Ohlone Community College
November 2014

DIRECTOR OF TUTORING
Academic Management
Categorically Funded – SSSP Funding
A5

SUMMARY OF POSITION:

Under general direction of the Dean of Language and Communication, this academic management position will coordinate tutorial services for the college, working closely and collaboratively with deans, faculty and staff connected with college learning centers on the Fremont and Newark campuses and the eCampus, as well as with student services managers, faculty and staff. The Director of Tutoring will oversee the deployment and use of tutor tracking software to provide communications between tutors and instructors, to collect data related to tutoring sessions, and to analyze data to refine and improve tutorial services overall. The Director of Tutoring will also oversee the deployment of embedded tutors. This includes appropriate training for embedded tutors and the faculty who use them in their classes. Finally, the Director of Tutoring will oversee the College Reading and Learning Association (CRLA) tutor training program and its certification. This position requires strong communication skills, knowledge of Title 5 regulation, particularly as it relates to tutoring and learning assistance, and experience with tutoring services. Night, weekend, and off-campus assignments may be required.

EXAMPLE OF DUTIES & RESPONSIBILITIES:

- Manage multiple tutoring locations (on campus and online), programs, and staff, including tutoring-related budgets (which may include categorical funds), as appropriate
- Facilitate interdepartmental tutoring dialogues through meetings and regular communication among departments, division deans, faculty, staff, and learning centers
- Oversee the use of tutor tracking software in all learning centers for the purposes of data collection and communication among tutors, instructors of those being tutored, instructional assistants, and lab coordinators
- Collect, analyze, and disseminate campus-wide tutoring data, including the number of tutees, tutee demographics, hours each tutee is tutored, success rates for tutees in specific courses, funding sources and utilization
- Conduct a program review for tutorial services, including the development and assessment of student learning outcomes and program improvement objectives, in collaboration with lab coordinators and staff
- Coordinate hiring and evaluation of tutors in all learning centers
- Identify need for, recruit, and hire embedded tutors
- Train both embedded tutors and the faculty who use them in the responsibilities of an embedded tutor
- Communicate with learning centers about embedded tutors hired in their areas
- Observe or arrange observations and coordinate evaluations of embedded tutors

- Oversee the College's CRLA tutor training program, including coordination of CRLA training sessions and maintenance of records for students completing CRLA training and certification
- Obtain and maintain CRLA membership and certification
- Create Level III CRLA certification materials (currently the College is certified only for Levels I and II)
- Plan and run official CRLA certification ceremony twice annually

OTHER JOB RELATED DUTIES:

Perform related duties and responsibilities as required.

MINIMUM QUALIFICATIONS: Per Title 5, section 53415, the minimum qualifications for the Director of Tutoring shall be either (a) or (b) below:
- (a) The minimum qualifications to teach any master's degree level discipline in which learning assistance or tutoring is provided at the college where the coordinator is employed; or
- (b) A master's degree in education, educational psychology, or instructional psychology, or other Master's degree with emphasis in adult learning theory.

HIGHLY DESIRABLE QUALIFICATION:
Certification as a CRLA trainer

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- CRLA certification process, regulations, and tutor training
- Standard office procedures, methods, principles and procedures of record keeping and reporting;
- English usage, spelling, grammar, and punctuation;
- Mathematical principles;
- Telephone and e-mail etiquette;
- Pertinent Federal, State, and local laws, and codes, including the California Education Code regulations and guidelines for tutoring and learning assistance in California's community colleges.

Ability to:

- Learn college programs, classes, and procedures;
- Perform complex work with speed and accuracy;
- Maintain accurate records, and prepare clear and concise reports;
- Respond to requests and inquiries from students, faculty, staff, and the public;
- Coordinate and train faculty, staff, and students within the scope of the position;

- Interpret, explain, and ensure compliance with college policies and procedures as well as state regulation and codes;
- Work independently;
- Be sensitive to and understand the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of College faculty, staff, administrators, and students.

Skills to:

- Operate computer equipment and a variety of computer software programs such as Microsoft Word, Excel, Outlook (e-mail distribution and calendar);
- Communicate clearly and effectively, both orally and in writing; exercise professionalism through tact and discretion when conducting business with students;
- Establish and maintain cooperative working relationships with those contacted in the course of daily operations;
- Exercise patience with those for whom English is not their first language or those that have other difficulties.

SPECIAL REQUIREMENTS *Essential duties require the following physical abilities and work environment:*

Essential duties require the following physical abilities and work environment: availability for episodic evening and weekend work; ability to work in a standard office environment; sit, stand and walk; exposure to noise and confining work space.

Climbing, reaching, stooping, and kneeling to locate materials and file documents; manual dexterity to operate keyboards and other similar equipment; speech and hearing to communicate with students and colleagues; vision sufficient to read computer screens and fine text. This work is performed indoors in an office environment.

Final: November 2014