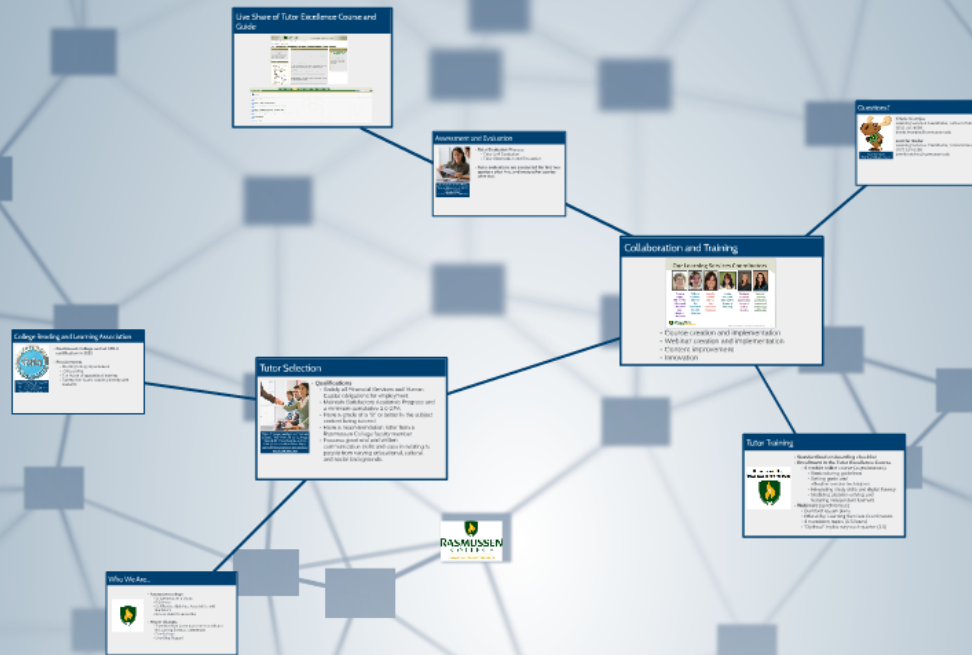




Collaborating Across Campuses: A Multi-Campus Approach to Selecting, Training, and Evaluating Tutors

Kristie Keuntjes, Learning Services Coordinator - School of Nursing

Jennifer Stoker, Learning Services Coordinator - School of Business



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Who We Are...



- **Rasmussen College**
 - 26 campuses in 6 states
 - 6 Schools
 - Certificates, diplomas, Associate's, and Bachelor's
 - 80% of students are online
- **Recent Changes**
 - Transition from Learning Center Coordinator to Learning Services Coordinator
 - One College
 - One-Stop Support

College Reading and Learning Association



Figure 1. A CRLA tutor pin. Taken from: College Reading and Learning Association. (2014). Tutor training certification:

(ITTPC) International tutor training program certification. Retrieved from <http://members.crla.net/ittpc/index.htm>

- Rasmussen College earned CRLA certification in 2013
- **Requirements**
 - Meeting hiring expectations
 - Onboarding
 - Ten hours of specialized training
 - Twenty-five hours tutoring directly with students

Tutor Selection



Figure 2: image showing tutor interview process. Taken From: Brittanica Image Quest (n.d.). Young business woman shaking hands. Retrieved from <http://quest.eb.com.ezproxy.rasmussen.edu/search/job-interview>

• Qualifications

- Satisfy all Financial Services and Human Capital obligations for employment
- Maintain Satisfactory Academic Progress and a minimum cumulative 3.0 GPA
- Have a grade of a “B” or better in the subject content being tutored
- Have a recommendation letter from a Rasmussen College faculty member
- Possess good oral and written communication skills and ease in relating to people from varying educational, cultural, and social backgrounds.

Tutor Training

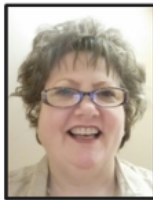
**Rasmussen College
Tutor Excellence Program**



- **Standardized on-boarding checklist**
- **Enrollment in the Tutor Excellence Course**
 - 4 module online course (asynchronous)
 - Basic tutoring guidelines
 - Setting goals and effective session techniques
 - Integrating study skills and digital fluency
 - Modeling problem-solving and fostering independent learners
- **Webinars (synchronous)**
 - Standard lesson plans
 - Offered by Learning Services Coordinators
 - 4 mandatory topics (3.5 hours)
 - "Optional" topics vary each quarter (2.5)

Collaboration and Training

Our Learning Services Coordinators



Tammy Hopps,
LSC for the
Schools of
Education
and
General
Education



Valerie Barbaro,
LSC for
the
School of
Health
Sciences



Jennifer Stoker,
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Schools of
Technology
and Design



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- Course creation and implementation
- Webinar creation and implementation
- Content improvement
- Innovation

Assessment and Evaluation



Figure 3: Image showing a tutor evaluation. Hispanic businesswomen looking at paperwork. [Photography]. Retrieved from Encyclopædia Britannica ImageQuest. http://quest.eb.com/search/154_2900557/1/154_2900557/cite

- **Tutor Evaluation Process**
 - Tutor Self Evaluation
 - Tutor Observation and Evaluation
- **Tutor evaluations are conducted the first two quarters after hire, and every other quarter after that.**

Live Share of Tutor Excellence Course and Guide

RASMUSSEN COLLEGE LIBRARY AND LEARNING SERVICES

Rasmussen College / LibGuides / Library and Learning Services / Tutor Excellence Project / Home

Tutor Excellence Project: Home

Home | Hiring Process & Payroll | Training & Development | Tutor Evaluations | Tracking Tutoring Hours & Rastrack | Resources | Online Tutoring

Libguide Managers

Valerie Barbaro, Learning Services Coordinator for the School of Health Sciences, manages this guide. Learning Services Coordinators, you can find our contact information in the admin tab. All guide users can submit feedback via the survey to the right.

