

SLC Policies & Procedures Handbook

PALM BEACH STATE

COLLEGE

March 2010

Palm Beach State College Mission

Palm Beach State College's mission is to create and sustain a dynamic teaching and learning environment that provides a high-quality, accessible, affordable education, preparing students to contribute and compete ethically and successfully in a diverse global community.

The Student Learning Center Mission Statement

In keeping with the mission of Palm Beach State College, the Student Learning Center (SLC), which is committed to a partnership with faculty, staff, and administration in addressing the learning needs, the academic performance, and the retention of students, exists to support students as they become independent learners.

Welcome Aboard!

We are glad you have decided to join the SLC team!

The Student Learning Center (SLC) welcomes all currently enrolled Palm Beach State College students who need assistance with the skills necessary for success at the Palm Beach State College and beyond. The friendly SLC staff provides academic support through the labs (Computer, English Writing, Math, Reading, VPI) and Supplemental Instruction. As stated in our mission, we are here to encourage and assist students in the realization of independent learning. All SLC policies are structured with this in mind. In order to help minds grow as much as possible, we can never forget that student support is the reason we are here.

Link: <http://www.Palm Beach State College.edu/slc.xml>

Labs Hours

Fall & Spring

Monday - Thursday, 8 a.m. - 8 p.m.

Friday, 8 a.m. - 4 p.m.

Saturday, 10 a.m. - 3 p.m.

Summer

Monday - Thursday, 7:30 a.m. - 9 p.m.

Friday closed

Saturday closed

Security Office Locations & Phone Numbers

Location: SEC101 Phone: (561) 868-3600 & Cell: (561) 324-3531

College's Safety Manual:

http://www.Palm Beach State College.edu/documents/Safety_and_Security/Safety%20Manuel%20BLACK.doc

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I _____ have read and fully understand
the SLC Policies and Procedures Handbook.

Signature

Date



Student Learning Center Labs

<p>Computer Lab TC 204</p>	<ul style="list-style-type: none"> • The SLC Computer Lab provides students with academic support for their classes and allows students the opportunity to use the Internet, e-mail, write papers, and study. Instructional programs are available in many disciplines. Microsoft Office, keyboarding, and nursing software are also available. Tutoring is available for Accounting, A & P, Biology, Chemistry, Micro & Macro Economics, and Programming.
<p>English Lab TC 214</p>	<ul style="list-style-type: none"> • The SLC English Writing Lab helps students become better writers. Students can meet one on one with tutors and learning specialists for assistance with grammar and composition, lab assignments, and homework. The English Writing Lab houses extensive resources which students can use for reference to improve their written work.
<p>ETA Computer Lab ETA 241</p>	<ul style="list-style-type: none"> • The SLC ETA Computer Lab allows students the opportunity to use the Internet, access e-mail, do research, write papers, and study. Microsoft Office, Gregg College Keyboarding, Gleim Test Prep for Pilot Technology, and many nursing software programs are available. Ask for information from our friendly staff or learning specialists, if you need further assistance.
<p>Math Lab ETA 230</p>	<ul style="list-style-type: none"> • The SLC Math Lab offers academic support to students enrolled in math and physics courses, as well as special math preparation for nursing students. Our resources include walk-in tutoring assistance, tutoring appointments, computer tutorials, multimedia lectures, online tutoring, student textbooks and solution manuals, workshops, problem solving sessions, and a comfortable place to study and do homework.
<p>Reading Lab TC 210</p>	<ul style="list-style-type: none"> • The SLC Reading Lab is designed to help students become better readers. Here students will find a warm and supportive atmosphere in which to study or complete assigned lab work. Learning specialists, tutors, and a support staff are available for individual assistance with lab assignments, homework, and questions related to reading or study skills.
<p>ESL/EAP Office TC 210.8</p>	<ul style="list-style-type: none"> • The English for Speakers of Other Languages (ESL) and English for Academic Purposes (EAP) program of the SLC provides support to students whose primary language is not English. These students can strengthen their English skills through varied resources in the SLC Labs. They can receive help with reading comprehension, development of academic vocabulary, acquisition of job-related skills, practicing conversation, understanding and responding to college-level discussion, and writing college-level essays using American English.
<p>Supplemental Instruction TC 204.2</p>	<ul style="list-style-type: none"> • The SI program is free and voluntary for students in participating “high risk” courses. Because they attend study sessions led by trained SI leaders who have earned A’s or B’s in the same classes, students of all skill levels can improve their grades and learn to manage their study time more efficiently.
<p>Vocational Preparatory Instruction Lab ETA 235</p>	<ul style="list-style-type: none"> • The VPI Lab helps Post-Secondary Adult Vocational (PSAV) students remediate the Test of Adult Basic Education (TABE). The TABE courses also cover many of the skills needed for the TEAS (Test of Essential Academic Skills) and the NFSI (National Firefighter Selection Inventory (I-O Solutions) test.

