TUTOR, MENTOR, & PAL STANDARDS OF UNM-GALLUP TRIO/SSS

Information on various resources and professional associations in line with best practices utilized to recruit, screen, select, and train tutors, mentors, and PAL leaders.
# Table of Contents

Tutoring.......................................................................................................................... 2
  College Reading & Learning Association (CRLA) .......................................................... 2
  International Tutor Training Program Certification (ITTPC) .......................................... 2
Innovative Educators ........................................................................................................ 4
  Tutor Lingo ...................................................................................................................... 4
Mentoring........................................................................................................................... 5
  College Reading & Learning Association (CRLA) ......................................................... 5
  International Mentor Training Program Certification (IMTPC) ........................................ 5
  UNM Mentoring Institute .............................................................................................. 6
  Mentor: National Mentoring Partnership ...................................................................... 6
Peer Assisted Learning (PAL) aka Supplemental Instruction (SI) ....................................... 7
  The International Center for Supplemental Instruction .................................................. 7
Professional Associations/Development .......................................................................... 8
  Council for the Advancement of Standards in Higher Education (CAS) ....................... 8
  Council of Learning Assistance and Developmental Education Associations (CLADEA) .... 8
  Association of Colleges for Tutoring and Learning Assistance (ACTLA) ...................... 8
  Association for the Tutoring Profession (ATP) ............................................................. 8
  National Association for Developmental Education (NADE) ......................................... 8
  National Center for Developmental Education (NCDE) .............................................. 9
  National College Learning Center Association (NCLCA) ............................................. 9
  Learning Support Centers in Higher Education (LSCHE) ............................................. 9
  National Academic Advising Association (NACADA) .................................................. 9
  OnCourse ....................................................................................................................... 9
  Life Bound ..................................................................................................................... 9
Resources ......................................................................................................................... 10
Tutor Certification Requirements

A. AMOUNT/DURATION OF TUTOR TRAINING:

Minimum of 10 hours of training as one or both of the following options

1. A quarter or semester or annual tutor training course
2. A quarter or semester or annual tutor training (non-course work)

B. TRAINING FORMATS

1. Minimum of 6 hours of the training must be Tutor-trainer supervised, Interactive, Live, and Real-time and can take one or more of the following forms

   a. Workshop instruction or seminar session
   b. Face-to-face or online discussions
   c. Multi-User Virtual Environment (MUVE, like Second Life)

2. The training time remaining can also use the following

   a. Videotapes, DVDs, and/or websites
   b. Conferences with tutor trainer or supervisor
   c. Webquests, podcasts, webcasts, wikis, blogs
   d. Texts, handouts, scavenger hunts
   e. Special tutor projects
   f. Other

C. AREAS/TOPICS TO BE COVERED IN TUTOR TRAINING
A minimum of 8 of the following topics should be covered in Level 1 training.

1. Definition of tutoring and tutor responsibilities
2. Basic tutoring guidelines (do's and don'ts)
3. Techniques for successfully beginning and ending a tutor session
4. Adult learners, learning theory, and/or learning styles
5. Assertiveness and/or handling difficult students
6. Role modeling
7. Setting goals and/or planning
8. Communication skills
9. Active listening and paraphrasing
10. Referral skills
11. Study skills
12. Critical thinking skills
13. Compliance with the ethics and philosophy of the tutor program, sexual harassment, and/or plagiarism
14. Modeling problem solving
15. Other (please specify)

D. REQUIRED TUTORING EXPERIENCE: 25 hours of actual tutoring

E. TUTOR SELECTION CRITERIA

1. Interview plus written approval of a content and/or skill instructor AND/OR Interview plus endorsement of tutor trainer and/or supervisor PLUS at least one of the following:
2. Grade of "A" or "B" in subject content being tutored
3. Documented experience equivalent to grade of "A" or "B" in subject content being tutored

F. TUTOR EVALUATION CRITERIA

1. A formal and/or informal evaluation process is in place
2. Formal and/or informal evaluation occurs on a regular basis
3. The results of the evaluation process are made known to the tutors
Innovative Educators

