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1.0 Introduction

1.1 Purpose of the Tutor Reference Manual

The purpose of the Tutor Reference Manual is to provide tutors employed by the Central Coast California Student Opportunity and Access Program (Cal-SOAP) with direction and guidance. Although this manual is meant as a reference guide, it is not all-inclusive.

The consortium is required to operate in accordance with the following:

- California Education Code Sections 69560-69566
- Provisions of the annual contract between the California Student Aid Commission (CSAC) and the consortium
- Cal-SOAP Policies and Procedures Manual, issued by the CSAC
- Policy statements, operational bulletins or alerts issued by the Commission
- Administrative decisions made by the Commission
- The Central Coast Cal-SOAP Policies and Procedures Manual

In the event of a conflict between this manual and the above references, the policy set forth in the above shall take precedence.

1.2 Effective Date of Manual

Policy and procedures, as outlined in this manual, are effective July 1, 2004. Addendums and modifications will be implemented on an as-needed basis and will take effect immediately, unless otherwise noted.

2.0 About the Central Coast Cal-SOAP Consortium

2.1 Background

The Cal-SOAP was established by the California State Legislature in 1978 for the purpose of increasing postsecondary educational opportunities to certain targeted students by providing them with outreach and related services.

The Central Coast Cal-SOAP consortium is one of 17 Cal-SOAP projects and is funded by a state grant administered by the CSAC. The first planning year for the consortium was in 2000, and the first year of implementation was the 2001-2002 fiscal year.

2.2 Fiscal Year Funding

The consortium is funded on a fiscal-year basis, from July 1 through June 30, pending approval of the state budget by the state legislature and renewal of the consortium's contract by the Commission.

2.3 Goals

As stated in the CSAC policies and procedures manual, Cal-SOAP will accomplish the following:

- Increase the availability of information to students about the existence of postsecondary education and the available sources of financial aid;
- Improve student access to higher education by raising their achievement levels;
- Reduce the duplication of services by coordinating outreach efforts.

2.4 Partners and Service Areas

The Central Coast Cal-SOAP is an intersegmental consortium of educational institutions and community agencies comprised of 5 secondary school districts, 4 four-year universities, 2 community colleges, and 2 non-profit educational youth centers. The following school districts, colleges/universities and youth centers share partnership in the consortium:

Allan Hancock College – Santa Maria
Boys and Girls Club of Santa Maria Valley – Santa Maria
California Polytechnic State University – San Luis Obispo
California State University – Monterey Bay
City of Santa Maria, Abel Maldonado Youth Center – Santa Maria
Cuesta College – San Luis Obispo
Guadalupe Union School District – Guadalupe
Lucia Mar Unified School District – Arroyo Grande
Paso Robles Joint Unified School District – Paso Robles
Santa Maria-Bonita School District – Santa Maria
Santa Maria Joint Union High School District – Santa Maria
University of California – Santa Barbara
Westmont College – Santa Barbara

2.5 Fiscal Agent

Allan Hancock College (AHC), accredited by the Western Association of Schools and Colleges (WASC), is the currently designated fiscal agent for the Central Coast Cal-SOAP Consortium.

2.6 Governance

The Central Coast consortium of the California Student Opportunity and Access Program (Cal-SOAP) is provided general direction by an executive committee and governed by a governing board. In addition, the accounting, administrative, and personnel policies and procedures of the fiscal agent will be followed.

In the event of a conflict between the fiscal or managerial controls of the fiscal agent and the law, policies, or procedures of the consortium or the Commission, Cal-SOAP policy shall take precedence.

3.0 Tutor/Peer Advisor Employment

Central Coast Cal-SOAP tutors/peer advisors are employees of the Central Coast Cal-SOAP project, hired through the Allan Hancock College Human Resources Department. Tutors/peer advisors are employed to provide tutoring and peer advisement services to students at specific sites within the consortium service area; however, on occasion, tutors/peer advisors may be requested to assist with special financial aid and outreach activities hosted or coordinated by Cal-SOAP, or attend workshops, training, or conferences outside the consortium's service area.

