



Detroit Education Society Tutor Training Manual

Congratulations! You have been accepted as a tutor with the Detroit Education Society. This booklet will serve as part of your training. Please continue to refer back to this throughout your time with DES. Please see the major tenets of our program below.

About DES: Since 2013, our mission has been to provide supplemental education to students living in financially distressed cities, and help them achieve their best potential in their education.

Objective: Your aim is to help students achieve their goals. This can range from getting a passing grade in a class, to getting all A's. This can best be determined upon your first meeting with your tutee.

Philosophy: We want our tutees to become independent and effective learners. Solving problems *for* your student is not your role. Instead, you should encourage, guide, and mentor your tutor using practical and constructive methods.

We warmly welcome you as a DES tutor. With your help, we will do all that we can to ensure both you and your student gain the most out of this experience.

Sincerely,
Sadhna Ramanathan
Tutor Manager
Detroit Education Society

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Contact Information

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Here, depending on the chapter to which this is being distributed, we can add the names of the presidents as well as the E-Board.

Tutor Job Description and Responsibilities

Purpose

The purpose of tutoring is to help tutees become more effective and independent learners.

Tutors provide individual tutoring to students across a broad range of courses, with a focus in **math, English, science and social studies**. If the tutee has other subjects they would like help in, such as Spanish or anatomy, please inform the Tutor Manager. If you are able to fulfill those other requirements, we encourage it. However, if you do not have the proper training or background, let the Tutor Manager know and the tutee will be assigned an additional tutor for those subjects you are unable to provide help with. Tutors will help clarify and review concepts taught in class, aid in understanding by helping provide supplemental material, and help solve problems. *Tutoring is not a replacement for in-class teaching.*

Using Zoom (or other virtual faces agreed upon by both the tutee and tutor), tutors will meet one-on-one with their students to help them accomplish their goals.

Goals

1. To help students achieve their academic potential
2. To respond to the needs of your tutee with patience and sensitivity
3. To reinforce tutees' understanding of the material at hand
4. To supply tutees with supplemental resources if necessary

Responsibilities

1. Provide both guidance and direction to your tutee(s)
2. Respond to all communication with your supervisor(s) in a timely manner
3. Ensure the tutee has a guardian or teacher present during sessions
4. Respond to all communication with your tutee(s) in a timely manner
5. Create and maintain a schedule with your tutee
6. Manage your appointments with your tutee, including cancellations and reschedules (on behalf of both tutees and and tutor)
7. Maintain confidentiality of tutee information and academic performance

Requirements

1. Attend tutor training which will provide you with logistical information needed for tutoring
 - a. This will include one session prior to your first tutoring session, and one after
2. Exhibit excellent encouragement and interpersonal skills to help your tutee succeed academically
3. Maintain timely communication with both tutee and Tutor Manager
4. Keep the Tutor Manager apprised of your status with your tutee and your sessions

Confidentiality

Confidentiality applies to all information , including but not limited to:

- Personal identification related to your tutee(s)/ guardian(s)
- Academic performance of your tutee(s)

*The tutor is **not** permitted to record any audio or video of tutoring sessions.*

Expectations

We expect you to meet with your tutee for a minimum of **one hour per week**. Additional tutoring may be determined in accordance with the availability of both tutor and tutee. Meeting times should be reported to the Tutor Manager. If cancellations occur, the Tutor Manager must be notified. You are required to fill out the **Tutor Feedback Form** after each session. This will be used to keep track of your volunteer hours. Please be as thorough as possible when filling these out.

Upon reaching out to your tutee, introduce yourself and acquaint yourself with what subjects they require help in. This is also the time to find out whether or not they require supplemental materials.

Accountability

You are expected to remain in contact with the Tutor Manager about details concerning your tutoring sessions including cancellations, missed sessions without notice, and rescheduling. Additionally, please include the schedule for your sessions. DES will be reaching out to the tutee's family to determine their satisfaction. The Tutor Feedback Form is essential in helping us keep track of your sessions and progress.