Tutor Lingo

TutorLingo is a series of on-demand videos and valuable resources focused on supporting the tutor training process. In partnership with CRLA (College Reading & Learning Association), Innovative Educators produced nine engaging videos as a practical online, on-demand tool to support your tutor training needs. Research shows that tutees benefit from working with tutors who are better trained and prepared for sessions. By including these videos in your tutor training program your tutors will receive training from national experts in the field of learning assistance. Additionally, this video series will be extremely beneficial to your institution if you are pursuing ITTPC certificate through CRLA, as each video below addresses one or more training topics for CRLA ITTPC.
Mentoring

College Reading & Learning Association (CRLA)

International Mentor Training Program Certification (IMTPC)

Mentor Certification Requirements

A. AMOUNT/DURATION OF MENTOR TRAINING: (minimum of 15 hours)

1. Option One: Level 1 Tutor Certification plus 5 hours of mentor training
2. Option Two: 15 hours of Mentor training

B. TRAINING FORMATS: (one or more required)

1. Workshops
2. Quarter or Semester Courses
3. A combination of one of the above with no more than 3 hours of individualized, self-paced training

C. AREAS/TOPICS TO BE COVERED IN MENTOR TRAINING

Option One: (Required)

1. Level 1 Tutor Certification
2. The Role of the Peer Mentor
3. Peer Mentoring Do's and Don'ts
4. Professional Ethics for Peer Mentors
5. Establishing Rapport & Motivating Mentees
6. 15 hours of Electives (see list of electives at the end of this document packet)

Option Two: (Required)

1. The Role of the Peer Mentor
2. Peer Mentoring Do's and Don'ts
3. Professional Ethics for Peer Mentors
4. Establishing Rapport & Motivating Mentees
5. Questioning and Listening Skills
6. Preparing to Study: Organization, Class Analysis, and Time Management
7. Campus & Community Resources & Referrals
8. 15 hours of Electives (see list of electives at the end of this document packet)

D. REQUIRED MENTORING EXPERIENCE (50 total hours required)

1. Option One: 25 hours of tutoring experience plus 25 hours of mentoring experience
2. Option Two: 50 hours of mentoring experience
E. MENTOR SELECTION CRITERIA (1, 2, and 3 required)

1. GPA of 3.0 or higher
2. Interview with the mentor trainer/supervisor
3. Two or more references from faculty, former supervisors, or counselors
4. Personality type assessment (recommended but optional)

F. MENTOR EVALUATION CRITERIA

1. An evaluation process is in place
2. Evaluation occurs at least annually
3. Evaluation process includes mentees’ evaluation of mentors
4. Results of the evaluation process are made known to mentors

UNM Mentoring Institute

http://mentor.unm.edu/

Mentor: National Mentoring Partnership

http://www.mentoring.org/
Peer Assisted Learning (PAL) aka Supplemental Instruction (SI)

The International Center for Supplemental Instruction

http://www.umkc.edu/asm/si/index.shtml

The TRiO/SSS program has adapted the following materials to carry out the requirements outlined in the SSS grant.

- SI Supervisor/Leader Manual
- Leader’s Guide to SI
- SI Mentor Manual
- Leader Resource Manual
- SI Strategy Cards
- SI Promotional DVD
- Simulated Lecture: History of Science
- Simulated Lecture: Philosophy
- Simulated Lecture: Math
- Simulated Lecture: American History
- Simulated Lecture: US History
- Simulated Lecture: Advanced Biology
- Simulated Lecture: Nursing Science
Professional Associations/Development

Council for the Advancement of Standards in Higher Education (CAS)

http://www.cas.edu/

Council of Learning Assistance and Developmental Education Associations (CLADEA)

http://www.cladea.net/

Association of Colleges for Tutoring and Learning Assistance (ACTLA)

http://actla.info/

Association for the Tutoring Profession (ATP)

http://www.myatp.org/

National Association for Developmental Education (NADE)

http://www.nade.net/
National Center for Developmental Education (NCDE)
http://ncde.appstate.edu/

National College Learning Center Association (NCLCA)
http://www.nclca.org/

National ACademic ADvising Association (NACADA)
http://www.nacada.ksu.edu/

OnCourse
http://oncourseworkshop.com/

Life Bound
http://www.lifebound.com/
Resources