3.1 Eligibility

In order to be eligible for employment as a tutor/peer advisor, a student must meet all of the following criteria:

- Is currently enrolled in at least six (6) units at a college or other postsecondary school as an undergraduate student
- Receives or is eligible to receive any type of need-based financial aid
- Maintains a minimum cumulative GPA of 2.70 in all college or other postsecondary school work
- Is at least 18 years old at time of employment
- Provide proof of eligibility to work in the United States
- Have own transportation and provide evidence of vehicle insurance
- Complete new hire orientation through the AHC Human Resources and/or Job Placement Departments
- Complete Tuberculin (TB) screening test (no cost to student)
- Be fingerprinted (costs to be reimbursed to student upon submittal of original receipts to the Cal-SOAP office)

A student enrolled in a secondary school is not eligible for employment as a tutor/peer advisor, even though the student is simultaneously enrolled in a postsecondary college or school.

In the event any of the above criteria is no longer being met, the tutor/peer advisor must notify the Cal-SOAP office immediately. Also, if there is a change in learning institutions (i.e., transfer, move, or dual enrollment) the Cal-SOAP office must immediately be notified by the tutor/peer advisor.

3.2 Hiring Process

The Cal-SOAP Project Director approves all hiring which begins the employment process. No tutor/peer advisor shall begin work until they have been notified by the Cal-SOAP office that all of the following requirements have been satisfied.

To initiate new hire paperwork (a Personnel Approval Request & Notification of Employment (PAR/NE)) the prospective tutor must bring the following to the Cal-SOAP office on the AHC Santa Maria campus:

- Drivers license/photo ID
- Social Security Card
- Alien registration card, if applicable
- Evidence of vehicle insurance
- Financial aid award letter
- Completed Cal-SOAP contact information sheet

Once the PAR/NE has successfully gone through the approval cycle, the Cal-SOAP office will contact the tutor/peer advisor and the tutor will contact the AHC HR Department for an appointment to:

- Attend a new hire orientation
- Receive a voucher for TB screening
- Obtain a fingerprinting card

Once the above have been completed, FWS-eligible tutors will also be required to attend a Federal Work Study Orientation through the AHC Job Placement office. An appointment is required.

The Cal-SOAP office will advise the tutor/peer advisor of their first workday.

4.0 Tutor/Peer Advisor Separation From Employment

For voluntary or involuntary separation, the AHC Human Resources (HR) Department separation process must be completed. There are employee and employer sections of a separation form to be completed, and an exit interview to be conducted by HR, so at least one (1) hour should be allowed for this process.

Failure to complete the separation requirements will result in a delay of receiving a final payroll check.

4.1 Voluntary Separation

A tutor/peer advisor wishing to voluntarily separate from employment with Cal-SOAP should submit a memo of intent to the Project Director at least 2 weeks in advance. Memo should include:

- Tutor's name

- Work site assignment
- Reason for separation
- Last work date

The original final time sheet, signed by the site supervisor, should be delivered to the Cal-SOAP office within 24 hours of or on the next business day after the last day worked. FAX copies are unacceptable.

4.2 Involuntary Separation

Causes for involuntary separation will be determined on a case-by-case basis, depending upon the severity of the situation. Cases where the safety of students and staff are being compromised will result in immediate termination and if necessary, law enforcement will be involved. Breaking rules of confidentiality, falsifying record, and blatant bad behavior are also causes for termination.

Failure to attend Cal-SOAP training sessions, communication with Cal-SOAP staff and site coordinator, submit required documentation including time sheets, perform work duties, report to work with no valid explanation, consistent tardiness to work d\site and other related and inappropriate work behavior will result in either one warning by the site coordinator/project director and/or termination from the program.

Tutors/peer advisors have the right to submit in writing and also meet with the project director to discuss any discrepancies or disagreements with work behavior in question. This request must be submitted within five (5) days to the project director. The project director will determine if a meeting with the site coordinator, tutor/peer advisor and other school staff is necessary to resolve the situation.

5.0 Supervision

Although tutors/peer advisors ultimately report to the Central Coast Cal-SOAP Project Director and support staff, a certificated or classified employee at each tutoring site will be designated as Site Coordinator to supervise day-to-day tutoring/peer advising responsibilities.

