



GRAND VALLEY
STATE UNIVERSITY
K-12 CONNECT

TUTOR MANUAL

2022 - 2023

Tutor Resources Google Drive
Tutor Master Sheet

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GRAND VALLEY STATE UNIVERSITY

MISSION STATEMENT

Grand Valley State University educates students to shape their lives, their professions, and their societies. The university contributes to the enrichment of society through excellent teaching, active scholarship, and public service.

K-12 CONNECT

MISSION STATEMENT

From the beginning, K-12 Connect has worked to provide individualized high-dose tutoring to students in or outside the classroom. Through the use of GVSU's K-12 Connect platforms, the program has run over 35,000 virtual tutoring sessions for Michigan K-12 students. K-12 Connect is committed to equipping students with the tools and resources they need to positively shape their lives, future professions, and communities. K-12 Connect stands as a gateway for the university and its students to connect and engage with K-12 schools, families, and students to support them throughout their educational journey.

K-12 CONNECT 2022-2023 TUTOR CONTRACT

Job Description

Tutors act as role models for students. The tutor is a resource to the student as well as a confidant. They set challenging yet manageable expectations for students to reach their highest potential. Tutors respond actively to the needs of their tutees in a kind and professional manner. They exhibit patience, empathy, organizational skills, and knowledge in the desired subject area. Tutors also must be well-versed in the programs their students are working with.

Note: Failure to meet the job requirements may result in termination of employment.

Role Requirements

- Complete all required hiring paperwork
- Complete all new hire onboarding modules, quizzes, and meetings for K-12 Connect tutoring
- Complete all required trainings before meeting with student
- Attend one continued learning huddle per week
- Complete weekly continuous learning modules and quizzes via BlackBoard Ultra
- Spend 20 minutes/week/student preparing and skill building
- Arrive to all tutoring sessions on time and prepared to assist students
- Communicate clearly and respectfully with students, parents, teachers, and supervisors about sessions, behavior, and other tutor-related business
- Actively communicate via Slack in all appropriate channels on a daily basis.
- Be well acquainted with the programs being used and able to assist students with the curriculum
- Foster a positive environment for students to learn and grow and help improve student confidence
- Know that all tutoring sessions will be recorded for observational and security purposes. There is no option to opt out.
- Complete all other tasks related to tutoring as assigned by coach or admin

Tutors are expected to make every effort to attend every tutoring session and huddle. When there are conflicts that cannot be rescheduled (academic, work, family, or other obligations) that make an absence unavoidable, a tutor is expected to utilize the substitute protocol. The tutor is responsible for securing a substitute

tutor and communicating session details with the substitute tutor at least one week prior to the event. If a tutor is unable to attend a huddle, they are expected to communicate with their coach and a K-12 Connect specialist at least 24 hours in advance.

Commitment

I understand the requirements and benefits of this K-12 Connect tutoring job. I hereby commit to fulfilling the above-listed requirements and dedicating myself to this position. I further recognize that my attendance is crucial, and that unexcused absences are grounds for my termination.

Signature: _____ Date: _____

Photo/Video Release

I grant permission to Grand Valley State University to use my image, likeness, and/or voice in any photograph and/or video to be used in any media, publication, advertising, training, and/or related endeavors, without further consideration.

Yes

No

Signature: _____ Date: _____



WINTER 2023 TUTOR WEEKLY TRACKER

View the tracker below for a list of **ALL** action items you need to complete as a tutor **EACH** week. All content is housed in BlackBoard (BB) and must be completed in BlackBoard. This is a helpful resource for you to see your responsibilities each week in addition to tutoring.

Weekly content will consist of content and corresponding quizzes to showcase your understanding of material. Each week you can expect to have weekly content or DEI training along with a huddle. Each week will be accessible on Wednesdays at 12:00pm EST.

Tutors receive pay for 30/week for weekly content and 30/week for huddles attended. Coaches will review your weekly content and quizzes and provide support as needed.

