

**The Learning Center**  
UL Lafayette

**Making a Difference... One Student at a Time**

**THE LEARNING CENTER  
POLICIES & PROCEDURES HANDBOOK**



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## **Academic Success Center**

The Academic Success Center (ASC) at the University of Louisiana at Lafayette is designed to assist students in the pursuit of their college degree. The ASC recognizes that academic advising is a critical component of the educational experience and the success of its undergraduate students. Through individual and collaborative relationships with academic advisors, students are best able to define and implement sound educational plans that are consistent with their personal values, goals, and career plans. A broad network of University professionals, faculty, staff, and students exist in support of the University's mission to provide access, opportunity, and success for all students.

The ASC staff includes the ASC Director, Transfer Coordinator, Academic Advisors, The Learning Center Coordinator, The Learning Resource & Transfer Specialist, Administrative Professionals, and a significant student employee staff. Academic Success Staff assist students with changing majors, dropping courses, reentries and transfers, as well as advising for semester schedules and providing other basic academic counseling services. Certain ASC staff members also teach sections of UNIV 100.

## **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, which offers individual tutoring, study group tutoring, supplemental instruction, online tutoring, and other academic resources. The tutoring program has existed at ULL since 1970, yet 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.

## The Learning Center Staff

Remember, we are a team first and foremost. If you have concerns, suggestions, or recommendations that you feel would improve our effectiveness or efficiency, please share your thoughts with the Lead Staff or Pro Staff. We strive to improve the services of TLC by incorporating your ideas and viewpoints. In return we ask that you respect the professional staff members, the Academic Success Center, and most importantly, your fellow employees of The Learning Center. We understand that you are paraprofessional employees, but we also know the value and importance this job will play in your future. When you contribute fully to this position, you will reap the benefits of this position. You never know when you will make the difference in a student's development.

### ***TLC Coordinator***

The responsibilities of the **TLC Coordinator** include:

- Overall manager for TLC operations

### ***Learning Resources & Transfer Specialist***

The responsibilities of the **Learning Resources & Transfer Specialist** include:

- Primary contact for Online Tutoring services
- Assists with TLC operations
- Assists with Transfer services and other aspects of ASC operations

### ***Lead Staff***

The responsibilities of the Lead Staff will be determined by TLC professional staff. Responsibilities may include:

- Cross-training on all procedures/protocols to assist in TLC operations.
- Role model proper conflict resolution skills with staff and students.
- Participate in periodic supervision, observation, and evaluation of TLC staff.
- Ensure assigned TLC spaces are maintained in a clean and orderly fashion.

### ***Desk Assistants***

The responsibilities of the **Desk Assistants** include:

- Primary customer service agents of TLC
- Have knowledge of all resources provided by The Learning Center
- Answer phones & chats, schedule appointments, communicate information to students
- A full job description for desk assistants is provided in the *TLC Desk Assistant Manual*.

### ***Tutors***

The responsibilities of the **Tutors** include:

- Conduct Individual or Group Tutoring sessions
- Assist students with problems, formulas, and concepts
- Assist Pro Staff with projects, workshops, seminars, presentations, etc.
- Have knowledge of all resources provided by The Learning Center
- A full job description for tutors is provided in the *TLC Tutor Resource Manual*.

## Tutoring Services

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. The only exception to this rule is if someone is requesting a private tutor

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***

Students can utilize an individual (one-on-one) tutoring session in several 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

### ***Walk-In Tutoring***

Students may also 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 manual 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. The groups are lead by The Learning Center tutors. 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.).

Study group tutoring is helpful because it gives students an opportunity to ask questions and get answers without the normal time restrictions found in a classroom situation. Students also benefit from the questions being asked by the other study group members.

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.

## ***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. The group is still bound by only one scheduled session at a time, but they will benefit from the one-hour session. 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.

## ***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.

All methods of tutoring are subjected to the following TLC policies.

## **Other Resources**

As The Learning Center identifies the need for additional resources this list may be updated. Currently many of these resources are provided by grants acquired through the Student Technology Enhancement Program (STEP). These resources are available for UL Lafayette student use.

