PALOMAR COLLEGE

Classification Title: Tutoring/Proctoring Assistant

Department:	Tutoring	**EEO6 Code:**	5
Employee Group:	Classified	**Salary Grade:**	18
Supervision Received From:	Manager, Tutoring Services	**Date of Origin:**	9/2016
Supervision Given:	General Supervision	**Last Revision:**	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Coordinates and performs exam administration and proctoring duties; observes and monitors to ensure integrity in the test administration environment; registers students for tutoring services and coordinates appointments for students and peer tutors; maintains records of student usage of tutoring services; may perform tutoring services as assigned.

DISTINGUISHING CHARACTERISTICS.

The Tutoring/Proctoring Assistant is distinguished from Tutor by the former's responsibility for primarily administering assessment tests and coordinating tutoring appointments for students and peer tutors.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Coordinates, schedules and administers assessment tests required for specific courses; ensures compliance with District policies and procedures including verifying student identity and course enrollment; follows established procedures for test administration including providing appropriate accommodations for students with disabilities or who are identified as having limited English proficiency; assists students in interpreting test instructions.

2. Observes students during tests to ensure test administration instructions are being followed; reports any incidents of suspected cheating or other inappropriate conduct to the Manager, Tutoring Services and faculty; maintains the security of tests and test results.

3. Receives, files and logs tests received from faculty; returns completed tests to faculty in a secure manner.

4. Determines eligibility and registers students for tutoring services; coordinates the assignment of students to peer tutors and makes, cancels and reschedules tutoring appointments for students; maintains data on student tutoring sessions and time limits; responds to a variety of student inquiries regarding assigned tutoring center services and support; orients peer tutors on setting up work schedules, walk-in and appointment tutoring; maintains current, accurate time cards for Payroll, utilizing PeopleSoft or other student tracking software to track tutoring time.

5. Actively supports all facets of the online tutoring environment; regularly contacts students via email, instant messaging and virtual environments; posts tutoring announcements to students; maintains records of online students; observes student access and progress in virtual tutoring.

6. Maintains the online tutoring appointment calendar and database; generates predictive and trend data to forecast needs in online tutoring services.

7. Performs tutoring services in conversational Spanish; provides individual or group tutoring in a virtual learning environment; may provide other tutoring services as assigned.

8. Prepares reports on program activities; complies a variety of statistical data.

Marginal Functions:

1. Meets with faculty and other personnel to develop and implement testing procedures and policies and resolve testing issues as they arise.

2. Provides clerical support in the assigned tutoring center.

3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: One year of increasingly responsible tutoring and proctoring experience in an educational setting. Fluency in speaking, reading, and writing Spanish.

Education/Training: Equivalent to an associate's degree from an accredited college or university with a minimum 3.0 GPA in the assigned academic discipline. applicable.

Licenses/Certificates:

Completion of a College Reading and Learning Association (CRLA) certified tutor training program is required by time of appointment.

Knowledge of:

1. Principles and practices of test administration and proctoring, including methods for making accommodations for students with disabilities or limited English skills.

2. Modern office practices, procedures and equipment including computers and applicable software programs.

3. Principles and practices of sound business communication including correct English and Spanish usage, spelling, grammar and punctuation.

4. Tutoring methods and techniques applicable to individual students and groups of students.

5. Study and learning techniques and strategies applicable to an assigned subject matter for students at varying levels of proficiency.

6. Principles and concepts in the educational subject(s) in which tutoring is performed, if applicable.

7. Online education platform management within programs such as Blackboard, World Wide Whiteboard, and/or CCC Confer.

8. Web technologies and social media platforms.

Skill in:

1. Administering and proctoring tests in a fair and uniform manner in accordance with established policies and procedures.

2. Maintaining the security of testing materials and the testing environment.

3. Coordinating and performing a variety of functions related to providing assessment and tutoring services to students.

4. Conveying understanding and empathy for students' learning issues and challenges.

5. Tutoring students individually or in groups, if applicable.

6. Working online with students on a daily basis.

7. Inserting still pictures, videos, PDF documents and links into an online environment.

8. Coordinating tutoring activities with other educational departments and higher-level staff.

9. Maintaining complete records and reports.

10. Communicating clearly and effectively, orally and in writing.

11. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

12. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works in a tutoring and assessment center environment.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit, stand and walk for prolonged periods of time while proctoring tests; vision abilities including use of both eyes and peripheral vision.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.