Week	TRT/TLC Tutoring	Boost Tutoring
BEFORE Week 1	By the start of tutoring, you must have completed: <input type="checkbox"/> Onboarding <input type="checkbox"/> Hiring Paperwork <input type="checkbox"/> Tutoring Orientation <input type="checkbox"/> Tutor Contract Signing <input type="checkbox"/> TRT Base Training <input type="checkbox"/> TLC Base Training	By the start of tutoring, you must have completed: <input type="checkbox"/> Onboarding <input type="checkbox"/> Hiring Paperwork <input type="checkbox"/> Tutoring Orientation <input type="checkbox"/> Tutor Contract Signing <input type="checkbox"/> Boost- General Base Training <input type="checkbox"/> Boost- Delta Math Base Training
Week 1 1/16/23 - 1/22/23	<input type="checkbox"/> Week 1 TRT Weekly Content <input type="checkbox"/> Week 1 TLC Weekly Content <input checked="" type="checkbox"/> Weekly TRT/TLC Huddle	<input type="checkbox"/> Week 1 Boost Weekly Content <input checked="" type="checkbox"/> Weekly Boost Huddle
Week 2 1/23/23 - 1/29/23	<input type="checkbox"/> Week 2 TRT Weekly Content <input type="checkbox"/> Week 2 TLC Weekly Content <input checked="" type="checkbox"/> Weekly TRT/TLC Huddle	<input type="checkbox"/> Week 2 Boost Weekly Content <input checked="" type="checkbox"/> Weekly Boost Huddle
Week 3 1/30/23 - 2/5/23	<input type="checkbox"/> Week 4 TRT Weekly Content <input type="checkbox"/> Week 4 TLC Weekly Content <input checked="" type="checkbox"/> Weekly TRT/TLC Huddle	<input type="checkbox"/> Week 4 Boost Weekly Content <input checked="" type="checkbox"/> Weekly Boost Huddle
Week 4 2/6/23 - 2/12/23	<input type="checkbox"/> DEI Weekly Content by CBED <input checked="" type="checkbox"/> DEI Reflection - Live <input checked="" type="checkbox"/> Weekly TRT/TLC Huddle	<input type="checkbox"/> DEI Weekly Content by CBED <input checked="" type="checkbox"/> DEI Reflection - Live <input checked="" type="checkbox"/> Weekly Boost Huddle

Week 5 2/13/23 - 2/19/23	<input type="checkbox"/> Week 5 TRT Weekly Content ★ Weekly TRT/TLC Huddle	<input type="checkbox"/> Week 5 Boost Weekly Content ★ Weekly Boost Huddle
Week 6 2/20/23 - 2/26/23	<input type="checkbox"/> DEI Weekly Content by CBED ★ DEI Reflection - Live ★ Weekly TRT/TLC Huddle	<input type="checkbox"/> DEI Weekly Content by CBED ★ DEI Reflection - Live ★ Weekly Boost Huddle
Week 7 2/27/23 - 3/5/23	<input type="checkbox"/> Week 7 TRT Weekly Content <input type="checkbox"/> Week 7 TLC Weekly Content ★ Weekly TRT/TLC Huddle	<input type="checkbox"/> Week 7 Boost Weekly Content ★ Weekly Boost Huddle
No Tutoring 3/6/23 - 3/12/23	GVSU Spring Break 🌴 NO Tutoring, Content, or Huddles	GVSU Spring Break 🌴 NO Tutoring, Content, Huddles
Week 8 3/13/23 - 3/19/23	<input type="checkbox"/> Week 8 TRT Weekly Content <input type="checkbox"/> Week 8 TLC Weekly Content ★ Weekly TRT/TLC Huddle	<input type="checkbox"/> Week 8 Boost Weekly Content ★ Weekly Boost Huddle
Week 9 3/20/23 - 3/26/23	<input type="checkbox"/> DEI Weekly Content by CBED ★ DEI Reflection - Live ★ Weekly TRT/TLC Huddle	<input type="checkbox"/> DEI Weekly Content by CBED ★ DEI Reflection - Live ★ Weekly Boost Huddle
Week 10 3/27/23 - 4/2/23	<input type="checkbox"/> Week 10 TRT Weekly Content <input type="checkbox"/> Week 10 TLC Weekly Content ★ Weekly 10 TRT/TLC Huddle	<input type="checkbox"/> Week 10 Boost Weekly Content ★ Weekly Boost Huddle
*4/3/23 - 4/9/23	📁 Submit letters to each of your students No Content or Huddles This Week *Tutoring Continues	📁 Submit letters to each of your students No Content or Huddles This Week *Tutoring Continues
Week 11 4/10/23 - 4/16/23	<input type="checkbox"/> Week 11 TRT Weekly Content <input type="checkbox"/> Week 11 TLC Weekly Content ★ Weekly 11 TRT/TLC Huddle	<input type="checkbox"/> Week 11 Boost Weekly Content ★ Weekly Boost Huddle
Week 12 4/17/23 - 4/23/23	★ Weekly TRT/TLC Final Huddle ★ Post Survey	★ Weekly Boost Final Huddle ★ Post Survey

***Spring Break Tutoring:**

🌴 **GVSU Spring Break:** You will not have tutoring, content, or huddles March 5-11.

🌴 **K-12 Spring Break:** Each school has a spring break that may differ by week. This date will be shared in your contract channel. You will not tutor your student(s) when

they are on spring break. Regardless of K-12 spring break schedules, continue to complete all necessary weekly action items.

