

ALPHA CENTER GUIDELINES



Tenth Edition
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Introduction

The ALPHA Center is a place for learning, writing, and testing facilitation. It joins with faculty by providing academic support for students. As the ALPHA Center has grown with the University of Northwestern, St. Paul into the 21st century, its services have diversified. We are providing this manual of guidelines in order to be consistent, equitable, and clear in all our services.

This manual is subject to revision. You will find that the manual is divided into the following sections, some including subdivisions. Each section provides philosophy, policy, and procedures for the students, faculty, and administration who are served by ALPHA and for the personnel in ALPHA.

This information is subject to change or revision throughout the year.

<i>Guidelines for Testing Facilitation</i>	2
<i>Guidelines for Tutoring</i>	9
Guidelines Specific to Writing Tutoring	
Guidelines Specific to Subject Area Tutoring	
Guidelines Specific to Accommodation Tutoring	
Guidelines Specific to Tutoring for Undergraduate Online Learning	
<i>Guidelines for the Editing Competency Exam and Remediation Process</i>	13
<i>Guidelines for MTLE Remediation Process Through ALPHA</i>	16
<i>Guidelines for Academic Accommodations as Referred by DOSS</i>	17
<i>Guidelines for Student Employees in the Workplace</i>	19

If you have any questions, feel free to contact the ALPHA Center Program Manager (651-628-3316 OR 651-628-3320).

Guidelines for Testing Facilitation

Testing facilitation is a service to currently enrolled Northwestern students and to the faculty and administration requiring exams. Its purposes are the following:

1. To provide a testing environment for individual students permitted to take exams at alternative times to the times the exams are given in class.
2. To provide a testing environment for individual students being given test-out and standardized exams by Northwestern faculty or administration.
3. To provide a testing environment for individual students taking correspondence exams through the Center for Undergraduate Online Learning or other institutions.
4. To provide alternative testing conditions for DOSS students as permitted by their service agreement.

I. Definitions of Testing Responsibility

A. Student's Responsibility

It is the student's responsibility to request a make-up or test-out exam from the instructor.

B. Professor's Responsibility

If the instructor agrees to the request, it is his or her responsibility to inform the ALPHA Center of the reasonable conditions of the testing environment—the same that would be expected in his or her classroom—by filling out an ALPHA Center Exam In-Take Form. These forms are available at the Center or on therock.nwc.edu in the ALPHA Center box under the Campus Services tab. It is also the professor's responsibility to get the test to the ALPHA Center by either bringing it to the ALPHA Center or personally emailing it to alphacenter@unwsp.edu.

C. ALPHA's Responsibility

The ALPHA Center's responsibility is to provide the best examination environment according to the reasonable expectations of the instructor.

II. An Optimal Testing Environment

In accordance with these responsibilities and expectations, the testing environment for general testing in the ALPHA testing area is characterized by the following:

A. Testing Materials Only

Materials not necessary for the exam are not allowed in the testing room. This policy includes leaving bags, books, cell phones, iPods, any electronic devices, and all other materials (with the obvious exception of appropriate books for open-book exams) outside the testing room.

B. Quiet Testing Room

No talking is allowed in the testing room. As a general rule, no food or drink (other than water) is allowed in the testing room. The Program Manager may make exceptions as he or she sees fit.

III. Accurate Record Keeping

All students taking an examination must present their photo IDs and have a proctor sign them into the ALPHA Center testing log before receiving the exam. After completing the examination, the student must immediately return it to the ALPHA Center personnel.

The proctor must then sign the student out. The sign-in and -out log includes the student's name and ID number; time limit; the type of exam; Day School, FOCUS, UOL, or CGS; professor; and subject. ID numbers are kept confidential by the ALPHA Center personnel. The ALPHA Center maintains records of testing logs indefinitely.

IV. Integrity of Exams

In cooperation with the instructors, the ALPHA Center desires to protect the integrity of the exams.

A. Students Leaving the Testing Area Without Completing the Exam

Students who leave the testing area after having partially completed an exam may not return to finish it without the instructor's permission. If requested, the proctor will try to contact the instructor by phone; otherwise, the ALPHA Center will return the exam with an attached note. The instructor may choose to send the exam back to the Center for the student to finish.

B. Students Leaving the Testing Room During an Exam

Students are to remain in the testing room the entire time period they are taking the exam. ALPHA personnel may, at their discretion, allow students to leave for a short time because of an emergency or to go to the restroom. The student must leave all belongings in ALPHA during such an interruption.