FREQUENTLY CALLED NUMBERS

Important Contacts	Number	Important Contacts	Number
Carol Bond (SLC Manager)	868-3048	Computer Lab	868-3799
Espe Noble	868-3206	Lisa Newton	868-3798
SLC FAX	868-3204		
Steve Arterburn (SI)	868-3796	ETA Computer Lab	868-3844
Erick Delgado	868-3559		
		English/Writing Lab	868-3794
Susan Bierster (Associate Dean)	868-3245	Lowrie Osborne	868-3797
Sylvia MacDonald	868-3290		
Carlos Ramos (Associate Dean)	868-3476	Reading Lab	868-3205
Eileen Doran (Prep Math Chair)	868-3983	Mayetta Lee (EAP)	868-3203
		Lyam Christopher	868-3202
Security	868-3600	VPI Lab	868-3795
Testing Center	868-3011-14, 18	Gina Rose	868-3844
		Bette Miller	868-4005
Bookstore	868-3284	Debra-Anne J. Singleton	868-3877
Cafeteria	868-3068		
Help Desk	868-3100	Math Lab Reception	868-3208
Library	868-3800	Prep Room	868-3209
Maintenance/Physical Plant	868-3615	Dana Hamadeh	868-3210
Facilities	868-3340	David Simms	868-3211
Media Services	868-3189	Yoshua Carhuamaca	868-3212
		Ann Saunders	868-3903
ETA Building Main Reception	868-3539	Barbie Edgar	868-3938
Bill Childers - ETA Media Tech.	868-3187	FAX (Math/VPI Lab)	868-3878

DRESS GUIDELINES

While on duty, staff members represent the SLC as well as Palm Beach State College as a whole. Staff Members' attire should reflect this by conveying the casual setting of the Lab while still commanding authority and respect. Employees are encouraged to wear clothing that is comfortable and practical for work while remaining professional and not distracting or offensive to others. Clothing should be clean, neat and not show excessive wear.

Palm Beach State College does not have an official dress code. However, as a general SLC policy, avoid: casual sandals or flip-flop shoes; ball caps; clothing with controversial logos, pictures or words; and clothing that is torn, dirty, frayed or too revealing. Undergarments should not be visible.

Full-Time Learning Specialists reserve the right to ask employees to remove accessories that are deemed inappropriate or, if necessary, to change clothing.

SLC Staff Members are encouraged to use their clothing and grooming as a tool for reaching students and achieving the goals set by the SLC and not as an opportunity to make trendsetting or fashion statements that may only serve to distract from or discredit our purpose.

PANTHERTRAIL POLICY



Student Sign-in

Use of the SLC Labs is restricted to enrolled students who have a valid PantherCard in their possession at the time they wish to use the SLC and its resources. Please make this policy clear to all students without this form of ID. New students may be referred to the bookstore in order to obtain a PantherCard.

For those students who do have a PantherCard but have forgotten to bring it with them, please refer them to a Full-time Learning Specialist. A Full-time Learning Specialist or SLC Manager may then issue a one-time forgiveness authorization depending on the specific situation. A list will be maintained to avoid repeat offenders.

Employee Sign-in

See your supervisor for procedures in the SLC Lab where you work.

EMPLOYEE CONFIDENTIALITY STATEMENT

As a tutor in the Student Learning Center, you may have access to confidential information such as grades, student records, test results, student progress in class, personal student information, and other sensitive data. You also may have verbal or written communication with your supervisors that should be kept confidential. To accept employment as a tutor is to accept the responsibility to preserve the confidentiality of this information. Failure to adhere to these guidelines may result in termination of employment.



FERPA Quiz: <http://www.Palm Beach State College.edu/admissions/ferpa/>

After you have successfully completed the quiz, please print the tutorial completion confirmation page. Then sign and date it, and give it to your supervisor for documentation.