Resources

If you find yourself in need of additional resources, subject to your tutee(s)' requirements, please contact the DES Tutor Manager with details including: grade, subject, topic (specificity is beneficial), and how much material is required (ex. 2 sessions worth of material).

If you are unable to use Zoom or find an acceptable virtual interface, please contact the Tutor Manager for help.

Resources cont.

Your other resources include:

- Tutor Feedback Form: this is how you will be informing the Tutor Manager of what you worked on during each session, how it went, etc.
- Tutor Manager: any questions or concerns that aren't addressed in the manual can be sent to the Manager. They will help you to the best of their ability.
- Other tutors: feel free to communicate with other tutors about how they work with their tutee! Remember to keep confidentiality while you do this.

Training

There are several requirements for the duration of your training as well as after you complete all mandatory training expectations:

Before Tutoring:

- Reading this tutor training manual
- Submitting your Tutor Agreement
- Completing a virtual training run through with the Tutor Manager

During Tutoring:

- Complete two meetings with the Tutor Manager per semester
 - This will cover your progress and any issues you might wish to address

After Tutoring:

- After the tutoring program is complete, you will be required to fill out and submit a self-evaluation. In addition, DES will reach out to your tutee and their guardian(s)/ teacher(s) to determine their progress.

Starting Tutoring Sessions

You will be expected to establish contact with your tutee and their guardian(s) prior to beginning tutoring. You will be provided their contact information. Introduce yourself as a tutor affiliated with the Detroit Education Society. We, at DES, will have informed them, prior to your call, to expect you to contact them. Give them some background about yourself!

During this time, it would be helpful to have them answer the following questions:

- What subjects do you need help with?
- What subjects do they do well in?
- How often would you like to meet?
- Would you like me to update you on our tutoring progress?
- What form of communication do you prefer?

This is also where you can set your boundaries. As a student, we understand you are very busy. You can inform your tutee and their family of when you can be reached (ex. I am free during the week from 5 pm to 7 pm if you need to reach me).

During your first tutoring session, get to know your tutee. This can include what their favorite subjects are, where they struggle, etc. It also helps to understand how they study, what resources they use and how they take notes. Not only will you be helping them understand the material, but also improving their study habits.

Starting Tutoring Sessions cont.

At the end of your first session, set a time and date for your next. Follow up the day before your next session to remind your tutee of your scheduled meeting. Having a successful relationship with your tutee can be achieved by consistent and productive sessions.

Make sure you fill out the Tutor Feedback Form thoroughly after each session. Include all extra resources that you used and be as descriptive as possible. If you are struggling to connect with your student, give it time, and see if there are any improvements. If things continue to be unproductive or uncomfortable, please contact the Tutor Manager for reassignment.

Questions to Consider:

- 1. How do you study?**
 - a. What is/ isn't effective?**
- 2. How will you model effective study practices for your tutee?**
- 3. How will you begin your tutoring session**
- 4. How will you close your tutoring session?**
- 5. What do you expect from your tutee? What should your tutee expect from you?**

Best Practices

- Let your tutee do the work. You are there to provide guidance and support.
- Let your tutee do the talking. Ensure they express where they require help.
- Come prepared to your sessions. Have materials at hand if your tutee may so require them.
- Ask your tutee questions. This will help them open up to you.
- Cognitive Apprenticeship
 - Make your thinking process visible by showing your work and thinking out loud. This will help you model your thought structure for your tutee.
 - When starting a new topic, your tutee might need a lot of modeling before they find themselves comfortable. Give hints and feedback at the beginning. As they grow in confidence, pull back.
- The Socratic Method
 - The tutee will usually have a lot of questions. As hard as it is, resist giving them direct answers all the time. Reflect a small portion of it back to the student by breaking up the concept or problem in small chunks. By doing so, you will also be modeling how to deal with more difficult problems.
- Bloom's Taxonomy
 - This taxonomy presents a hierarchy of thinking which can aid you in forming the appropriate questions for your tutee, based on where they are in the taxonomy.