C. Monitoring of Students Taking Exams

1. Verifying the Student's Identity

The ALPHA Center proctor will ask all students taking exams at the ALPHA Center for a Northwestern student ID to verify their identities before handing out any type of exam. If student ID is unavailable, a picture ID may be accepted.

2. Seating the Student

When possible, ensure that students have at least one desk between them while testing. Students taking the same exam must not sit near each other in the testing room.

3. Watching the Time

The proctor watches the time limit for the student and warns the student when his or her time limit is almost completed. If the instructor did not write down a time limit, the exam is considered untimed. The proctor beginning a new shift checks the log book for the time limits of students already taking exams.

4. Responding to Cheating

The proctor is responsible to check on students periodically as they take exams. If a proctor is certain a student is cheating, the proctor will ask the student to turn in the exam. Then, the proctor will write a note documenting the cheating to the instructor and attach the note to the exam before it is returned. The proctor will also inform the ALPHA Center Program Manager.

D. Accessing Testing Files

Only the ALPHA Center personnel have general access to the testing cabinets. Professors and TAs may access their respective files to add/remove tests, etc.

E. Returning Exams

The ALPHA Center personnel return completed exams by the end of the scheduled service hours, either by sliding them under the instructor's office door (if located in Nazareth Hall), handing them to the instructor or his or her TA, or sending them through the Mail Center. Personnel do not set the exams outside the instructor's office but will slide the exam underneath the office door in an ALPHA Center Test Return envelope.

1. Holding Exams

If requested by the instructor, the ALPHA Center will hold completed exams until an instructor or TA picks them up. At the end of the semester, the Program Manager will return all materials within the instructors' files, including held exams, to the instructor.

2. Returning Exams to Adjunct Faculty

Instructors without offices or mailboxes will have exams held in the ALPHA Center for them to pick up at their convenience. If instructors provide a phone number on the exam in-take form, the ALPHA Coordinator will call them when any exams have been completed.

IV. Other Materials in Testing File

An instructor may request to have completed exams or other materials in his or her files for students to review. The student cannot leave the testing area with the completed exam or other materials unless written or verbal permission is given by the instructor.

V. Service Hours for Testing

During the traditional academic school year, the ALPHA Center testing hours are from 8 a.m. to 4:30 p.m. on Monday through Friday. ALPHA closes daily for chapel. Services during breaks in the traditional academic school year and in the summer are offered, but the schedules vary based on need and availability of staff. Unless otherwise permitted by the Program Manager, students may take exams only during scheduled hours. Students are encouraged to plan and budget their time when taking exams.

Students who have not completed an exam before chapel or before the ALPHA Center closes will be asked to turn in the exam. The ALPHA Center returns the incomplete exams by the end of the day unless the instructor gives verbal or written permission to ALPHA Center personnel for the student to return to the ALPHA Center to finish the exam during regularly scheduled hours.

VI. Testing Support for Accommodation

For referred DOSS students, testing support includes—but is not limited to—such things as a private room, a reader, enlarged text, a scribe and/or extended time. The type of support must be noted as necessary on the DOSS Service Agreement in order for the student to receive accommodation. Students who need testing support other than extended time are required to notify the ALPHA Program Manager 24 hours in advance and are encouraged to notify him or her 48 hours (during business days) in advance of service.

NOTE: When submitting a DOSS student's exam to the ALPHA Center, instructors are responsible for accurately noting on the testing in-take form any accommodations that the student needs, paying special attention to the time allowed for the exam.

VII. Administering Correspondence Exams in ALPHA for Current Students

Students currently enrolled at the University of Northwestern, St. Paul may take correspondence exams from the Northwestern Center for UOL or from other institutions in the ALPHA Center. The ALPHA Center returns incomplete exams at the end of Northwestern's academic semester or at the request of the sending institution. Due to space and personnel limitations, any test taker who requires a personal proctor or listening room should contact the ALPHA Center to make an appointment at least 24 hours in advance (business hours) of the needed service.

VIII. Administering Correspondence Exams in ALPHA for Previous Students

Previously enrolled students at the University of Northwestern, St. Paul may take correspondence exams in the ALPHA Center for a fee of \$10 paid in cash or by check made out to "cash." Students may have their exams sent to ALPHA, and the ALPHA Center returns incomplete exams at the end of Northwestern's academic semester or at the request of the sending institution.

IX. Administering Assessment Exams in ALPHA

Faculty, departments, or administration may arrange for students to take assessment exams through the ALPHA Center. The ALPHA Center returns incomplete exams at the end of Northwestern's academic year or at the request of the exam distributor.