Site Coordinators are responsible for establishing tutor schedules (up to the maximum allowable number of hours) and validating tutor hours worked, as well as assisting with the collection of documentation.

6.0 Work Standards and Procedures

6.1 Conduct

Cal-SOAP tutors/peer advisors are to comply with the Tutor Reference manual at all times. Work site policies and procedures must also be followed.

It is the responsibility of the tutor/peer advisor to ask questions and assure the culture at a particular work site is understood. The Site Coordinator will be responsible for providing this assistance.

While every situation cannot be listed, every tutor/peer advisor is expected to demonstrate professionalism in the workplace. This means, absolutely no profanity, inviting students from work sites to parties, dating student in junior high or high school (even if they are 18 years old), or borrowing or taking anything without the permission of the Site Coordinator. Failure to comply is immediate grounds for termination and further legal action will be taken, if necessary.

6.2 Job Responsibilities

Tutor/peer advisor responsibilities include attending every Cal-SOAP training, AVID certification, collecting the Cal-SOAP student application forms, documenting student contacts via five Scantron student data sheets as required for the state mandated database, abiding by school site or work site policies and procedures. Restricting activities to only those permitted by the California Student Aid Commission such as tutoring academics and advising on college related activities.

6.3 Schedule

All Cal-SOAP tutors/peer advisors will have a fixed schedule and work hours at their job site. This schedule will permit the tutor/peer advisor to work only the hours that are needed during the week. Any additional hours (up to the maximum) must be approved by the Project Director. The request must be submitted via email or in writing at least one week prior to the schedule change. Additional hours may or may not be approved, based upon available funding.

6.4 Absences

If a Cal-SOAP tutor/peer advisor is unable to report to work as scheduled, they must FIRST call their site coordinator to report their absence. If absences add up to more than three (3) days in one month, these absences must be reported to the Cal-SOAP office. A decrease in hours, or change to a work schedule must be reported in writing to the Cal-SOAP office immediately.

6.5 Confidentiality

All Cal-SOAP documentation, applications, and data collected (e.g., records, grades, test reports, student personal information, transcripts, financial aid data, etc.) are considered confidential information. Sharing this information with anyone besides the student it belongs to is not permitted. This includes providing confidential information to an adult or parent of the student. Prior to releasing any information about a student, the tutor/peer advisor will need to check with the site coordinator. Failure to comply is grounds for immediate termination from Cal-SOAP.

6.6 Communication and Contact Information

6.6.1 *Legal Name*

For all Cal-SOAP business (e.g., applications, log sheets, Scantron sheets, time sheets, etc.), your name, as it appears on your Social Security Card, must be used.

6.6.2 *Change in Contact Information*

It's important that the Cal-SOAP office be able to contact you with information relevant to the performance of your job. If there are any changes to your contact information (e.g., address, phone number, email address), contact the Cal-SOAP office immediately.

6.7 Safety and Accident Reporting

All Cal-SOAP tutors/peer advisors are required to submit required documentation for any accidents occurring on the job. This includes incidents that may occur to the tutor/peer advisor or a student at the work site. First, notify your site coordinator immediately. Then, report the incident to the Cal-SOAP office staff. You may be asked to complete appropriate reporting forms to document the incident. In the event of an emergency (e.g., a natural disaster, fire, lockdown, etc.), follow instructions from school/site staff. Once the situation is under control, report the incident immediately to the Cal-SOAP office.

6.8 Dress Code

Tutors/peer advisors are to comply with school/youth center dress codes. It is preferred that you wear your Cal-SOAP shirt as often as possible. It is not permitted to wear any clothing that allows undergarments to be visible, nor items that advertise alcohol, drugs, and/or cigarettes. Tutors/peer advisors are also prohibited from wearing short shorts, tank tops, ripped jeans, apparel that identifies them as a gang member, etc. Please pay attention to attire, and dress appropriately and professionally.

7.0 **Training**

Formal training is provided to Cal-SOAP tutors/peer advisors. Training may include information pertaining to subject such as employment, data collection, and tutoring skills.

