learned during training courses and orientation.
- Utilizing The Learning Center resources.
 - Remove and replace in proper location.
- Promoting The Learning Center services.
- Enforcing The Learning Center rules.
- Notifying the professional staff if a problem occurs.
- Other responsibilities delegated by the Professional Staff.

Daily tasks include:

- Checking for scheduled appointments.
- Keeping the front desk area, tutoring rooms, study room, and surrounding area free of trash and clutter.
- Rotation of cleaning duties.

TLC Lead Staff

The TLC Lead Staff positions play an important part in the development of student staff members, and the overall TLC experience for students, staff, and tutors. This leadership position is meant to offer assistance for on-site staff supervision & training, quick and concise communication between student and professional staff, and overall support to The Learning Center. The Lead Tutor will continue to be involved with tutoring students yet will conduct additional responsibilities in the Lead Tutor role.

Qualifications/Requirements

- One year experience at TLC
- Successful completion of all CRLA Level One Tutor Certification requirements
 - Tutors only
- Satisfactory results on employee evaluations
- Practices effective interpersonal and communication skills with staff and students.
- Comfortable with learning new technologies and processes.
- Exhibits an advanced level of maturity and professionalism
 - Remain calm and patient in stressful situations.
- Demonstrates leadership potential and commitment to developing a successful TLC.
- Strong customer service skills and the ability to work with people from diverse backgrounds.
- Ability to communicate effectively, maintain cooperative peer relationships, work on a team, be dependable and attentive to detail
- Experience leading or mentoring others, especially peers (preferred)

Supervision

- Lead Staff will cross-train on all procedures/protocols to gain a comprehensive understanding of TLC operations.
- Role model proper conflict resolution skills with staff and students.
 - Confidentiality
 - Tact and/or respect
 - Accountability to one another
- Participating in periodic observation and evaluation of TLC staff.
 - Retain trust with staff.
 - Helpful, yet confidential/discreet.
- Ensure that assigned TLC spaces are maintained in a clean and orderly fashion.

Recruitment and Training

- Developing subject-based training for staff during orientation, weekly meetings, and as needed or assigned by TLC Professional Staff.
- Assist with recruitment and interviewing of staff tutors throughout the academic year, as necessary

Mentoring

Lead Staff serve in a mentorship role for the student staff. These duties are carried out under the supervision of the full-time, professional staff.

- Responsible for mentoring a set number of new staff members on subject knowledge, tutoring/teaching techniques, and TLC processes.
- Conduct program recognition for staff members based on a programming guideline criteria.
- Provide on-site coaching to ensure best practices are being utilized.

Ethics & Confidentiality

The **Family Education Rights and Privacy Act (FERPA)** of 1974 is a Federal law outlining the right of privacy of students. This law provides that the institution maintain the confidentiality of student education records.

The Academic Success Center/Junior Division is responsible for processing records of all entering and other Academic Success Center/Junior Division students. Confidential records including test scores, grades, transcripts, and other transactions are recorded in the Academic Success Center/Junior Division. At times, as a student employee you may come into contact with these records, it is important that you are aware of the confidentiality of the work involved. No one has the right to disclose any information on any student without written consent, unless authorized by personnel within the office.

Certain information designated as Directory Information may be released without the student's permission: name, address, telephone number, date of birth, major, dates of attendance, degrees received, academic awards and honors, previous education agency or institution attended, and participation in officially recognized activities and sports.

Your cooperation in this matter is necessary to ensure the confidentiality that all students deserve. Failure to comply with the policy will result in dismissal from your position at TLC.

As Desk Staff, you will especially be tested by students, staff, faculty, and parents about confidential information since you have access to the tutoring records. You need to resist the urge to satisfy the person requesting the information and refer to the Pro Staff.

At orientation, you will be asked to sign a form indicating that you have read a statement similar to this one.

