

Peer Tutor Quick Reference

Mission Statement:

Computer Science tutors, in a complementary role with other members of the Villanova community, and without judgment or imposition of their own personal beliefs, will provide knowledgeable and constructive information, advice, support, and feedback to their peers, in order to enhance the overall quality of the student's experiences here at Villanova University.

Confidentiality:

Be sensitive to students' feelings, but be aware that you are not required to keep secrets. If you feel that a student is disrespectful to you or to someone else or you feel threatened in any way, you should feel free to discuss these issues with the coordinators.

Academic Integrity:

As a tutor, you are held to the highest standards of ethics. Tutors are expected to uphold and reinforce Villanova's code for Academic Integrity. If a student asks about a project or homework for which you have a solution, be sure that you do NOT refer to the solution while tutoring.

What if I don't know or don't remember the answer?

That's OK! Your job isn't to know all the answers and it is fine to say that you don't remember how to do something or that you need a few minutes to review some notes so that you are better able to help. (It is ok to review a past solution of your own at this point, as long as you excuse yourself briefly so that you are not looking at a solution in the presence of the person you are tutoring – see section on "Academic Integrity", above.) Try to help the student go through the process of arriving at a solution on his or her own. Demonstrate effective problem-solving strategies: reviewing notes, doing some drill problems to gain a better understanding, breaking down the problem into smaller, easier subproblems or tackling a simplified version of the problem.

What if I can't make it to my tutoring session?

If you cannot make it to your assigned hour, please post your date and hour to the GroupMe chat asking for a replacement (at least 24 hours before the hour, if possible).

Private Tutoring:

The department offers free one-on-one tutoring for students that require a lot of help, with a limit of 1 hour/week. Use your judgment to decide whether a student would benefit from private tutoring. There is also a list of tutors that can be hired and paid for by the student. Be sure all other avenues of help are exhausted before suggesting private tutoring (including help from professor's and TA's office hours). Private tutoring (free or for a fee) can be arranged by contacting the coordinator: **Charles Walberg** cwalberg@villanova.edu

Stay safe:

Be sure you are always tutoring in a public space. If a student is making you uncomfortable, explain that you must terminate the tutoring session.

Questions?

Student coordinators:

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If a student comes in with...

PROBLEM	TRY TO...	ADDITIONAL RESOURCES
Bug in program	<ul style="list-style-type: none"> • Help them nail it on their own • Suggest test runs, ways to trace • Resist the urge to touch student's laptop! 	<ul style="list-style-type: none"> • Course TA or Professor office hours
Concept	<p>Explain the material in your own way. Give examples. What made it "click" for you? Sometimes all a student needs is to hear something explained in a different way.</p>	<ul style="list-style-type: none"> • Course TA or Professor office hours
Totally lost!	<p>A student that has fallen behind the course needs to talk with their professor. The problem is that, often, the student is reluctant to face the professor and ends up falling further behind. You can be of great help in a case like this by getting the student unstuck and convincing them to see their professor. Avoid wasting your time (and theirs) on long discussions of grades and whether that means they are going to fail or not. Focus on the course material and on making some progress in understanding <i>something</i>, no matter how small. Start by asking the student about what, if anything, they have learned or understood, and try to build a small step forward from there. Although you may not be able to do much it is possible to build the basis for a turnaround. Try to offer some encouragement and be sure to dispel notions of being too embarrassed to talk with the professor or TA.</p>	<ul style="list-style-type: none"> • Course TA or Professor office hours • Private tutoring
Study issues	<p>Some students lack good study habits, so may be coming to Peer tutoring for the resulting emergencies. Their pain is very real and although their lack of planning does not constitute an emergency for you, we are all human, so you can try to help them as best you can within the time-frame available. Things to keep in mind:</p> <p>DO's</p> <ul style="list-style-type: none"> • Help student focus on doable parts of a project or homework • Discuss available resources in a non-judgmental way <p>DON'Ts</p> <ul style="list-style-type: none"> • Lecture the student about their poor planning • Become complicit in plagiarism 	<ul style="list-style-type: none"> • Course TA or Professor office hours • Learning Support Services • Academic Advisor • Additional support for some students through the following programs: <ul style="list-style-type: none"> ○ Engineers CEER PEERS ○ Multicultural Affairs ○ Math Learning Resource Center (MLRC) ○ VSB Tutors ○ Athletics