HIRING/ONBOARDING

I. Hiring forms:

1. [Federal I9 Form](#)
 - a) Student Workers: Deliver to Student Employment (not HR)
 - b) Temporary Employees: Deliver to Human Resources
2. Tax Withholding Forms – deliver to Payroll Office
 - a) [Federal W 4](#)
 - b) [Michigan W4](#)
 - c) [City W4](#) (completed **if** you work or live in Grand Rapids, Walker, Muskegon, or Detroit)
3. [Student Employee Confidentiality Agreement](#) - click link and sign the virtual form.
4. [Direct Deposit Form](#) (optional) - complete the online form on banner to set up your direct deposit.

II. Background check

1. Every individual working with a K-12 student is required to have a background check on file. Once you apply, watch your inbox for an email from GVSU HR with a link to complete the background check online. If you have any concerns with the form, please contact hro@gvsu.edu.

ULTRATIME

Ultratime is where you will log your hours that you worked for each week. You are responsible for logging your hours by the Friday of each week.

FOR STUDENT WORKERS

Note: If this is your first time using UltraTime, you will need to set up Pulse Secure for the VPN. View the [Pulse Secure Manual](#) for step-by-step instructions on how to download Pulse Secure.

Step 1: Visit the [Ultratime site](#) and scroll down to **Student**

Step 2: You will be prompted to log in with your GVSU username and password

Step 3: Select **Time Clock (UltraTime)**

Step 4: You will be prompted to log in once more

Step 5: Enter your hours. View the [Student UltraTime Manual](#) for step-by-step instructions on how to log your hours.

An Ultratime video tutorial can be found [here](#).

FOR TEMPORARY EMPLOYEES

Step 1: Once you submit your application, I9, and Tax forms you will receive new credentials to login to Outlook. The link will be in your email.

Step 2: Follow the instructions in this [video](#) to set up duo. **Temps must be sure to use their new credentials if you have previously been a GV student.** (this may take a few days to setup)

Step 3: Visit the [Ultratime site](#) and click the “Login to Ultratime” blue button

Step 4: Go through DuoPush steps to sign-in with your GV Temp credentials

Step 5: Enter your hours. View the [Hourly Staff UltraTime Manual](#) for step-by-step instructions on how to log your hours.

UltraTime Reminders

- ONLY log times you are tutoring (ex: 9:00a-9:45a, 10:00-10:45a)
- Log prep time on Sundays (20min/student/week)
- YOU are responsible for having hours submitted
- Log huddle time each week
- Pay is bi-weekly: [Click here to view the pay calendar](#)

TUTOR DESCRIPTION AND ROLE

TRT/TLC Tutor

Program Description: GVSU's Targeted Reading Tutoring (TRT) program contracts with schools to provide 1-8 students with prescriptive reading instruction in positive, supportive 1:1 or 1:2 virtual learning environments. Students receive evidence-based skill support in decoding, error correction, sound manipulation, vocabulary acquisition, and comprehension strategies. The instruction is designed to support Tier 1 and 2 instruction within a Multi-Tiered Support System and can be offered anytime during the day or night.

K-12 Boost Tutor

Boost General Program Description: K-12 Connect partners with schools to provide tailored tutoring sessions for their 1-8th grade students in Math or Reading including homework and academic mentoring help for High School students. Sessions are provided two times a week for one hour. Tutoring can take place anytime during the day or night.

Delta Math (Targeted Math Intervention) Description: K-12 Connect partners with Ottawa ISD to provide targeted math intervention for Tier 3 (2 grade levels below) and Tier 2 (1 grade level below) students in 1st - 10th grade including a baseline screener and progress monitoring for unfinished learning. Tutors are trained how to use scripted lessons to support students.

Tutor Role

Tutors act as role models for students. The tutor is a resource to the student as well as a confidant. They set challenging yet manageable expectations in order for students to reach their highest potential. Tutors respond actively to the needs of their tutees in a kind and professional manner. They exhibit patience, empathy, organizational skills, and knowledge in the desired subject area. Tutors also must be well-versed in the programs their students are working with.

TUTOR RESPONSIBILITIES

- Complete all required hiring paperwork
- Complete all onboarding requirements
- Complete all required trainings before meeting with student
- Attend 30 minutes continued learning huddle per week
- Complete 30 mins per program of weekly content on Blackboard
- Spend 20 min/week/student preparing and skill building
- Arrive to all tutoring sessions on time and prepared to assist students
- Communicate clearly and respectfully with students, parents, teachers, and supervisors about sessions, behavior, and other tutor-related business
- Be well acquainted with the programs being used and able to assist students with the curriculum
- Foster a positive environment for students to learn and grow and help improve student confidence
- Complete all other tasks related to tutoring as assigned by supervisors or coach

TUTOR EXPECTATIONS

Tutors should be knowledgeable in the subject matter, demonstrate strong communication skills, and show compassion. Tutors should be understanding, caring supporters.