Duties and Responsibilities

Opening Checklist

- 1) Make sure doors to TLC areas are unlocked and lights are on.
 - a. If Professional Staff or Graduate Assistant is not available, proceed to Academic Success Center, Lee 115, ask Ms. Francine Prudhomme for a key. Be sure to identify yourself as TLC staff.
- 2) TLC areas to unlock:
 - a. 201, 203, 203J, 203K, 204, 208, 208A, 209, and 213
- 3) Turn lights on in rooms 208 and 209.
- 4) Turn on laptop computers and log into TutorTrac.
- 5) Check the phone for messages (see *Checking Voicemail*).
- 6) Input any leftover Study Group and SI batch visits from sign-in sheets, located in the **RED** folder that are in the red folder. Place them in the **GREEN** folder once completed.
 - a. SI/Study Group sheets should be inputted daily. Inform Pro Staff with any issues regarding leftover sheets from previous business day.
 - b. If sessions are completed late (7pm-8pm), sometimes the sheets may be leftover from the day before.

Closing Checklist

- 7) Input all Study Group and SI batch visits from the sign- in sheets in the **RED** folder. Place completed sheets in the **GREEN** folder.
- 8) Ensure desk area is clean and clear.
- 9) Turn out the lights, making sure all rooms are clean and orderly.
- 10) Shut down and close computers.

Instant Messenger

An instant messenger service has been installed on the desk computer for communication between the TLC Desk, TLC Pro Staff, and select members of the ASC administrative staff. If a problem arises, this is an easy form of communication. Instant messenger should not be used for personal communication. The instant messenger software is called **Pidgin**. All of the TLC computers in each area have Pidgin Messenger installed. This is for communication between areas during the day. Please use this to inform individuals of shift changes, when assistance is needed at the desk or labs, and any other work related issues. This is not meant for personal use.

Appointment Check-In

Smile and acknowledge the student as they approach the desk. Greet the students as they arrive with "Hello, welcome to The Learning Center, how can I help you?", or a similar salutation.

If they do not need tutoring resources, kindly direct them to the necessary location. Do not allow the student to leave frustrated or confused. Make sure you provide them with appropriate and accurate information.

If this is the student's first visit to The Learning Center, inform them of The Learning Center services, policies, and procedures. Answer any questions they have fully and succinctly. Do not make them feel stupid for asking questions; our sole purpose is to assist students with their questions, no matter how simple they may seem. Even though we may have heard a certain question several times, they may not know that. They are unaware that the same question gets asked over and over again.

Telephone Etiquette

The telephone is for university business only. Visitors and students should not be allowed to use the telephone, unless it is for campus information. Employees should not use the telephone for personal business. The telephone will only dial local calls, and will not be available for long distance calls.

Answering the Telephone

Always be polite and courteous when answering the phone. Answer with, "Hello, UL Learning Center, this is _____, how may I help you?" or a similar variation.

It may be necessary to explain The Learning Center policies and procedures on tutoring to the caller. Do not allow tutoring to occur over the telephone; just scheduling appointments and giving out resource information. It is important to make sure the caller understands The Learning Center hours of operation and rules. If you have made an appointment with the caller, make sure you confirm the date, time, and subject with the caller before hanging up. Make sure the caller understands the late policy, the rules of having specific questions, and the importance of attempting homework problems before getting tutored.

Taking Messages

If the caller is asking to speak with the Professional Staff, transfer them to the Pro Staff offices when available. If the Pro Staff is unavailable, rather than attempting to guess when she/he will be available, kindly suggest that they leave a message on voice mail and they will return the call as soon as possible. You can also write their name, number, and message in the message book located at the Front Desk.

If the caller would like to talk to a student employee, take the person's name, number, and reason for calling and tell them you will give the information to the individual. Only if it is an emergency should you interrupt the employee. Never give out information over the phone regarding an employee. Simply state, "We are unable to provide that information to you." Please refer callers to the Pro Staff. Make sure you write messages down with the date, time, and brief explanation along with your initials and bring messages as soon as possible to the individual.

Transferring Calls

To transfer a call to another campus phone

- Press the flash button
- When you hear the beep, dial the extension number (**example: *FLASH*, 26583**)
- Hang up when the extension starts ringing or the other party answers

If you are uncertain where the caller should be transferred, take a message or transfer them to the Pro Staff.

