

## Academic Tutors and Writing Consultants

Our academic support service staff (tutors, writing consultants, etc.) play an integral role in providing the most appreciative educational experience for our clients. By remaining an empowering, positive and encouraging partner in our clients' journey, we are helping them go from a place of fear to one of safety; a place of reliance to one of independence; a place of struggle to one of triumph!

As we progress in an Appreciative manner, we must always look for the opportunity to assist a student with not only course material, but in the establishment of self-security in their abilities. Our students need to know we believe in them, and sometimes they need to be shown how to believe in themselves. What a great opportunity we have in the Get Wise center to set the stage for an amazing learning experience!

If a student is not exhibiting the most positive experiences, try to utilize questions to get to a more positive place prior to continuing through the material.

### Some examples of positively positioned questions are:

- Think of a time when you had a really terrific experience with SUBJECT. Was there a particular exercise, problem, or activity that you really enjoyed? Describe what you consider to be the best way to learn SUBJECT. Why do you feel this way?
- What do you believe is your greatest strength as a learner? Are you an excellent note-taker? Do you retain spoken lectures well? Can you memorize words easily? How can these strengths assist you with SUBJECT?
- What stuck with you most about the last lecture you attended? How can we connect that topic with one you're struggling with?

### Things to remember regarding your work hours at Get Wise @ GPT

1. Plan to arrive at the center at least 5 min before your shift starts
2. The center is available for **all** Quad residents (GPT, IRT, HPT, PAR & Algonquin) and a maximum of 2 guests.

*You do not need to address this with a student if you're uncomfortable, but you MUST make a staff member aware of anyone utilizing the center who is not either a resident or accompanied by*

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*a resident as a guest. This is extremely important in ensuring the safety and security of everyone in the building (including US!).*

3. The needs of the student come first.
4. Prior to engaging in your own homework or studies, please ask the full-time staff or GA if there are tasks that need to be completed in the center. If there is nothing for you to assist with, you may proceed to do your own work.
5. Your own homework cannot take precedence over your duties at Get Wise. If this becomes an issue, a supervisor will discuss with you and help provide ways to correct the issue.
6. Please refrain from wearing headphones/earbuds while on shift. This immediately gives the impression that you are not 100% committed to the client's experience.
7. If you are conversing with others, please be mindful of noise level as others in the center may be assisting students or quietly studying.
8. While conversing with colleagues or clients, always remember that the following topics/behaviors are not appropriate:
  - Speaking negatively about Florida Atlantic University
  - Speaking negatively about a professor, staff member or another student
  - Advising on course selection, major choice or career endeavors. Instead, provide the client with guidance to a professional advisor or career counselor who is available in the center at all times.

\*\* If you are going to be late or miss your shift at the Get Wise center, please do whatever your supervisor requires of you AND either send an email to [anevin@fau.edu](mailto:anevin@fau.edu) or call the GPT Get Wise front desk (561-297-4743) to let us know you will not be making your shift.\*\*

## **Opening Procedures:**

1. Your Owl card should give you access to the building at 3:45pm. Access will be denied prior to Get Wise operating hours.
2. Our center locations are:  
GPT: first floor, across from the classroom. Southwest corner of the building.

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3. Sign-in at front computer
  1. Follow your primary employers policies re: sign-in procedures and rules
  2. Verify the in/out board on the breakroom door is accurate for your hours and subject(s)
4. All personal belongings should be stored in the break room. You are welcome to bring a lock for the storage lockers to secure your belongings. Cell phones should not be present during your work hours, nor should they be set to anything aside from silent or off when stowed. If an emergency arises where you need to have your phone, please let a full-time staff member know.
5. No food or drink (other than closed bottle of water) allowed in Get Wise room. *If set up by computers, NO drinks of any kind allowed.*
6. The center will provide you with scrap paper, dry erase markers and erasers, etc. Please request these materials from a full-time staff member and plan to return the items (except scrap paper) at the end of your Get Wise shift.

### Shift Procedures:

Your primary hiring office (UCEW, CLASS, MLC, etc.) has overall authority and guidance for you and your work. The amazing training you've received, the procedures you've been asked to follow and the limitations of your position are all up to your supervisor(s) and will be respected by the staff at Get Wise. If there is ever a conflict or misunderstanding, you are encouraged to bring that to the attention of the Get Wise full-time staff. We are a TEAM ☺.

When working with clients, there are a few basic rules to follow to make this the best experience for you and your client. Here are a few questions to ask yourself before you begin a session:

- Is my workspace inviting, clean and organized?
- Your table should be cleared of book bags and other personal belongings
- The table should be clean
- The whiteboard should be wiped and ready for your client
- Do you look ready to provide assistance?
- Are you making eye contact with your client?
- Are you welcoming your client to the center by standing or shaking his/her hand?
- Have you introduced yourself and requested information regarding what subject/topic the student would like assistance?

- Have you stopped what you're doing and made the client a priority immediately?
- Is the center a positive learning environment?

\*\*If any of these answers are 'no', please discuss ways to correct the issues with a full-time staff member or your immediate supervisor. Providing a positive learning environment is a skill that must be worked on. Your supervisors are happy to assist you in strengthening your skills throughout the term.\*\*

## Closing Procedures

1. Clean whiteboards completely.
  - a. Whiteboard cleaning spray is available at the front desk.
2. Make sure the table where you were sitting is wiped down (use cleaning spray if necessary) and free of paper, eraser pieces, etc.
3. Return any dry erase markers or other supplies you may have borrowed to the front desk
4. Sign out
5. Be confident. You did a great job!