ATTENDANCE GUIDELINES

Extracted version of Palm Beach State College's Attendance Guidelines (Office of Human Resources):

- Prompt arrival at the scheduled work time is expected of all employees. Tardiness is normally considered as unpaid time. Excessive tardiness and/or absenteeism are not tolerated and are subject to disciplinary action up to and including termination.
- Except in emergency situations, scheduling vacations and use of annual leave need to be submitted to the immediate supervisor and approved at least seven (7) working days in advance of the leave start date. Based on business or operational needs, supervisors may exercise their authority to deny requests for annual leave and work with the employee to schedule leave at a more convenient time.
- If attendance guidelines are not followed, the supervisor may consider an absence as unpaid leave.
- Except in emergency situations, schedule changes should be requested in writing 48 hours in advance and approved by the immediate supervisor.
- Any falsification of time sheets is subject to disciplinary action up to and including termination.

EMPLOYEE BREAKS

Rest periods have a short duration, running no more than 15 minutes. This time is counted as hours worked, and it is compensable time. Dependent on the number of hours worked, employees may receive one or two rest periods a day. As operational requirements permit, some departments may have scheduled rest periods and others may not have set times.

Bona fide meal periods are not considered work time and are unpaid. Employees must be completely relieved of all job responsibilities and free to leave their work station. An employee is not completely relieved from duty if required to perform any duties or do any work while eating. This includes inactive or active work. For instance, employees who are required to eat at their desk are not relieved from duty if required to answer the telephone or respond to customers, even if no calls are actually received. Meal periods can be 30 to 60 minutes based on scheduling needs of the department and the employee. For part-time employees working 5 or more hours, at least 30 minutes for the meal period is required. Any schedule changes need the department manager's approval. Management can incorporate further details and procedures in a Departmental Policy to meet the operational needs of the area.

PHONE AND COMPUTER POLICIES



Each SLC Lab is equipped with a phone, primarily for communication between students, Palm Beach State College employees, and the SLC:

- Call the lab phone if you are unable to be at work at the time you are scheduled
- Give the lab phone number to anyone who may need to contact you in the event of an emergency while you are working
- Personal calls during working hours are not permitted except for emergency purposes

Unauthorized phone use is a violation of SLC policy.

Cell phone use is not permitted in any SLC Lab, for students or staff:

- You can check your messages and return calls when you are finished working or while you are on your scheduled break
- If special circumstances require you to have your cell phone turned on (vibrating mode only) while you are working, you must discuss the situation with a Full-time Learning Specialist

Unauthorized cell phone use is a violation of SLC policy (includes texting).

Computer use is limited to work-related items:

- Checking Palm Beach State email and website
- Signing students or staff in and out
- Training
- Special projects assigned by a Full-time Learning Specialist
- Referencing lab-related materials to students and staff

Unauthorized computer use is a violation of SLC policy. Computer games of any kind are not permitted.

DISRUPTIVE CONDUCT & DISMISSAL

All SLC employees are expected to be familiar and comply with Palm Beach State College's **District Board of Trustees Policies**. Failure to comply with policies may result in termination. Intranet access required for link below.

Link: <http://intranet.palmbeachstate.edu/boardpolicies/>

Extracted version of the District Board of Trustees Policies (Online document):

Disruptive Conduct (See 6Hx-18-3.35 District Board of Trustees Policies)

"Any person who shall accept the privilege extended by the laws of this State of attendance or employment at any State college, State community college or State university shall, by so attending or working at such institution, be deemed to have given his or her consent to the policies of that institution, the Board of Regents of the Division of Universities of the Department of Education, and the laws of this State. Such policies shall include prohibition against disruptive activities at state institutions of higher learning."

In accordance with the above, the District Board of Trustees adopts this policy:

1. Students or personnel who intentionally act to impair, interfere with, or obstruct the orderly conduct, processes, and functions of the College, either on or off campus, shall be subject to appropriate disciplinary action by the College authorities.
2. Disruptive conduct shall include, but shall not be limited to the following:
 - (a) Violence against any member or guest of the College community;
 - (b) Deliberate interference with academic freedom and freedom of speech (including not only disruption of a class but also interference with the freedom of any speaker invited by any section of the College community to express his/her views);
 - (c) Theft or willful destruction of College property or of the property of members of the College;
 - (d) Forcible interference with the freedom of movement of any member or guest of the College;
 - (e) Obstruction of the normal processes and activities essential to the functions of the College community.

Dismissal (see 6Hx-18-5.68 District Board of Trustees Policies)

At his discretion, the President or designee may terminate the employment of any noncontracted member of the College staff. This termination shall be subject to confirmation by the District Board of Trustees at its next meeting. If, in the opinion of the President or designee, it would not be detrimental to the operation of the College, up to two weeks' notice may be given. The employee shall be notified in a personal interview and in writing of the unsatisfactory nature of his/her work or conduct. A notice or copy of the memo of the interview shall be sent to the individual's personnel file at the time of the interview or when the notice is served to the employee. Termination without notice may be made in cases involving gross misconduct or serious infractions of College rules, procedures, and/or regulations.