Checking Voice Mail Messages

Voice mail messages should be checked throughout the day. The red light will typically blink if there is a message.

To check the voice mail

- Press 86#
- Enter extension (26583#)
- Enter password (5327646# - this spells out LEARNING)
- Follow instructions for retrieving messages

Make sure you record all information from each message. The desk worker should return all information relating to The Learning Center. Any information that you cannot answer should be forwarded to the Professional Staff.

Make sure you delete any messages that you have documented. Do not delete messages you did not record.

Tutor Appointments

If a student has an appointment and does not know the tutor, the desk assistant should introduce the student, by first name, to the tutor, if possible. If the student already knows the tutor, you should make sure the tutor knows the student has arrived.

If a student arrives early and the tutor is with another student, give the student the option to study in the tutoring room, use the computer lab, or other resources. Once the scheduled time has arrived, then inform the tutor that their next appointment has arrived and where they are located.

If a tutor calls the front desk because they are late or will be unable to attend work, the call should be transferred to the Pro Staff if available. If Pro Staff is not available and a tutor will not be working, appointments may need to be rearranged or rescheduled, and the Pro Staff should be informed.

If a student calls in that they will be late, the tutor should be informed. If a student calls that they will not be able to make the appointment, delete the name from the tutoring appointment schedule in TutorTrac and ask the student if they would like to reschedule the appointment.

Free Time

If you do not have a tutoring session during your scheduled work time, you should first check with the Professional Staff to see if there is TLC work to do. If no work is available, then you are permitted to work on your own personal homework and/or other productive activities.

Please use the study or tutoring rooms for these activities. You may also use the computer lab to work on homework activities. The desk staff should be informed of where you will be during this time. If a student arrives for a tutoring session, you should immediately discontinue your own studies to assist the student.

This is not a time to talk on the phone or chat loudly with other employees; this is an academic environment. You should not loiter around the front desk during your down time. Please respect those that are working and/or studying.

Miscellaneous Information

If an employee sees that supplies or other equipment is running low, please inform the Professional Staff. Do not loiter around the desk or lab areas when you are not working. If you are on duty do not allow others to visit or hang out unless they have specific business with The Learning Center.

Lee Hall Directory

NAME	TITLE	LOCATION	PHONE	EMAIL
THE LEARNING CENTER				
Matt Mattox	Coordinator – The Learning Center	Lee 204B	482-2827	mxm8653@louisiana.edu
Jami Rush	Academic Advisor	Lee 204A	482-2135	jami.rush@louisiana.edu
TLC Front Desk	The Learning Center Reception Area	Lee 209	482-6583	tlc@louisiana.edu
ACADEMIC SUCCESS CENTER				
Bette Harris	Director	Lee 114	482-5930	bette@louisiana.edu
Pennie Babin	Admin. Assistant - ASC Services	Lee 114	482-6836	pbb8108@louisiana.edu
Francine Prudhomme	Admin. Coordinator -Payroll Assistance	Lee 115	482-5432	francine@louisiana.edu
Sapha Richard	Admin. Assistant - Upper Division	Lee 115	482-5688	sapha@louisiana.edu
Lana Rodriguez	Transfer Coordinator	Lee 106	482-2059	lana@louisiana.edu
Adriana Joseph	Academic Advisor	Lee 114C	482-5013	adriana.joseph@louisiana.edu
Reko Hargrave	Academic Advisor	Lee 110A	482-6511	rhargrave@louisiana.edu
ASC Front Desk	Academic Success Center Main Lobby	Lee 115	482-6818	asc@louisiana.edu
ASC Fax		Lee 115	482-1161	
FIRST YEAR EXPERIENCE				
Front Office		Lee 106	482-6599	ofye@louisiana.edu
Dana Bekurs	Associate Director Living/Learning Communities	Lee 106F	482-5424	dana@louisiana.edu
Christie Maloyed	Assistant Director UNIV 100 Coordinator	Lee 106B	482-1594	clmaloyed@louisiana.edu