## ***STEP Computer Labs***

The Learning Center has several computers dedicated to students. The computers in the lab have general software for student use. Students are not allowed to download their own software or store any information on the computers. Lab assistants are available if students have questions or problems. Printing is also available for students. Please see the computer lab policies and procedures for further information.

## ***Books and Other Resources***

Some departments provide The Learning Center with current or previous books used in courses. These are available for tutoring use only. Students are not allowed to remove these from The Learning Center. When a tutor wishes to use a book, they should sign out the resource using the resource checkout sheet. All information should be completely filled out. The resource column is for the subject and course number of the book. The books should stay in The Learning Center and should be signed back in on the same day. Special permission can be received from the Coordinator for additional time.

Calculators (Ti-83 and Ti-84) are also available for tutor use. The calculators are not to be removed from The Learning Center but can be used by tutors if the student did not bring his/her own calculator. Calculators are located in the staff office. When a tutor wishes to use a calculator, they should sign out the resource using the calculator checkout sheet.

Other resources, such as chemistry modular sets, are also available for tutor use. These should not be removed from The Learning Center. They should always be locked in the cabinet located in the TLC staff office.

## ***Online Resources***

The Learning Center supports several on-line resources for student use. These resources are available on the computers in the labs or any other computer with Internet access. The Academic Success Center website includes several websites and resources available to UL students.

## ***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>

## ***Tutoring Policies***

Students need to be informed of tutoring rules and policies upon scheduling an appointment or before the tutoring session begins.

- Tutoring sessions are for thirty minutes at a time.
  - Appointment sessions
    - A student is considered late after ten (10) minutes from start of appointment time.
    - If a student arrives late for a scheduled appointment, they will only be allowed to have what is remaining of the thirty-minute session.
    - If a walk-in or other student needs tutoring and a scheduled appointment has not arrived, the scheduled appointment forfeits their time slot.
  - Walk-in sessions – A student can only be given a complete thirty-minute session if another appointment is not scheduled within the next thirty minutes. If a scheduled appointment arrives, a walk-in session will have to end before the complete thirty minutes is over.
- Scheduling appointments
  - Tutoring appointments can only be scheduled one at a time. After completing one tutoring session, the student may schedule their next appointment.
- Requesting a specific tutor
  - Students, who find a tutor that they work well with, can regularly schedule an appointment with that tutor. The tutor will also benefit by developing an understanding of each student's particular learning style.
- The student's responsibility to be prepared
  - The student should attempt to work out homework or other problems before coming to tutoring.
  - Students should bring their textbooks, assignments, and other necessary course materials or equipment with them to the appointment.
  - The student should make efficient use of tutoring time by coming prepared with questions or problems.
  - The tutor will not work out problems for the student.
- After the appointment is complete
  - Ask if the student would like to fill out a TLC survey.
  - Ask if the student would like to fill out an evaluation/comment card
  - Ask if the student would like to schedule another appointment
- Documentation
  - ***All individual, group and SI sessions will be recorded in TutorTrac.***
  - Each staff member is responsible for their part in the Tutoring process.



## 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 throughout the semester. 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.

## Professional Expectations

Your attitude and appearance affects your job performance and the others around you. If you do not care about assisting the students in their academic success, it is reflected in your job performance. Employees of TLC are expected to role model professionalism, a strong work ethic, and teamwork. If a staff member does not follow proper etiquette and protocol while at work, you may be removed from your position at The Learning Center.

### ***Absence Policy***

If you need to be absent from your duties in TLC, please adhere to the following process:

- I. If you know in advance you will be unable to attend work:
  - A. Submit Absence Form (TLC Employee page) a minimum of three (3) business days in advance.
  - B. Please list name of employee substituting for you and days/times.
  - C. Please make an attempt to schedule appointments outside of scheduled work hours.
  - D. DESK/LAB
    - 1.If you are scheduled to work solo, it is your responsibility to find a replacement for your shift.
  - E. TUTORS
    - 1.If you have a scheduled study group, make every attempt to arrange for one of your co-workers to work that study group for you.
    - 2.Check with the desk staff to make sure you do not have any scheduled appointments.
      - a. If you do, ask a desk assistant or lab assistant to reschedule.