X. Procedure for Sending Exams to the ALPHA Center

A. Sending an Exam for an Individual Student

1. The student makes a request to the instructor to take the exam through the ALPHA Center, and the instructor gives permission.
2. The instructor fills out an exam in-take form (available in the ALPHA Center or at therock.nwc.edu in the ALPHA Center channel). On the exam, the instructor writes the name of the student taking the exam or lists multiple students on the in-take form. For each expected student, the instructor includes a copy of the exam. If the exam is for a DOSS student, the instructor is responsible for accurately noting the accommodations the student is allowed.
3. The instructor sends the exam to the ALPHA Center, preferably by dropping it off or having his or her TA drop it off. Exams may also be e-mailed.
4. ALPHA Center personnel file the exam under the instructor's name.

B. Sending Exams for Multiple Students

The ALPHA Center services hundreds of students and has limited space. Entire classes cannot be sent to the ALPHA Center to take an exam either at the same time or at the students' individual discretion.

An instructor who would like three or more students to take an exam *at the same time* in the ALPHA Center testing area must submit a request to the ALPHA Center more than 48 hours in advance. An instructor who would like to send an exam for more than eight students to take must make a request to the ALPHA Center more than 48 hours in advance. The ALPHA Center may request that the instructor have students sign up for the specific times that they will take the exam with no more than four students taking the exam at a given time.

C. Sending Exams with Complex Instructions

ALPHA Center personnel may not be able to proctor exams and assessments with instructions that require the proctor's interaction other than monitoring. The instructor should check with the ALPHA Program Manager about special testing instructions. Any student that requires a personal proctor and/or independent testing room should contact the ALPHA Center to make an appointment at least 24 hours in advance (business hours) of the needed service.

X. Requests for Class Proctors

The ALPHA Center does not provide exam proctors for an instructor's classroom or class period. According to the Faculty Handbook, proctors may be secured through the office of the Vice President for Academic Affairs.

XI. Final Exam Policy and Procedure

The ALPHA Center only proctors final exams for students who have obtained permission through the Registrar's Office. The necessary rescheduling or deferral forms are located in the Registrar's Office. This policy excludes students referred by DOSS for testing accommodations.

XII. Policy for Regular Testing during Finals Week

Students will not be given any regular semester tests or quizzes after 4:30 p.m. (or the ALPHA Center closing time) on the final day of regular classes. All testing materials remaining in ALPHA Center files will be returned to instructors after this time.

XIII. Returning Faculty Files at the End of the Semester

The ALPHA Center returns the contents of the testing files to the instructors at the end of the semester or the summer term unless instructors indicate otherwise.

Guidelines for Tutoring

Tutoring is a service to Northwestern students and instructors to supplement or reinforce the students' educational process and the instructors' classroom teaching. Students may choose to visit the tutors for help without an instructor's recommendation, or instructors may require or recommend students to visit the tutors. Northwestern tutors are fellow students who are hired based on their competence in a subject or skill, ability to work one-on-one, and evidence of integrity.

I. Importance of the Learning Situation

Sessions between tutors and students are learning situations in which students are primarily responsible for their learning as in the rest of their education. The goal of ALPHA Center tutors is *not* to enable the students to receive good grades on particular assignments; rather, the goal of the tutors is to train students to improve overall in the subject matter and/or skills.

Thus, tutoring sessions should be characterized by the following:

A. Collaboration

All sessions are collaborative in that each member is expected to participate actively. Tutors do not give answers but assist students in working through the learning process. The agenda for the tutoring session is negotiated by the tutors and the students. Tutors are expected to ask the students about their goals for the session and to accommodate those goals as much as possible within good tutoring practice and under the ALPHA Center guidelines.

B. In-Person, One-on-One Setting

All sessions are in person and one-on-one (unless requested by students as a group session) to promote an optimal learning situation. Therefore, students may not drop off, e-mail, or fax assignments.

C. Priority of Previous Arrangements

To support students' responsibility for their learning, tutors give previously arranged sessions priority. Students more than 15 minutes late for a scheduled appointment, however, may lose the appointment if other students drop in.

II. Respect for Students (Confidentiality Statement)

The ALPHA Center understands that students expect information about educational records and disabilities to be kept confidential. All tutors undergo FERPA training and must sign a confidentiality policy in order to work in the ALPHA Center. Tutors are required to request permission from a supervisor before sharing confidential information about a particular student if they feel that other tutors working with the student would need to know the information.

III. Respect for Instructors

The content of tutoring sessions focuses on the students' learning of the subject and never on complaints regarding the students' professors. The tutors encourage students to talk to the professors about their concerns.