Best Practices cont.

- Bloom's Taxonomy cont.

Bloom's Categories	Description	Directive Words	Sample Activities
Evaluation	Judge the value based on clear evidence or select criteria	Assess Judge Evaluate Measure	Critique each other's answers
Synthesis	Put together parts forming a new structure or pattern	Create Organize Arrange Propose	Generate practice questions that integrate lecture content
Analysis	Break down information into parts	Compare/contrast Relate Categorize Analyze	Create a Venn diagram
Application	Use information in new ways	Predict Demonstrate Solve Apply	Create a flowchart showing how to use a principle
Comprehension	Able to grasp meaning	Explain Simplify Summarize Give Examples	Paraphrase the main points of a reading assignment
Knowledge	Recall of information	Restate Describe Define List	Identify the steps in a common procedure

Useful Learning Techniques

Asking Questions: This should be your go-to strategy. This is not limited to general questions, but also those recommended in the Socratic Method.

Concept Maps: Ask the tutee to put information together in a rudimentary outline showing how various pieces of a concept are connected.

Incomplete Outlines: For this technique, the tutor will put together the material for an outline and remove pieces of information for the tutee to fill in.

Writing to Learn: Have a student respond to a prompt by speaking out loud or writing them down.

Practice Problems: Use supplemental materials or problems written by the tutor to help your tutee practice concepts.

“What do I do if...”

- **My tutee is consistently late/ misses sessions without proper notice?**
 - Inform the Tutor Manager as soon as possible. Ensure you, the tutor, remain on time.

- **My student confides in you about personal problems?**
 - If you are comfortable in taking on the role of a mentor, that is fine. However, do not give advice. If, at your discretion, you realize your student may need to discuss personal information more than tutoring for that session, please note as such in your Feedback Form. However, please ensure this is not a regular occurrence.

- **My student and I do not connect. In fact, I don't like working with this student at all?**
 - Please inform the Tutor Manager at once. However, until reassignments can be made, please maintain professionalism throughout the session.

- **I know of someone who would make a great tutor?**
 - Please share their information with the Tutor Manager! We love having new tutors.

- **I'm not able to establish contact with my tutee?**
 - Inform the Tutor Manager as soon as possible and they will attempt to contact your student on your behalf.

“What do I do if...” cont.

- **My tutee does not have parent/ guardian/ teacher supervision for one or more of our tutoring sessions?**
 - Do not continue the tutoring session if your tutee does not have adult supervision during the session. Contact the Tutor Manager immediately to let them know, and include it in your Tutor Feedback Form as well.

Please sign the document below and send it to the Tutor

Manager ([sadhnamanathan99@gmail.com](mailto:sadhnaramanathan99@gmail.com)). Only send the Tutor Agreement and not the entire manual.

DES Tutor Agreement

Tutors should:

- Attend required training sessions
- Show up for tutoring sessions in a timely and prepared manner
- Model appropriate skills and behavior
- Conduct themselves with utmost professionalism during tutoring sessions
- Continue to update the Tutor Feedback Form, accurately, after each tutoring session
- Communicate with the Tutor Manager when necessary
- Respond in a timely fashion to your tutee(s)
- Make every effort to contact the student prior to the schedule meeting time to reschedule if needed
- Not disclose any information about students, except for DES staff
- Not record audio or video of any tutoring session
- Not attempt to meet with tutee(s) outside of scheduled tutoring sessions

I, _____, accept the position as tutor given the above conditions. I have read this training manual and understand its contents.

Tutor Signature _____

Date _____

DES Staff Signature _____

Date _____

This document, containing your signature, must be sent to the DES Tutor Manager. Without this document, you may not commence tutoring.