3. These hours will be corrected on the tutoring appointment schedule in TutorTrac to prevent appointments being scheduled during the time of your absence.
  4. If you have a regularly scheduled appointment or study group please let the student know you will be unavailable, but another tutor will be replacing you for that period.
  5. If another tutor is unavailable, notify the Coordinator.
- II. If you do not know prior to being absent:
- A. TUTORS
    1. Contact the Front Desk to reschedule any appointments.
  - B. DESK
    1. Reschedule appointments in the best way possible.
    2. Inform Pro Staff of tutor absence (email/message).
  - C. Contact the Pro Staff by phone/email as soon as possible.
    1. If the Pro Staff does not answer phone, leave a voice mail.
- III. If you are running late and will be tardy, please contact the Pro Staff.
- A. If either Pro Staff member does not answer, contact the TLC Front Desk so that they are aware of the situation.
  - B. When you arrive, apologize to your appointment for being late.
  - C. Running late three (3) times constitutes one absence.
- IV. If you are ill and need to leave work, you must inform the Pro Staff. Never just have the desk staff remove your appointments and leave. Inform the Pro Staff and submit an absence form.

**Excessive absences and/or tardiness may affect your employment at The Learning Center.**

## ***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 maintains the confidentiality of student education records.

The Academic Success Center is responsible for processing records of all entering and existing Junior Division students. Confidential records including test scores, grades, transcripts, and other transactions are recorded in The Academic Success Center. At times, as a student employee, you may be exposed to 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 job. You may be asked to sign a form indicating that you have read a statement similar to this one.

***If you are unsure, do not disclose anything... refer to Pro Staff.***

All business conducted in The Learning Center is conducted with the understanding that our goal is to provide free and unbiased tutoring assistance to all members of the UL community. As such, we believe

it is very important to build a sense of trust between tutors and tutees by respecting the confidentiality of sessions. We also believe that a collaborative relationship between instructors, tutors, and tutees is the most conducive to tutoring improvement.

Therefore, we have developed the following guidelines:

- The content of each tutoring session is private. Tutors may make brief notes on sessions but these notes are not shared with others outside of the center.
- Should a professor or parent contact the center about a tutee's session, refer them to the Professional Staff.
- If a tutee wishes for a professor to know about his/her session, the tutee must speak with the Professional Staff. They will send any tutoring reports to the professor with written permission of the student.
- If the Professional Staff does not obtain permission, professors should be asked to contact the tutee directly. In such a case, please explain our policy to instructors as politely and effectively as possible.
- We do not comment to tutees or instructors on the grade an assignment has received, nor do we speculate on what grade an assignment might/should receive.
- All tutoring is free and should be done in Lee Hall or specified location. Tutors are not permitted to receive any money from UL tutees.
- Tutors who do private tutoring will refrain from using TLC resources and locations to solicit new business. Any of these situations could seriously compromise the integrity of both The Learning Center and the Academic Success Center.

### ***Commitment to Diversity***

The Learning Center is committed to providing a safe space for all of our students. As a member of the TLC Staff, you too will be expected to share in our commitment to diversity. During your employment, you will find yourself with students who may be very different from yourself. You will become more aware that all learners are diverse, even if they are similar in terms of age, sex, ethnicity, religion, etc. Diversity in context of The Learning Center applies to additional aspects of personal identity that can affect how a student learns and functions within an academic environment. These aspects include race, ethnicity, sex, age, and disabilities.

Student diversity can be a source of tension when tutoring. Each person has attitudes and beliefs that influence how we react to people who appear different from us. We may negatively stereotype a student due to our past experiences or because we are uncomfortable interacting with someone who is different. However, tutors must develop self-awareness and tolerance of differences so that the tutoring environment is comfortable for all students.

