Tutor Responsibilities

<u>Be Prompt</u>: In order for our tutorial program to be effective, students must be able to count on tutors being available during the posted hours. Not doing so creates doubts about our reliability and breeds frustration and disappointment.

No absences: UNLESS there is a dire emergency, should be the rule. There is a Tutor Absence Report Form available that will allow your assigned coordinator to post notice of your absence. To access and use the Tutor Absence Report Form, click on the link below. https://legacy.bluegrass.kctcs.edu/forms/tutoring/tutor_absence_report/

Be Prepared: You are compensated for preparation time. Use it diligently! Know the current assignments and work through the solutions beforehand. Plan ahead!

Be Resourceful: Refer students to any workshop or other campus resources you feel may help them address their academic needs.

Be Professional: Tutors should be understanding of students' frustrations without criticizing their classroom instructor or second-guessing an instructor's grade. Students should be encouraged to address such problems directly with their instructors.

Referring Students: Tutors must be honest about their own limitations with regard to both content and patience. When the limit of either is reached, refer the student client to another tutor, instructor, or resource.

Responding to Questions: Never be afraid to tell a student that you do not know the answer to a question; that is a perfectly acceptable response. However, you should offer to find the answer to the question and get back to the student later.

<u>Handling Complaints</u>: Occasionally, tutors may get complaints. Depending upon their nature, it may be advisable to direct them to the subject area coordinator, the manager of tutorial services, or the coordinator of tutorial services. You do not need to shoulder the weight of trying to deal with them personally.

Handling Conflict: If a conflict should arise with a student that cannot be resolved, then report it immediately to a monitor or person on duty. That person will attempt to ameliorate the situation. If the student is disruptive, rude, threatening, out of order, or out of control, please do not be confrontational. Call the appropriate security office immediately. BCTC Emergency Contacts and information is listed on the next page.



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BCTC Emergency Contacts

Cooper:

(859) 246-6422

(859) 246-6794

(859) 227-5351

(859) 699-9891

(859) 753-8446

Or dial 911 on an in-house telephone.

Danville:

(859) 246-6877

(859) 227-5451

Or dial 911 on an in-house telephone.

Lawrenceburg:

(859) 246-6815

(859) 227-7982

Or dial 911 on an in-house telephone.

Leestown:

(859) 246-6834

(859) 227-6705

(859) 351-6558

Or dial 911 on an in-house telephone.

Newtown:

(859) 246-6659

(859) 749-4333

(859) 753-8881

Or dial 911 on an in-house telephone.

Winchester:

(859) 246-6573

(859) 227-9854

Or dial 911 on an in-house telephone.

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