Reasons for dismissal may include but are not limited to:

1. Excessive tardiness, excessive absenteeism, and unexcused absenteeism.
2. Unacceptable work performance such as insufficient productivity or poor quality.
3. Insubordination or failure to follow supervisory instructions.
4. Violation of safety regulations.
5. Violation of College policies.
6. Falsification of time cards and official records.
7. Abuse, destruction, or unauthorized removal of school or personal property.
8. Abusive or profane language; disruptive behavior; fighting; harassing, threatening, or coercing another person or persons on campus.
9. Possession of alcohol, illegal drugs, or weapons on college property.
10. Gambling on college property.
11. Conduct in violation of Board Policies or any other rule of the College and District Board of Trustees.
12. Conduct in violation of the law, State Department of Education regulations.

Recommendations for dismissal will be initiated by the supervisor and shall be approved by the President or a designee and the Director of Human Resources.

OUTLOOK EXPRESS EMAIL



All employees of Palm Beach State College have a College email address. You are expected to check your email regularly for communications from the College, your supervisor(s), and co-workers.

Link: <https://webmail.Palm Beach State College.edu/exchange/>

Your user ID is usually the first seven letters of your last name followed by your first initial. Use your six digit birth date (MMDDYY) as your password to access your account the first time; then you should change your password as prompted to maintain access and security. If you have problems or questions, ask your supervisor, the Student Learning Center Tech, or the IT Help Desk.

ONLINE TRAINING

Diversity www.Palm Beach State College.edu/x1268.xml

Workplace Harassment Awareness & Prevention
www.Palm Beach State College.edu/x5985.xml

Non-Violent Crisis Intervention
www.Palm Beach State College.edu/x5982.xml

SLC Tutor Development Manual
WWW.PALM BEACH STATE COLLEGE.EDU/DOCUMENTS/SLC/TUTORDEVMANUAL.PDF

CRLA – COLLEGE READING AND LEARNING ASSOCIATION

The Student Learning Center is certified by the College Reading and Learning Association. To be eligible for Level I Certification, a tutor must complete 10 hours of CRLA approved tutor training. Tutors who complete 20 hours of CRLA approved tutor training are eligible for Level II Certification. See your supervisor for more information about CRLA certification. It is mandatory that newly-hired tutors reach Level I certification by the end of the term hired. Tutors who complete 30 hours of CRLA approved tutor training are eligible for Level III Certification.



Link: http://www.crla.net/about_crla2.htm

COLLEGE TESTS

GKT– GENERAL KNOWLEDGE TEST

All prospective teachers must pass the General Knowledge Test (GKT) to earn professional teacher certification in Florida. The Student Learning Center provides resources for GKT preparation:

Resources and practice exercises to prepare for the English language sections of the GKT are available in the English Writing Lab.

A diagnostic test of the mathematics sections of the GKT, practice problems, and solutions are available in the Math Lab.

Resources to prepare for the reading section of the GKT are available in the Reading Lab.

CPT – COMPUTERIZED PLACEMENT

Students' scores on the Computerized Placement Test (CPT) provide information about their level of accomplishment in reading, English and mathematics. By assessing ability levels in these areas, the CPT helps to determine the appropriate English, mathematics, and reading courses for students. The College uses the CPT to place students in the classes where they will have the greatest opportunity to master the skills needed for academic success.