These differences should not have an effect on your day-to-day tasks. To overcome these differences, we recommend the following:

- Consciously refrain from stereotyping or generalizing groups of people.
- Focus on your similarities and learn from your differences.
- Respect the right of others to have opinions that are different from your own.
- Be open-minded and patient.
- Be professional.

### ***Respect***

All individuals employed through The Learning Center should respect each person who deals with The Learning Center. This includes, but is not limited to: fellow employees, students using and not using The Learning Center, other visitors of The Learning Center, the Coordinator of The Learning Center,

Academic Success Center Director, counselors, administrative staff, all individuals calling The Learning Center, and any other individual you may encounter while employed at The Learning Center.

## ***Sexual Harassment***

TLC employees are expected to demonstrate professionalism and ethical behavior at all times. It is imperative that tutors act respectfully and appropriately with anyone with whom they are working or come into contact with during their tutoring work. It is also expected that tutors exhibit this same level of professionalism and appropriate behavior outside of the working environment. Inappropriate conduct—during or outside of working hours—can be cause for immediate dismissal.

The University of Louisiana at Lafayette has policies that prohibit students, faculty, and staff from engaging in sexual harassment. All student employees must be aware of these policies and are subject to all provisions of them. The following information was obtained from the UL Office of Human Resources. Read the information thoroughly and then complete the case study that follows.

## ***Payroll***

It is important to follow the payroll procedures if you expect to be paid correctly and on-time for your hours worked.

Paychecks are distributed bi-weekly. Pay period hours are due before the pay period ends; therefore, hours are estimated for the last day or two of the pay period. If you do not work hours that you were given credit for, the next pay period hours will be adjusted. If you work more hours than were estimated, the next pay period hours will be adjusted.

At the end of each pay period, a list of all TLC employees and budgets is sent to the Academic Success Center in Lee 116. This list is called a ***payroll voucher***. You must sign the payroll voucher each pay period. Before signing the payroll voucher, it is important to verify your hours within TimeTrex to make sure you are on schedule to receive your maximum. If you are on pace to work more than you are assigned, notify professional staff immediately. UL does not recognize overtime hours or any other pay adjustment. You are only to work as many hours as you have assigned on the appropriate budget. These hours will be distributed by the TLC professional staff. These hours are locked in at the beginning of the semester, and will only be changed in extenuating circumstances.

Your checks will be ready on the designated day from the office you are paid. Please be aware that not everyone is paid through the Academic Success Center. Please remember to bring your ID when you pick up your check. Even if you have direct deposit, you must sign the payroll voucher.

## ***TimeTrex***

When you arrive for work you should first report to the TLC Office in Lee 203. You should strive to clock-in as close to your exact time as possible. When you leave you should clock-out as close to the exact time you are scheduled. This prevents miscalculations and discrepancies on payroll reports. TimeTrex does not allow you to clock in/out for multiple shifts/days at one time. You need to repeat this process for each shift.

You should not sign in and out for other employees. You may not “cheat” on your hours by signing in for hours that you did not work or are not allowed to work. If any “cheating” of hours occurs, your employment will be terminated immediately.

You will not be paid for hours that are not recorded. You may not work any hours other than those already determined in the schedule the Coordinator provides to you. If you wish to make a permanent or temporary adjustment to your schedule you must get prior approval from the Coordinator. Make-up

hours will only be allowed on certain days (if the schedule permits). These hours will be determined by the Coordinator.

You are not allowed to work more hours than you are scheduled. If you do work more hours than you are scheduled for, these will be volunteer hours (you cannot be paid more than what is budgeted).

### ***Employee Evaluation Process***

All employees are hired on a semester-by-semester cycle. Your opportunity for continued employment within The Learning Center is based on dependability, academic progress, work ethic, attitude, and impact of participants.

### **Evaluations**

Formal evaluations will occur each semester for every employee. Employees will receive a copy of the evaluation and suggestions for improvement. If issues in performance arise, employees will receive additional feedback.

### ***Name Tag***

When you clock-in, you should put on your nametag as soon as possible. Your nametag should be worn at all times you are on the clock. Wearing a nametag distinguishes you from other students, and allows students to know you are available to answer questions and/or provide assistance. If you do not have a name tag on, we assume that you are not working.

