

## FAQs for Faculty

### **1. Where is the Tutoring Center?**

The Tutoring Center is located in the Robert H. Parker Library, room 107.

### **2. When is the Tutoring Center open?**

The Tutoring Center is open during the fall and spring semester during the following hours:

- Monday-Thursday from 8 a.m. to 9 p.m.
- Fridays from 8 a.m. to 4 p.m.
- Sundays from 4:30 to 9.m.

Please note: The Tutoring Center is closed whenever Wesley College is closed, such as holidays and inclement weather.

### **3. Who do I contact with questions?**

Feel free to contact SSR's ASC Coordinator by calling 302-736-2495, stopping by Parker Library 107A, or emailing [Justin.Blank@wesley.edu](mailto:Justin.Blank@wesley.edu).

### **4. How do I encourage my students to attend tutoring?**

The Department of Student Success & Retention (SSR) incentivizes tutoring attendance using its "5 Program." The "5 Program" uses a monthly rewards card called a "5 Card." At the start of each month, students can pick up a "5 Card" from the Tutoring Center. Each time the student attends a tutoring session that month, they will have their "5 Card" stamped by a tutor. After receiving 5 stamps on their "5 Cards," students can turn the cards into the ASC Coordinator. At the end of the month, the ASC Coordinator will select a "5 Card" from the bucket, and the winning student will receive a gift card from a local restaurant or business or an item of Wesley apparel.

### **5. How can faculty know that a student attended tutoring?**

After each tutoring session, the tutor will fill out an online session report. This report gets sent to the course professor and SSR's ASC Coordinator. This email will contain a link to the session record in Lantern, Wesley College's early alert software.

### **6. My student said he/she attended tutoring, but I didn't get a Lantern session report. What do I do?**

Contact SSR's ASC Coordinator via phone at 302-736-2495 or email at [Justin.Blank@wesley.edu](mailto:Justin.Blank@wesley.edu). SSR's ASC Coordinator will check the student's session attendance history and resend the session report to you directly.

### **7. I have questions about what took place during a tutoring session. What do I do?**

First, please read the session report. It contains details concerning the student's strengths and challenges, as well as what the tutor and tutee worked on during the session. If you still have questions or concerns, feel free to contact SSR's ASC Coordinator via phone at 302-736-2495 or email at [Justin.Blank@wesley.edu](mailto:Justin.Blank@wesley.edu).

### **8. My students tell me there is no tutor for one of my courses.**

We allocate tutors based upon student demand, course enrollment, and tutor availability. If there is a request for assistance, please direct the student to the Graduate Assistant (GA) in the Academic Success Center (ASC) located in PL107 for assistance. The GA may have the student fill out a Tutor Request form. After filling out this form, the student may also follow-up with SSR's ASC Coordinator. In addition, feel free to reach out to SSR's ASC Coordinator, Justin Blank, to recommend a student who previously excelled in the course as a potential tutor.

**9. How are tutors trained?**

Tutors are trained using guidelines set by the College Reading and Learning Association (CRLA). The training regimen includes in-person and online trainings, complete with hour requirements and evaluations by SSR's ASC Coordinator.