Qualities of a good tutor include:

- patience
- empathy
- Reliability

Tutors should:

- encourage dialogue
- set goals for sessions
- set high expectations
- promote a trusting relationship between student and tutor
- support active learning
- encourage self-confidence

BEFORE A SESSION:

- Prepare for the session - gather materials needed and look over the materials beforehand
- Arrive at least 5 minutes early
- Ask the student how their day was and engage in non-tutoring talk for a few minutes to allow the student to open up
- Make goals for what you and the student want to accomplish
- Determine what the assignment is, which skills are needed, and what kind of help the student needs
- Develop a plan of action for the session with the student
- If a student does not show up within the first 5 minutes, contact the parent if it is an after school session
- If a student does not show up to 3 consecutive sessions contact a K12C Specialist or Tutor Corps Manager

DURING A SESSION:

- Always require students to actively participate and do as much of the task as possible
- Create positive space for student to make mistakes and allow them to grow from them
- Have students take notes to refer to when studying or completing assignments on their own
- Encourage open communication by asking questions, taking time to listen to student questions, and maintaining eye contact
- Don't rush the student, give them enough time to answer a question
- Review the material with your student and have them explain concepts to you

AFTER A SESSION:

- Summarize the session and what was covered, emphasizing the students' accomplishments
- Schedule or confirm the next appointment and establish what will be covered
- Submit feedback on Littera
- Follow-up with Tutor Coach if there are issues that need to be addressed

RESCHEDULING AND TUTOR SUBSTITUTE PROTOCOL

All rescheduling steps should be taken at least one week before the impacted shift

Rescheduling IN-SCHOOL Sessions:

In-school sessions **cannot be rescheduled**, so you will need to find a substitute for these shifts. See the [Substitute Protocol](#) steps below.

Rescheduling AFTER SCHOOL Sessions

If you know in advance that you will not be able to make an already scheduled session, please take the following steps:

1. Communicate with your student's parent and try to reschedule with them for a different time or day of the week.
 - a. If you are able to find a time later in the week to reschedule, add it to the **Reschedule** tab of the Tutor Master Sheet
 - i. **If there are less than 24 hours before** the rescheduled session begins, make a note in the **#rescheduling-sessions SLACK** channel so a specialist can change it ASAP
2. EVENING TUTORS SHOULD NOT BE LOOKING FOR SUBSTITUTES. Unless your availability is completely incompatible with your student's availability that week, you should be rescheduling.

Finding a Substitute

Step One: Assigned Tutor Responsibilities

1. Record all necessary session information in the **Find a Substitute** tab of the **W23 Tutor Master Sheet**
2. Post a message in the **#tutor-subs Slack channel** and be sure to include the following information:
 - a. Session date and time; your student's name, school, and grade; and the program your student attends (TRT, Boost, TLC).
Example Message: "I have a TRT session with Jane Doe from David Ellis 4th grade on Wednesday 2/28, is anyone able to cover for me?"
 - b. Only Tutors who are fully trained in your student's program can pick up substitute shifts.
3. Once you have identified a Tutor who can substitute, it is **your** responsibility to:

- a. Be sure the substitute Tutor's name has been correctly recorded on the **Find a Substitute** sheet
 - b. Send your substitute a **Slack** message and make sure to include the student's name, a link to their student folder, a quick summary of the student's strengths/weaknesses, and any additional relevant information they would not be able to gather from the student's folder (link to book title if TRT).
Example Message: "Hey (Substitute), thanks for covering my shift with (student name - linked to student folder)! (Student) is very good at decoding and sounding out longer words, but struggles with pausing for punctuation. We're reading (book title and link) and left on page __. Thanks again!"
 - c. If possible, communicate the schedule change with your student beforehand, so they know a different Tutor will be meeting with them.
4. A K-12 Connect specialist will swap that single session on Littera from the Assigned Tutor (you) to the Substitute Tutor.

Step Two: Substitute Tutor Responsibilities

1. Check your **SLACK** messages and brush up on the information shared by that student's Assigned Tutor.
2. Familiarize yourself with the student's current curriculum in their student folder and make sure their Framework is ready to go.
3. Arrive on time to the session and be fully prepared to assist the student.

● If it is an emergency and there are less than **24-hours** left until the session begins and you still cannot find a Substitute, you **MUST** communicate this to a **K-12 Connect specialist** or **Tutor Corps Manager**.