A Bit of Levity

stages of procrastination
ck12.org, hawaii.com

- 1. false security**
This isn't due for a while! I'll work for now.
- 2. laziness**
Maybe I should get a headstart... (shh!)
- 3. excuses**
I'm being right now. Just having a short break...

Welcome to Tutor Excellence!

About Tutor Excellence

The Tutor Excellence Program is one of less than 1000 programs across the world recognized by the College Reading and Learning Association as a certified program, providing recognition and positive reinforcement for tutors' successful work from an international organization and setting an internationally accepted standard of skills and training for a program to certify our tutors.

Welcome to our Tutor Excellence Guide!

This guide is intended for potential tutors, newly hired tutors, seasoned tutors, and Learning Services Coordinators, seeking documents and resources related to tutoring at Rasmussen College.

To our tutors

We hope that this guide provides you with all of the information you need to be a successful. This guide is arranged in tabs by topic area. Each topic page contains documents, links, and other resources. Please review this content carefully to identify the items that you need to support your tutoring role.

If you have questions about any of this content, or cannot find a resource that you need, please contact your Learning Center Coordinator. Thank You!

To our Learning Services Coordinators

Most of the documents you need for hiring, evaluating, tracking, and training tutors, can be found in the

Rasmussen College Learning Centers Mission Statement

THE MISSION of the Rasmussen College Library and Learning Services

The Rasmussen College Library and Learning Services team is rooted in a tradition of student support and driven by a desire for academic excellence. We are passionate about empowering the college community through programmatic collaboration with faculty and staff.

Through curiosity, innovation, and continuous improvement, we cultivate life-long learners who are prepared to thrive in a diverse and digital society.

Home | Course | Lessons | Resources | Communicate | Report | Automate | Manage

Course Administrator

Lessons

Add Content | Rearrange | Reports | Utilities | Submissions | Preferences

Print | My Notes | Previous | Next

- Getting Started
- Module 01 - Basic Tutoring Guidelines
- Module 02 - Setting Goals and Effective Session Techniques
- Module 03 - Integrating Study Skills and Digital Fluency
settings | reports | utilities | submissions | delete
- Module 04 - Modeling Problem-solving Techniques and Fostering Independent Learners
- Course Materials
- Faculty Guide

Questions?



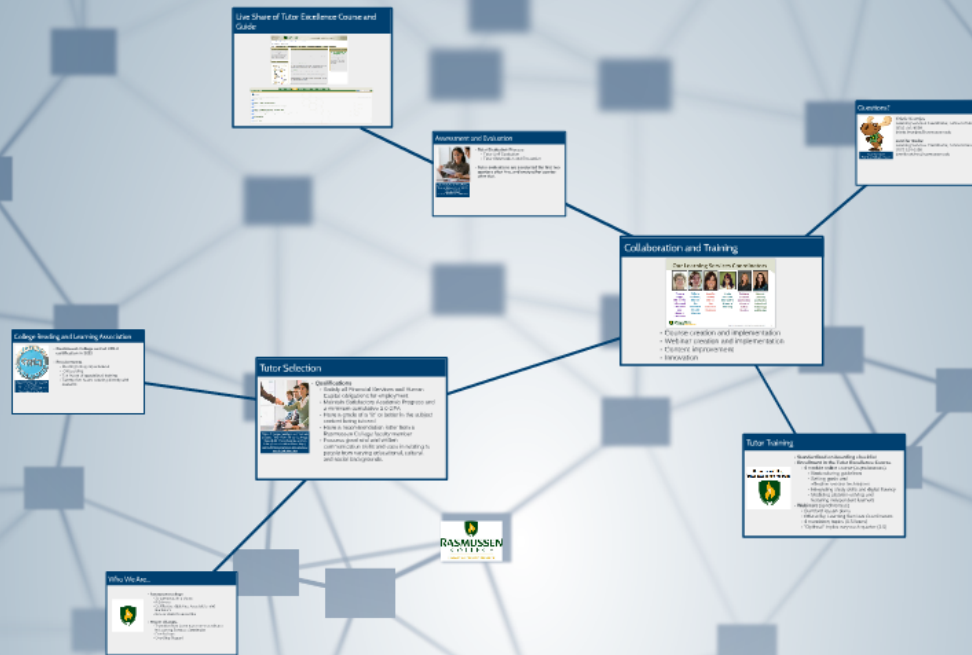
Rassy Rasmussen
Rasmussen College's Mascot

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