

Ethics:

A code of morality: a system of moral principles governing the appropriate conduct for a person or group (Encarta World English Dictionary)

Referral:

To direct to a source for help or information: referred her to a heart specialist; referred me to his last ... (www.thefreedictionary.com/referral)

Role Play: Uncomfortable disclosure:

Tutor:

Student (one of your regulars) walks in on a Monday morning. You greet him, welcome him back, and ask how the weekend was.
React to the student's statement.

Tutee:

Walk in to the tutoring center. You are greeted enthusiastically by one of the professional tutors. She asks you how your weekend was.
Tell her that it wasn't very good and when she asks what was going on, tell her the truth:
"My brother killed his son this weekend." Continue with the story when prompted and get increasingly agitated
"...and now he's been arrested. We're planning a funeral and"

Role Play: Student in pain:

Tutor:

While working in the math tutoring center (drop-in service), you notice that one of the tutees has turned bright red on one side of his face.
You ask the tutee "How are you doing. What is going on?" and he replies that he's not doing well.
(Continue...)

Tutee: (Note: You have had a traumatic brain injury from a previous accident.)

Sit down and start doing work. Wince in pain. Start breathing faster.
When asked how you are doing say, "I'm not doing well. The whole side of my head feels like it's on fire. My neck is really hurting." Start acting woozy, dizzy.

Role Play: Tutee not retaining info:

Tutor: After working with a tutee on fractions you say,

“So, explain it to me again...” (Tutee explains)

“Right! I will be back in a few minutes. Keep working on these problems.” (You leave her to help another student. After a minute or so, go back to the tutee.)

As you sit down ask, “Well how many did you get done?”

Wait for response.

(What do you think is happening? Ask the tutee if she has this happen in other classes. What are you going to do about it?)

Continue with role play...

Tutee:

Respond to tutor: “Yes, I get it. You just keep the first fraction, change it to multiplication and then flip the second fraction over.”

After tutor leaves, start writing but then get quickly distracted and frustrated.

Respond when asked:

Tutee: “I couldn’t do any. I just don’t understand multiplying fractions. My counselor in high school told me I was too stupid to go to college. I should have listened to him. I’m never going to get this.”

Continue with role play...

Role Play: Drunk/Drugged Tutee:

Tutor: You report for duty and a friend walks in after signing in for tutoring.

They have a little difficulty walking but plop down next to you.

“Hey, Jeff/Katie how are you doing? What are you here for today?”

What do you notice? What are you going to do?

Tutee: Act drunk or stoned or both. Make sure it is obvious that you are seeing things.

Say things like. “I’m doin’ fine! The flying is awesome. I just came in for some writing help. Thought you could help me fly through this paper. Hey look! You got wings!!!”

Role Play: “But my Professor said!”

(At the Baker Center we are in charge of retakes for our remedial math quizzes.

Professors give retake tickets telling us which quiz and we administer the quizzes. We collect the quizzes and store them until professors come to pick them up. We do not allow professor to give special instructions like: “The student can’t use the calculator for the first 5 questions and then they can.”)

Student Worker: Wait at desk for student to hand in quiz.

As she hands it in, she says...

Let student correct the issue before she hands it in.

Student will walk away and then return to the desk.

Bad: let student have quiz back and make the changes and make no note on the quiz.

Redo skit the “right way”.

Student: goes to hand in the quiz but says “Hold on I just saw I didn’t put what that was equal too.”

(Hand in the quiz and walk away to talk to “professor”.)

Go back to desk and say, “my professor said I could just fix a problem on my quiz.”

“He’s right over there!”

Continue pushing if the worker says no. Say things like: It’s no big deal we do it in class all the time. He said it was OK: what is your problem. Why do you have to be such a (*&##@).

Role Play: The Chatter/Badmouther

Tutor's role:

Bad Example: Chat with another tutor while a student is diligently working on his/her math homework at the same table. Talk about a party you went to last weekend and how you saw Joe Phish at the party. You know Joe – the guy who comes in for algebra help – the clueless one – he was wasted at the party and then showed up drunk for tutoring the next morning – can you believe it?

Better Example: Can you think of a better way to play this out?

Tutee's role:

Work on your homework. Look up occasionally at the two tutors involved in conversation, but don’t look up ENOUGH so that they notice you looking at them. When you hear them “talking bad” about Joe Phish (a friend of a friend), starting packing to leave.

Role Play: Avoiding Complaints

Goal: Have a bag of tricks to deflect students' complaints about specific instructors.

Tutor: Bad response:

You're right! He's the worst. You know even I got a C in his course. I think he does drugs!

Better response: (Acknowledge student's feelings, but do not agree or disagree with the specific comments about the teacher.)

You reply with something like,

Yeah it's really difficult when you get a professor you don't click with! Let's see if we can help you with the material so you'll be able to nail his tests!

or

I hear what you're saying and understand you are frustrated, but as a College employee, I am not allowed to discuss the instructors. Instead, let's see if we can figure out a way to help you with the material. "

I don't know him but maybe I can help with your course..." Continue role play...

Tutee's role:

You sit down and say, "Do you know Professor _____? He sucks as a teacher. His teaching style is just awful. He intimidates students and doesn't even answer their questions. I can't believe he gets paid to do what he does. What do you think of him?"

Continue role play...