Tutor Pay Steps

(Starting December 2022)



4 Step 4 (\$17.70/hr)

- ▶ Minimum 6 cycles worth (3 years)
- ▶ Leadership role (TRT Assessment, Specialist, etc.)
- ▶ Positive evaluation in last cycle
- ▶ No unexcused tutor no-shows for tutoring sessions
- ▶ No more than 2 missed huddles

3 Step 3 (\$16.70/hr)

- ▶ Minimum 4 cycles worth (2 years)
- ▶ Next 3 micro-credentials completed (Vocabulary Acquisition, Reading Fluency, and Goal Setting: Strategic Reading Conversations)
- ▶ Positive evaluation in last cycle
- ▶ No unexcused tutor no-shows for tutoring sessions in last cycle
- ▶ No more than 2 missed huddles in last cycle

2 Step 2 (\$15.70/hr)

- ▶ Minimum 2 cycles worth (1 year)
- ▶ 3 micro-credentials (Phonemic Awareness, English Code Complexities, Decode and Encode Through Sound Boxes)
- ▶ Positive evaluation in last cycle
- ▶ No unexcused tutor no-shows for tutoring sessions in last cycle
- ▶ No more than 2 missed huddles in last cycle

1 Step 1 (\$14.70/hr)

- ▶ Hired and trained

Who Do I Contact?

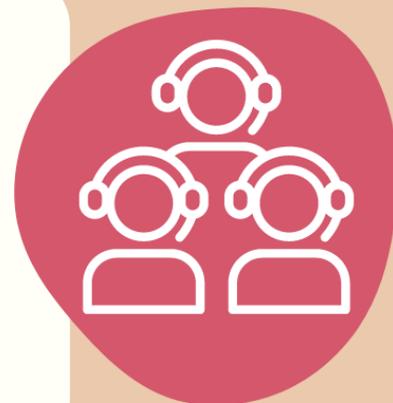


K-12 Connect Specialist

k12connect@gvsu.edu | (616) 331-5122

For Questions Regarding...

- ▶ Rescheduling
- ▶ Specific school schedule(s)
- ▶ Slack
- ▶ Technology Issues
- ▶ Subs
- ▶ Littera



Tutor Corps Managers

Teague Suitor | *t_suitorte@gvsu.edu*
Grace Tummel | *tummelg@gvsu.edu*

For Questions Regarding...

- ▶ Anything related to hiring
- ▶ Managing your job
- ▶ Role requirements
- ▶ Hiring paperwork
- ▶ Payroll/UltraTime



Your Tutor Coach

For Questions Regarding...

- ▶ Content
- ▶ Student Engagement
- ▶ Ways to become a better tutor
- ▶ Tutoring experiences



LITTERA PLATFORM INFO

K-12 Connect will be utilizing the platform [Littera](#) for school partnerships. On their website, they have a guide for tutors. There, they detail different aspects of their website, including how to [start and end a session](#), [use the whiteboard](#), [submit feedback](#), and [cancel a session](#).

Before Meeting with Students

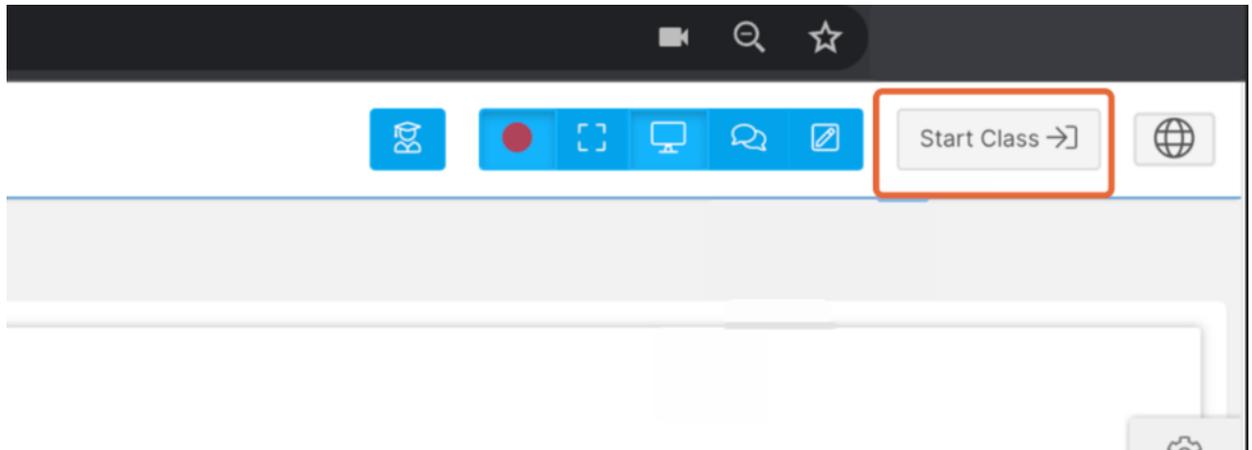
Become familiar the Littera platform, BEFORE meeting with students

1. Login to [Littera](#)
 - a. LOGIN USING GOOGLE (gmail or mail.gvsu.edu)
2. [Edit your Tutor Profile](#) to
 - a. Add a profile picture
 - b. Confirm your bio
 - c. Add your pronouns to the end of your last name
3. [Create a LearnCube Account](#) to play around on the video conferencing platform used by Littera
 - a. Practice starting session
 - b. Sharing screen
 - c. Using whiteboard