Because training addresses information relevant to how a tutor performs their job, attendance at all training sessions is mandatory—even for tutors previously employed by Cal-SOAP. If unavoidable circumstances prevent attendance, the tutor/peer advisor must contact the Cal-SOAP office as soon as possible.

Hours in attendance at training sessions will be paid by Cal-SOAP at the current tutor/peer advisor rate of pay, and should be recorded on the tutor's time sheet as normal work time.

7.1 Cal-SOAP Training

Typically, Cal-SOAP tutor workshops are held 2 times each fiscal year, once in early fall and again in late winter.

7.2 AVID Training

Tutors/peer advisors must be AVID certified in order to work for Cal-SOAP. Training will take place on Saturday, October 23 and October 30, 2004, from 9am-5pm. If you have worked for Cal-SOAP in the past and you believe you are AVID certified, you must provide proof of this certification in order to have attendance at the above sessions waived. If you have any questions about AVID certification, contact the Cal-SOAP office. Failure to attend and complete the training will result in a meeting with the project director. If AVID certification is not completed by March, 2005, your tutor/peer advisor position will be terminated.

8.0 Student Contact/Tutoring Services

8.1 Acceptable Activities

Cal-SOAP tutors/peer advisors are permitted to tutor students in English, math, science, and history. Tutors/peer advisors can also discuss activities related to college (e.g., getting into college, college applications, financial aid information, SAT/ACT prep information, career and major goals, grades, and extracurricular activities). You may also participate in college fairs sponsored by your school site, provide classroom presentations on college topics, and attend any Cal-SOAP sponsored activity, including the Cal-SOAP funded college tour. Any activity not related to college or linked with Cal-SOAP must be cleared by the Cal-SOAP project director. Activities not approved will not be paid and will be considered volunteer work.

Tutors/peer advisors are prohibited from discussing their own personal challenges, advising students on how to handle problems at home, issues that deal with alcohol, drugs, sexual abuse and other personal life challenges. Refer students that wish to discuss such issues to the school psychologist or the Cal-SOAP site coordinator. You must inform a student that is disclosing personal information that you will report any illegal activity to the site coordinator or law enforcement. Any questionable activity should be discussed with the project director and/or site coordinator prior to participating.

8.2 Data Collection

All Cal-SOAP tutors are required to collect Cal-SOAP applications from students in order for the Cal-SOAP office to document services. Without the Cal-SOAP application, students cannot be counted as being served. This is one of the most important aspects of a tutor's job within the Cal-SOAP program. It is the responsibility of the tutor to assure that

these applications are collected and submitted to the Cal-SOAP office on a monthly basis. Scantron forms will be provided to each tutor to track services provided to each student.

8.2.1 Classroom Tutoring

Tutors working with a specific classroom of students on a daily basis will need to fill out the *STUDENT PARTICIPATION, GROUP TUTORIAL* Scantron forms. Tutors will fill in student's first and last name and birth date on the Scantron form. One form will be used for every 8 students for a week-long period of time. The tutor will be responsible for daily tracking of student services. The completed Scantron forms will be returned to the Cal-SOAP office by the 23rd of each month, along with the tutor's time sheet.

8.2.2 Individual Tutoring

Tutors working with individual students on an irregular basis will need to fill out the *STUDENT PARTICIPATION, TUTORING* Scantron forms. Initially, tutors will fill in student name and birth date on the Scantron form and track the subjects and dates students received services. One form will be used for each student for an entire month to track student services. Once applications are received, Scantron forms will be pre-coded with student name, etc.

8.2.3 Peer Advisement

Tutors working with students in a peer advisement capacity will track information using the *STUDENT PARTICIPATION, PEER ADVISEMENT* Scantron form. Activities addressing subjects such as Cal-SOAP information, college information, FAFSA information, financial aid, academic planning, career planning, and transfer information will be tracked using these forms. Tutors will fill in student name and birth date on the Scantron form and track services provided.

9.0 **Travel**

9.1 Travel Requests

Normally, tutors/peer advisors are not required to travel on Cal-SOAP related business, and any travel must be coordinated with the Cal-SOAP office in advance.

All employees must obtain an approved AHC *District Request for Travel* form, prior to any Cal-SOAP related travel away from either the AHC campus or their designated worksite, and submit the form to the Central Coast Cal-SOAP office. Trips to and from a worksite or the AHC campus are not considered travel and will not be paid.