IV. Assessment of Tutoring

A. Program Manager's Observation

The ALPHA Center Program Manager observes tutoring sessions daily. At any time, he or she may fill out a Performance Review Observation Form that is filed in the student's file.

B. Student Evaluations

ALPHA Center staff will conduct a survey of the ALPHA Center by student clients each spring. Assessment inquiries will include level of satisfaction with tutors, staff, resources, and the ALPHA Center space. The survey is conducted through the survey module on WOnline, and the Program Manager may offer an incentive (gift card drawing, etc.) to encourage student participation.

Guidelines Specific to Writing Tutoring

The following provides policies specific to tutoring writing, which apply in addition to the comprehensive tutoring guidelines. The goal of the writing tutors is to train students to be better writers, ideally beginning with content-level issues (focus, organization and coherence, reasoning, and support), then dealing with sentence-level concerns (editing), and finally addressing style. Writing tutors work with students on writing across the curriculum.

I. No Proofreading

Following the philosophy of an optimal learning situation, writing tutors do not proofread but instead use students' texts to train them to find their own editing errors.

II. Remediating for Editing Quizzes in College Composition I (ENG1105, 1109, and 1825)

Unless otherwise notified by the instructor, the tutors follow these directions for review of editing quizzes for College Composition I (ENG1105). The tutor is instructed to do the following:

1. Plan to work with the student for 30-60 minutes.
2. Check the instructor's file for the quiz.
3. Have the student explain the errors he or she made on the quiz.

4. Use the ALPHA Center resources, such as worksheets, to work with the student on the most critical topics missed on the quiz.
5. Continue to review until the student has demonstrated a mastery of at least 75% accuracy on a worksheet covering the critical topics.
6. Use best judgment to recommend more tutoring (i.e. recommending that the student visit the ALPHA Center for tutoring before the next quiz).

III. Verifying Tutoring for Writing

Instructors who require students to visit a writing tutor may request from those students a verification form signed by the tutor. Students are responsible to inform the tutor of the need for the form and to return the completed form to the instructor.

IV. Limited Tutoring for Documentation Styles

The Northwestern Department of English and Literature has recommended the following policy to encourage students to work on the documentation process independently and to enable tutors to concentrate on writing skills:

“For students who have a referral from their instructor, the ALPHA Center will help students with research documentation.”

V. Record Keeping

The ALPHA Center maintains appointment and record-keeping databases indefinitely.

Guidelines Specific to Subject Area Tutoring

The following provides policies particular to tutoring for specific subject areas, which apply in addition to the comprehensive tutoring guidelines. The goal of subject area tutors is to train students to better comprehend and apply the concepts of a particular subject.

I. Recommendation of Subject Area Tutors

Each spring, the ALPHA Center Program Manager will contact department chairs individually and ask about subject tutors for their respective area for the upcoming school year.

Departments wanting a tutor available for their students should identify a student that is strong in that academic area, inform the ALPHA Program Manager of the name of the recommended department tutor, and instruct the student to contact the Program Manager directly. The Program Manager will then begin the process of setting up contracts and timecards and will instruct the tutor about the ALPHA Center policies.

II. Subject Area Tutor Training

Every tutor will be required to go through tutor training. The ALPHA Center training is a self-guided tutorial in Moodle that deals with tutoring strategies and appropriate behaviors for tutor/client situations.

Each fall, the Program Manager will hold a general tutor training session available for any student workers who will be interacting 1-on-1 with students. This training will be advertised especially to professors who have their TA's tutor students in their respective classes.

III. Scheduling Subject Area Tutoring

Students wanting a tutor in a subject area should be referred to the ALPHA Center. The ALPHA Center will pass on the subject area tutor's contact information, and the tutor and client will arrange a time and place for the tutoring session. Tutors will be available to students on a by-appointment basis unless demand warrants set tutoring hours. These hours will be posted at the ALPHA Center.

Guidelines Specific to Accommodation Tutoring

The following provides policies specific to tutoring for accommodation needs, which apply in addition to the comprehensive tutoring guidelines. (See also the section on accommodations.) Tutoring for accommodation requires a service agreement from the Disability Office for Support Service (DOSS) specifying a tutor for a specific class and a contract to be signed by the student, the tutor, and DOSS staff. On the contract, the tutor and the student agree to regularly scheduled tutoring sessions at a specific location. They also agree to the following guidelines:

I. Student's Agreement

Students agree to give a two-week notice to DOSS if they need to change the contract outside of a major emergency. They agree to contact the DOSS Office if they are going to be late. They understand that being late three times, *with a call*, will result in a review of policy with DOSS. They understand that being late three times, *without a call*, will result in a meeting with DOSS to review need of services.