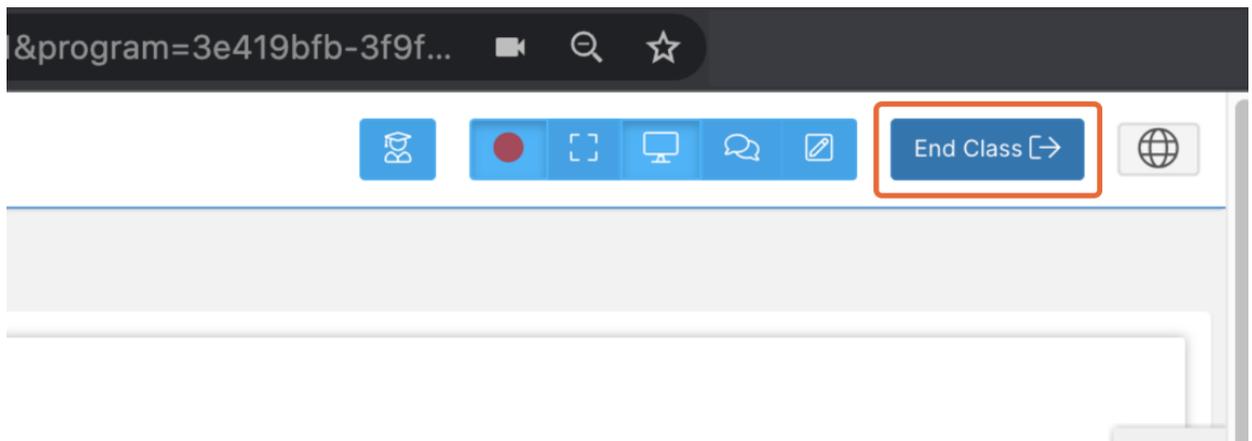
Meeting with Students

1. Login to Littera
2. The next upcoming session displays on the left-hand side of your dashboard, Click “Join Now”.
 - a. **Note: Tutors can join beginning 30 minutes before the session starts.**
3. The system asks to test your camera and microphone. Allow a few moments for the software to run through your hardware and software to make sure you won't have any technical issues.
 - a. Ensure the [site has access](#) to your Camera and Microphone. Steps may vary depending on your browser.
 - b. Click Next.
 - c. Click Enter Class.

4. The session waiting room opens to students 10 minutes before the session start time.
 - a. Note: Students are held in the waiting room until the tutor begins the session. This way, students are never in a room without an adult to supervise.
5. Set up any necessary items (loading screens to share, ect) before starting the session and allowing students to join.
6. Click the gray Start Class button.



7. Conduct your tutoring session
8. To conclude your session: click the blue "End Class" button to end the class for students only.



- a. Note: Sessions do not automatically end at the scheduled end time. However, if tutors or students leave the session after the scheduled end time, they cannot re-enter.
9. Click Leave Class to end the session for yourself as well and [provide feedback](#) on the session and student progress.

SLACK COMMUNICATION PROTOCOLS

Announcement Channels

😊 Always give an emoji reaction to an admin announcement after you read the post, this communicates to us that you read it. 😊

→ **#Announcements**

- ◆ General updates will be within this channel
- ◆ New documents will be added to this channel that support all tutors
- ◆ Only admin can post in this channel

→ **#TRT-TLC**

- ◆ Refer to this channel with for resources and updates about the specific program you are tutoring in
- ◆ This channel is only for announcements and important information
- ◆ Only admin should be posting in this channel

→ **#Boost**

- ◆ Refer to this channel with for resources and updates about the specific program you are tutoring in
- ◆ This channel is only for announcements and important information
- ◆ Only admin should be posting in this channel

Tutor Support Channels

→ **#Tutor-Subs**

- ◆ If you need a sub for a session this is where you will ask if anyone is available to sub
 - Make sure you put the contract you are working in and the day and time you will need a sub when you are posting about this
 - Add info to Find a Sub tab of the Tutor Master Sheet

→ **#Rescheduling Sessions**

- ◆ Make note here if there is an issue with the reschedule change (Not in Littera, Canceling the reschedule session, A weekend reschedule, etc.)
- ◆ Add info to Reschedule tab of the Tutor Master Sheet

→ **#Littera**

- ◆ Add questions about the Littera platform here
- ◆ Put any glitches you see or tech support you need
- ◆ If submitting a problem with a specific session, make sure to give contract and student name so we have all the details we need to submit a ticket to IT

→ **#Random**

- ◆ You can share resources here
- ◆ You can share fun tutor stories here

→ **Contract Channel**

- ◆ This is where contract updates will be given and to ask contract specific questions
 - If you have questions about specific students/families, put them in the school's slack channel
 - If you are having consistent issue with a student, you can note it here
 - If the question would contain the school name, put it here