9.1.1 Request for Travel Within AHC District

Employees who are expected to travel within the AHC district more than once a month on Cal-SOAP business must obtain an approved open district travel request. Employees

who are expected to travel within the AHC district once a month or less on Cal-SOAP business must complete a separate district travel request for each travel.

9.1.2 Request for Travel Outside the AHC District

An approved AHC District Request for Travel form must be obtained for each occasion of travel outside the AHC district. In addition to the specific date(s), times, location, and purpose of travel, the request shall include an estimate of costs (e.g., lodging, meals, parking, transportation). No open travel requests will be issued for any out-of-district travel.

9.2 Travel Reimbursement

Travel expenses shall be reimbursed in accordance with rates set by the California Department of Personnel Administration. The most current rates can be found at <http://www.calregs.com> – California Code of Regulations, Title 2, Division 1, Chapter 3, Subchapter 2, Article 2, DPA Rule 599.619 (meals and lodging) and DPA Rule 599.631 (mileage).

9.2.1 Reimbursement for Travel Within the AHC District

Employees with an open travel request must submit an approved *Claim for Reimbursement for On-the-Job Transportation* form to the Central Coast Cal-SOAP office the last business day of each month, in order to receive mileage reimbursement.

Employees providing an individual district travel request for each occasion of travel must submit an approved *Claim for Reimbursement for On-the-Job Transportation* form to the Central Coast Cal-SOAP office within 72 hours of return from trip, in order to receive mileage reimbursement.

No food, lodging, or incidental expenses will be reimbursed for travel within the AHC district.

9.2.2 Reimbursement for Travel Outside the AHC District

Travel expenses shall be reimbursed in accordance with rates set by the California Department of Personnel Administration. The most current rates can be found at <http://www.calregs.com> – California Code of Regulations, Title 2, Division 1, Chapter 3, Subchapter 2, Article 2, DPA Rule 599.619 (meals and lodging) and DPA Rule 599.631 (mileage).

A *District Travel Expense Claim Voucher* must be completed and submitted to the Central Coast Cal-SOAP office within 72 hours of return from out-of-district travel. The claim must indicate actual (allowable) expenses incurred, and be accompanied by original receipts for each expense and evidence of travel/attendance (e.g., an event agenda,

conference material, name badge). No expense will be reimbursed without an original receipt, and all expenses will be reviewed to ensure they are within state allowances.

9.2.3 Out of State Travel

Out of state travel shall be authorized only by written approval from the State Contract Manager prior to scheduling the travel.

10.0 Payroll

AHC, as fiscal agent, generates all Central Coast Cal-SOAP payroll. All federal, state, and local taxes, and elective/non-elective benefits deductions shall apply. No tutor/peer advisor shall be paid for sick time, overtime, or jury duty, and there is no volunteer work in this program.

10.1 Pay Period

Tutors/peer advisors and student workers are paid once per month for the period beginning the 24th of the month and ending the 23rd of the following month. Tutors/peer advisors and student workers are hourly employees and, therefore, must submit a completed, approved time sheet to the Central Coast Cal-SOAP office by the close of the last business day prior to the 24th of each month. Time sheets must be completed in black or blue ink.

Time sheets may not be accumulated. Tutors are to be paid every month for hours worked. Site supervisors or the Cal-SOAP office may assist you; however, time sheets are a tutor's responsibility.

10.2 Work Time

The maximum allowable work hours are:

- 7.5 hours per day
- 19 hours per calendar week
- 5 consecutive days
- 999 hours and 170 days per fiscal year (July 1 through June 30)

Partial hours should be indicated in increments of no less than .25 (1/4 of an hour), using decimals (i.e., ¼ hour = .25, ½ hour = .5, and ¾ hour = .75).

10.3 Budget Code

The budget code (program-object) for tutoring is 64900006-2410 on an Allan Hancock College District Time Sheet, unless the tutor qualifies for Federal Work Study (FWS). FWS students should use budget code 64900006-2439 on a "Student Time Sheet – FWS – Off-Campus" (green time sheet).