***Do not damage, draw on, or deface your nametag.***

When you sign out for the end of your shift, you should place your nametag back where you received it. Do not leave your nametag at the front desk or anywhere else. If you lose or misplace your nametag, please notify the Coordinator immediately so a new nametag can be made.

### ***Personal Items***

If you are unable to keep personal items, such as book bags, with you, please store them in the shelves located in the office behind the front desk or cabinets behind front desk. No items should be left out in the open behind the front desk. The front desk area should remain relatively clear and free of obstructions.

### ***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.

No employee should leave the second floor of Lee Hall for an extended time without prior approval from the Professional Staff. If the Pro Staff identifies that you are not performing office duties or are not in

the designated areas, that time will be removed from your payroll. If any “cheating” of hours occurs, your employment will be terminated effective immediately.

If this policy becomes a problem, it will be discontinued indefinitely.

### ***Employee Computer Usage***

The computer lab can be used during down time for homework purposes only; however, if the lab is full you need to give up your computer for a student who needs to use it. Employees must sign in as well. Computers should not be used for the Internet, shopping, my space, Facebook, etc. Computer Lab privileges will be revoked during work hours if needed.

The front desk computer is only for business use. A desk worker may use this computer for homework when they are on duty. However, no documents or other items should be stored or downloaded on this or any other computer. All work should be discontinued when a student arrives for assistance. Personal work should be kept organized and should not prevent normal operations of the front desk.

### ***Communication***

Email will be sent on a periodic based to inform all employees of activities and updates around campus. Other emails may also be sent as needed for changes and general information.

Certain postings and information will also be placed in the staff office. Some of these postings will require your initials and/or signature. Please make sure you read and complete when they are posted.

### ***Food and Beverages***

Food should not be eaten in the main areas of The Learning Center. This includes meals, large snacks, microwaveable items, etc. Employees should schedule a lunch break for themselves and eat in the TLC office or lounge area, or another location outside of Lee Hall. The TLC Front Desk is a professional environment and needs to be treated as such. A student should not have to smell your lunch when they come in to receive assistance. Preferably, bottles should be used instead of cans. All trash should be discarded of appropriately.

Food and Beverages are not allowed in the STEP Lab areas.

A coffee maker is available in the 203 office suite. Coffee and supplies are not provided by The Learning Center. If you would like to make coffee, you should bring your own supplies. The coffee maker should be turned off and cleaned after each use. If this becomes a problem, the coffee maker will be removed.

A microwave is also available in the 203 office suite. Please make sure you cover food items, clean up after yourself, and keep in mind that we share this space with other staff members.

### ***Cleanliness***

All employees should make a conscience effort to keep all areas of The Learning Center clean from paper, trash, and other items. Please pick up any materials that are not in place and throw them out or return them to the correct location. Personal items should be contained to storage available behind Front Desk and the study room.

# Standard Procedures

## ***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 Coordinator, transfer them to the Coordinator’s office. If the Coordinator is unavailable, rather than attempting to guess when she/he will be available, kindly suggest that they leave a message on voice mail and the Coordinator will return the call as soon as possible.

If the caller would like to talk to a tutor or any other 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 Coordinator. 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
- 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 recorded and take care of. Do not delete messages you did not finish.

## ***Tutor Appointments***

If a student has an appointment and does not know the tutor, the desk worker should introduce the student, by first name, to the tutor. 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 Coordinator. If a tutor will not be working, appointments may need to be rearranged or rescheduled.

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.

## ***Checking Out Resources***

If a student needs to check out a resource, keep their ID in place of the resource. The resource cannot be removed from The Learning Center. All resources can be used in the tutor or study rooms.

If a tutor needs to use a resource for a session, the desk worker should record the name of the tutor that is taking the resource. They should also make sure the resource is returned after the session ends.

## **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
<b>THE LEARNING CENTER</b>				
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
<b>ACADEMIC SUCCESS CENTER</b>				
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	
<b>FIRST YEAR EXPERIENCE</b>				
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