→ **Tutor Coach Channel**

- ◆ This will be a channel with your tutor coach and the other tutors in your huddle

→ **Direct Message**

- ◆ If you have any questions for a specific person please do not put that in any of the channels. Make sure to direct message that person within Slack.
- ◆ Great for questions that would only pertain to you and can be answered by a coach.
- ◆ Giving information/content to a sub
- ◆ If you have a question about ultratime/payroll or your schedule, email k12connect@gvsu.edu

TIPS FOR A SUCCESSFUL TUTORING SESSION

As a K-12 Connect tutor, you should always

- Be patient
- Create a positive space for students to make mistakes and allow them to grow from them
- Give the student your undivided attention
- Have empathy for students' problems
- Be honest if you do not know an answer
- Make students feel good about themselves and what was accomplished in the session

CELEBRATION

For schools that have partnered with GVSU K-12 Connect, gift boxes are mailed to students and teachers at the end of their contract. It is required for tutors to write a letter to their students, and these letters will be sent in the gift boxes. It is preferred that the letter is handwritten and sent to K-12 Connect through a submission form. To submit, tutors can scan the letter or take a picture of it.

However, tutors may also follow the online template. It is important to follow its guidelines closely. If a tutor chooses to use the online format, they should be sure to personalize the letter as much as possible.

TUTOR COACHES

All active tutors will have a tutor coach who will lead their huddles, be a resource to them, and conduct two observations with feedback. Observations will be done by both dropping into sessions with students or accessing a recording of your session. At this time tutor subs do not have a direct coach and do not attend huddles but can reach out to a coach for questions in slack.

PREP TIME

- Your 1 paid hour for the weekly Blackboard Content/Huddle and ALL of your Tutor prep time should be logged TOGETHER on Sunday mornings in Ultratime!
 - **DO NOT** add your prep time to each individual session
 - Everyone's hours on Sunday morning in Ultratime should look like this when entered correctly (exact # of hours may vary):

Sun	
8	2.00 SO
15	3.75 SO

Assigned Tutors:

- You are given 20 minutes of paid prep time PER STUDENT, PER WEEK

Ex:

- 2 students = 40 minutes of paid prep per week
- 3 students = 60 minutes of paid prep per week

Substitute Tutors:

- You are given 10 minutes of paid prep time PER SESSION

Ex:

- 3 sub shifts = 30 minutes of paid prep per week

FAQ

1. What happens if my student doesn't show up? What should I do?

- The first step is to make sure you have clicked on **Start Class**.
- If you've already started class and the student is absent, you are still required to stay in the 'classroom' for the full session.
 - **Ex:** If you are scheduled to tutor from 8am-9am, you must stay until 9am.
 - You will still be paid for attending the session, and you can use that time to prep your materials for other students.
- If you are an evening Tutor, it is your responsibility to contact the student's Guardian after waiting any more than 5 minutes. Ask politely if there's a technology issue, or if the Guardian needs to reschedule.
 - You are still required to remain online for the entirety of the scheduled session, even if the Guardian never responds. Be sure to log the absence in your student's Boost Notes and/or the Littera Feedback Form.

2. My student is late/did not show up:

Follow the instructions listed in the answer to [Question 1](#), kick back, and focus on your other students or get some schoolwork done. Student attendance is already being taken by a member of the K-12 Connect Administration team, and tardiness/absences do not need to be posted in Slack.

3. When and where do I log my 20 minutes of Prep Time?

- [Check out the "Prep Time" section of this Manual and follow the step-by-step procedure listed there.](#)

4. Should I end the session early? My student finished everything I gave them.

You should NEVER end a session early! The schools we work with have contracted us to help Tutor their students for a reason, and you have been hired because we believe that you can give these students a safe space to learn and grow. It is very important that we utilize as much of this time as possible.

HOWEVER, if the student has completed all assigned content early, you can:

- Play some math games (Boost)
- Choose one or two new books (TRT)
- Start a new book or play some vocabulary building games (TRT)
- Work on other homework they might be struggling with

You're welcome to find (and share!) a few fun games that are on-topic and appropriate for your student's grade level to use as rewards. If a student completes their assignment/book with only five or six minutes left in a session, break out one of these games! It's also a great opportunity to build trust with your students and learn how to positively motivate them.

- For some quick-play educational games that are elementary and middle-school friendly, check out Wordwall, PBSKids, and National Geographic Kids!

5. My students folder is not showing up in Google Drive, what should I do?

Reach out to K12Connect@gvsu.edu or Ryan Durkee on Slack. Include the student's name, grade, program (TRT, TLC, Boost), and school information. They will be able to help you and either locate or create a folder for your student.

6. I do not have the Framework, Notes, or Writing template in my students folder, what should I do?

Follow the instructions explained by Alissa Thelen in THIS QUICK VIDEO!

