



MATHeasy Tutor Handbook

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Welcome to the MATHeasy tutoring program! The purpose of this tutoring handbook is to provide you with information to help you achieve the best results possible in the tutoring process as well as become an efficient and effective tutor.

10 - Basic Guidelines

- **The goal of tutoring** is to build the student's self-confidence, help them become independent learners, and increase their motivation to learn.
- **Be patient.** This is one of the most important characteristics of a tutor. Progress can be slow. Never act annoyed that the student does not know something. When tutees repeatedly ask simple questions, remember that the only stupid question is the one that was not asked.
- **Be on time** for tutoring sessions. Your tutee's time and efforts are valuable. Notify the supervisor and student if you are absent or late. Tutoring is a responsibility.
- **The Tutor is a Helper:** Tutors do not just give answers. They help the student understand the concepts and make progress toward a solution. The student must complete his or her own work.
- **Ask if you don't know.** Tutors are successful students, but not teachers. If you do not know the answer, ask someone, like another tutor or the supervisor
- **The student deserves the tutor's total attention.** Focus on your student, and avoid distractions like talking with friends, or using your phone. Your student is unique, so you may need to modify your plans to fit their needs. Assume that if the tutee doesn't understand something, it's because something is wrong with your technique or explanation, not with the student.
- **Respect diversity, the tutee, and yourself.** Be open and honest. Respect the student, their opinions, and the way they want to learn. Do not interrupt or correct the tutee before he/she finishes his/her explanation. Do not impose your personal value system or lifestyle on your student.
- **Maintain confidentiality:** Keep confidential any information that student decides to share, such as test scores.
- **Do not comment negatively to students.** Encourage them with positive comments.
- **Anger or harassment has no place in the tutoring environment.** Examples include: Physical contact or attacks for discriminatory reasons directed toward a student; intimidation through the threat of force or violence; verbal assaults based on ethnicity that demean the color, culture or history of a student, such behaviors may include name calling, racial or gender slurs, slang references, and jokes. Be sensitive to personal and cultural differences.

10 - Steps of Tutoring

- **Greeting.** Introduce yourself. Greet the student by **name**. Be warm and friendly, setting a positive tone with eye contact and a smile. First impressions are very important and will influence the student. We also suggest you sit side by side.
- **Identify the Task.** Encourage the tutee to initiate and identify the focus of the session. Follow up with questions to clarify the tutee's main concerns. Restate what the tutee wishes to work on so that the purpose is clear. You can give them a short quiz to see where they are.
- **Break the Problem into Parts.** This makes working the problem out easier to understand and do.
- **Identify the Underlying Thought Processes.** Encourage the student to focus on learning how to learn, develop a learning strategy for problems of this type, and practice applying their strategy.
- **Setting an Agenda.** Discuss with the tutee the time necessary to complete each part of their task.
- **Addressing the Tasks.** Encourage the tutee to do most of the talking.
- **Tutee Summary of Content.** Have the tutee summarize what they just learned. They probably also want to take notes
- **Tutee Summary of Underlying Thought Process.** Have the tutee summarize the problem strategy
- **Confirmation and Feedback.** Give encouraging words and confirm that the tutee understands or has improved. Everyone needs encouragement, especially kids, and progress, no matter how small, should be rewarded. This reassures the tutee that they can now successfully do similar work independently.
- **Closing and Goodbye.** End session on a positive note. Make sure that the student is leaving with his/her questions answered. Thank the tutee for their contributions toward the success of the session.

10 - Things to Remember

- **Community Service:** Tutors sign in and out on the community service sheets every session and keep track on their timecard, which we will check to confirm that it matches with the sign in sheets.
- **Calendar and Lesson Plan:** Please use this sheet to plan before you come to each session.
- **Timing:** Please arrive 15 minutes early, or on time. We would appreciate if you can come early and/or stay after to help set up and/or clean up. This time is included in your community service.
- **Absence/Lateness:** Please let us know in advance if you will be absent or late, so we can plan ahead.
- **Resources/Materials**
 - Diagnostic Tests
 - Textbooks
 - White board, markers, and eraser
 - Paper and pencils (please only take as much as you need)
 - Laptops (we highly encourage you to bring laptops if you can, to view math websites, problems, etc.)
 - Website (look under our Resources or For Tutors tab for suggested math websites and worksheets)

- **Homework:** We can print out worksheets if you email us it before the next session. You could also hand-write HW in pen, or have tutees access their HW online, if they have online access at home.
- **Progress Reports:** Be positive, and let the parents know how their child has improved. Write the estimated # of questions you and your tutee asked each other (don't spend your time counting questions; this is just to emphasize the importance of asking/answering questions). There is also a summary progress report at the end. Progress Reports are not necessary for high school tutees. On the first day, please meet with the parents.
- **Breaks:** About 10 minutes every hour. Please monitor your students, especially the younger ones, to make sure they are safe inside the library, are not noisy, do not run in the library, and respect others.
- **Tutor Attire:** Please dress appropriately because you are a role model for the students
- **Noise Level:** Please work quietly because other students are also learning

10 Ways To Say "Good"

- Nice going.
- Fantastic! Keep up the good work!
- How did you do that so fast?
- You must have been practicing!
- Now you've got it.
- You're doing great!
- Outstanding!
- Beautiful.
- That's right!
- Excellent.

10 Ways to say "Wrong"

- Oh, I forgot to explain this.
- This causes trouble for a lot of people.
- Would you like me to do a sample for you?
- Here's how you do this.
- Let me explain that question.
- That's close!
- Almost!
- That's a tricky one.
- Let's try again.
- Oops!

10 Things NOT to Say:

- No.
- That's wrong.
- Don't you remember?
- We had this before.
- This is really easy
- I explained this already.
- You're not concentrating.
- You have to try harder.
- Don't you get it?
- You're not concentrating