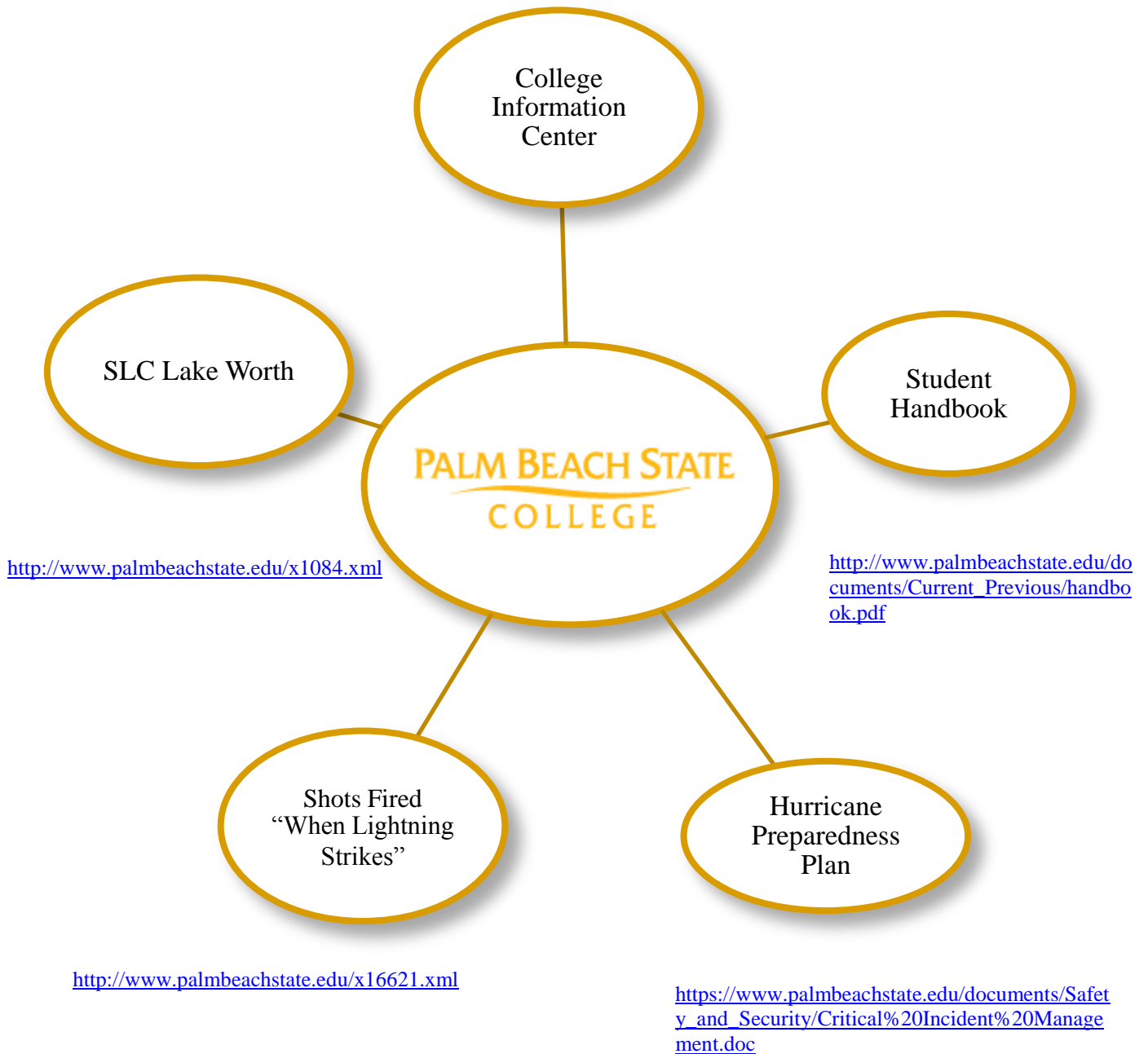
Link: <http://www.palmbeachstate.edu/x4159.xml>

TABE – TEST OF ADULT BASIC EDUCATION

Post-Secondary Adult Vocational Certificate (PSAV) students seeking assistance with the TABE must be referred to the VPI Lab (ETA 235) for any type of TABE remediation. The VPI Lab is designed, equipped, and funded specifically for PSAV students seeking TABE remediation in reading, language, or math.

COLLEGE LINKS

<http://www.palmbeachstate.edu/x1251.xml>



THE NATIONAL TUTORING ASSOCIATION CODE OF ETHICS

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1. I understand that my role as a tutor is to never do the student's work for him or her.
2. I will give honest feedback to the student I serve and will not insult my student with false hope or empty flattery; I will always demonstrate faith in my student's learning abilities.
3. I understand that my relationship to the student is professional and not personal.
4. I will show respect for my student's cultural background and personal value system.
5. I recognize that I may not have all the answers to student questions. In this event, I will seek assistance in finding answers to the student's questions and/or direct the student to an appropriate resource for the information.
6. I will maintain accurate records of tutoring sessions as expected and required.
7. I will respect my student's personal dignity at all times.
8. I will be on time for tutoring appointments, not only out of courtesy, but to be a good example for my student to follow.
9. I will keep all information about the student whom I am assigned confidential.
10. I understand that my ultimate goal is to assist my student in learning how he or she best learns and to help my student develop the skills to achieve his or her best, most efficient learning.
11. I will share any concerns I have with my supervisor.
12. I expect to learn along with my student.
13. I will keep current in both my subject area(s) and learning methodologies.
14. I will remain flexible to my approach to student learning, respectful of the various learning styles.
15. I will share techniques for improved study skills with my students.