Total runtime: 2:27

7. Which Delta Math screener should I give my student if I do not know their grade?

Ask for their grade and move forward from there. Always start at the Tier 3 screeners, unless told otherwise.

8. I am not getting enough hours, what should I do?

Your schedule will usually be changed and updated over the first two weeks of the cycle. This happens because students are being swapped and Tutors are changing classes, switching availability, or leaving the program for last-minute internship approvals.

Please be patient and keep your eyes peeled on the Substitute channel in Slack. You may either receive more assigned students or be able to pick some up from other Tutors announcing their substitute needs.

9. I am going to post on Slack about my student. What information do I need to include?

When posting on Slack, messaging someone, or emailing a team member about one of your students, you **MUST** include the student's name, school, grade, and program information (TRT, TLC, Boost).

You will not receive a reply without all of these details being included; it takes our staff way too much time to look into a student without that critical information. Oversharing is better than undersharing!

10. I need to reschedule my student. Where do I need to go?

Enter all necessary information into the #reschedule channel on Slack and Reschedule Tab on the Tutor Master Sheet. This is to ensure a specialist will actually see this request and input it into the proper areas.

If it's urgent, tag @k12connectspecialists and whoever is on shift will be alerted.

11. If my session was canceled, do I still get paid?

No, you will not be paid for a canceled session. You will have to reschedule your session with your student's Parent/Guardian in order to be paid for that hour. HOWEVER, you are still welcome to add that 20 minutes of prep time to your Sunday prep/huddle Ultratime block.

*If you run into a strange set of cancellation circumstances, contact Teague Suitor via Slack. They are the Tutor Corps Manager in charge of handling payroll and will be able to answer any further cancellation/pay policy questions.

12. What should I do if the mic isn't working for my student/for me?

Littera has their own troubleshooting process, available here:

<https://litteraeducation.zendesk.com/hc/en-us/articles/4416125543187-Troubleshooting-Audio-Video-Issues>

13. I can not see my student on video, what should I do?

Littera has their own troubleshooting process, available here:

<https://litteraeducation.zendesk.com/hc/en-us/articles/4416125543187-Troubleshooting-Audio-Video-Issues>

14. I have tutoring later, but I don't see it on Littera, what do I do?

- Post this issue to the **#littera** channel on Slack.
- Tag @k12connectspecialists and provide ALL necessary information regarding your upcoming session (student's full name, grade, school, TRT/TLC or Boost/Delta Math, and the correct meeting time).
- Let the Specialist on shift know that you are currently missing a session and need one either created or updated. They should be able to help you from there.

15. My student's parent/guardian is having trouble with Littera in general, is there a resource I can share with them?

Yes! The Littera Student Guide has step-by-step instructions for all different kinds of issues and is available here:

<https://litteraeducation.zendesk.com/hc/en-us/categories/8319854390419-Using-Littera>

16. My student doesn't have a folder yet, what do I do?

- Check which program your student is signed up for (Boost/Delta Math or TRT/TLC) and go to the appropriate Slack channel
 - **#boost** or **#trt-tlc**
- Tag @k12connectspecialists and explain that your student needs a folder created
 - Provide your student's full name, grade, school, and program (TRT/TLC or Boost/Delta Math)
 - Provide the time of your next session so the Specialist on shift is aware of any time constraints

17. My student has a folder but it's totally empty. Who do I contact in order to get the appropriate resources for my student?

- Check which program your student is signed up for (Boost/Delta Math or TRT/TLC) and go to the appropriate Slack channel
 - **#boost** or **#trt-tlc**
- Tag @k12connectspecialists and explain that your student has a folder already created, but it doesn't contain the necessary Tutoring materials
 - Provide your student's full name, grade, school, and program (TRT/TLC or Boost/Delta Math)
 - Provide the time of your next session so the Specialist on shift is aware of any time constraints

18. What if my student is absent a lot? Do I still need to log onto Littera if I know they won't show up? Will they be replaced?

Our team communicates directly with schools to address any students who are consistently missing their Tutoring sessions. Over the next 2 weeks, these schools have the option to adjust their rosters, which may affect you in a few different ways:

- A student may be dropped entirely. If this happens, our team will be in contact with you to try and replace those hours with another student.
- A school may replace your student. If you are assigned a new student, follow this procedure:
 - Boost/Delta Math - always start with the screener for Delta Math. Check This Document to see what you should be doing with your student at this point in the Tutoring cycle.
 - TRT - Do the Assessment from Week 1 and then skip ahead in your student's Framework to the current week.
 - TLC - Start the Framework at the current week.

A school **may** allow a student who is regularly missing sessions to keep their spot in the tutoring program - You are still required and paid to log on during this time each week. Prep for other sessions while you wait or, if you're all caught up, take the opportunity to get some schoolwork done!

APPENDIX

Tutor Resources Google Folder
[Tutor Guide from Littera](#)