II. Tutor's Agreement

Tutors agree to give a 2-week notice to the DOSS staff if they need to change the contract outside of a major emergency. This includes a change in location. They agree to contact the DOSS Office and the student if they will be late or have an emergency absence. They agree to wait 30 minutes for a no-show and agree to record it in the Tutoring Report. They also agree to fill out and deliver or send a Tutoring Report to the DOSS Office every two weeks. Finally, they agree to keep the student's personal information confidential with individuals other than DOSS and ALPHA administrative personnel.

Guidelines Specific to Tutoring for Undergraduate Online Learning (UOL)

The ALPHA Center refers requests from online students for subject area tutoring to the office of Undergraduate Online Learning. Online students may use the ALPHA Online Writing Lab (OWL) for any writing assignment. OWL enrollment information is embedded in the resource section of each UOL Moodle course site.

Guidelines for the Editing Competency Exam and Remediation Process

In cooperation with the English department, the Editing Competency Remediation program utilizes the writing tutors and other ALPHA Center resources to prepare students to pass the Editing Competency Exam (ECE). All TRAD students at Northwestern are required to take the ECE to enter Critical Thinking and Writing (Comp. II), a required course for graduation. The ECE and the course are also required for upper-level courses in each major that are considered to have a "written communication emphasis."

The ECE consists of 75 multiple-choice questions on usage, punctuation, and diction. Most students take it during their Composition I course. Students who have not passed the ECE are required to remediate with the writing tutors until they pass it. All current Northwestern students who have taken the ECE without passing have a file in the ALPHA Center.

I. Taking the ECE and ECE Pretests

A. Request to Take ECE

Only students who have never taken the ECE because they have transferred in Composition I credits or who have taken it before but have shown completion of the remediation process by passing an ECE pretest with a minimum score of 22 out of 25 will be allowed to take the ECE in ALPHA.

B. Request to Take ECE Pretests

Pretests are only administered to students completing the remediation process with one exception: a composition instructor may request Pretest Version A to test his or her class before the students take the ECE as the final exam. If so, the composition instructor should return the completed pretests to the ALPHA Center so that at the end of the semester, the ALPHA Center can add the pretest to new files of students who did not pass the ECE.

C. Request to Take ECE or Pretests by New Northwestern Students

New Northwestern students who transfer in credits for Composition I are required to take the ECE as a prerequisite for Critical Thinking and Writing. They must come to the ALPHA Center to do so and if they fail will be required to go through the same remediation process as those who fail the exam in class before they are allowed to retake the ECE.

II. Standard Process of ECE Remediation

- 1.** A remediation file is created for each student who fails the ECE. ALPHA Center staff fills out a remediation form, marking each editing topic that the student missed.
- 2.** The student visits the ALPHA Center multiple times for tutorial sessions on all the missed editing topics, as outlined on the remediation form. Once the tutor thinks that the student understands a specific editing topic, the tutor gives the student a 5- or 10-question topic quiz. If the student scores less than 4/5 or 8/10 on a topic quiz, he or she must review the topic again with the tutor and then take another topic quiz. This process is repeated until the topic quiz is passed. The writing tutor then signs the remediation form for that editing topic, and they move to the next one.
- 3.** After the student has remediated for all the editing topics missed on the ECE and passed quizzes on each, he or she must complete a practice pretest and discuss all topics missed. The student may choose to complete another practice pretest or move on to the next step.
- 4.** After the student has completed a practice pretest, he or she takes a version of the ECE pretest. If the student misses more than 3 on the second pretest, the student must start the remediation process over, remediating each editing topic missed on the pretest and passing quizzes on each again.
- 5.** After the student passes the pretest, he or she takes a different version of the ECE than taken previously. If the student misses more than 19 on the ECE, the student starts the remediation process over.

III. Acceptable Modification for First-Time Remediation

- 1.** If the student asks to work on the remediation topics independently, the student must use worksheets from the ALPHA Center and check them against the keys during the ALPHA Center hours. The writing tutor proctors each topic quiz. If the student does not pass a topic quiz, the writing tutor then goes over the editing topic with the student. If the student does not pass the pretest, he or she must follow the above standard remediation process for the editing topics missed on the pretest.

Expected time for remediation process, including testing: 5-15 hours.

IV. Accommodations for the Remediation Process or for Taking the ECE

DOSS students seeking accommodations for the remediation process or for taking the ECE should contact the Director of DOSS for a referral. The Director of DOSS and the ALPHA Program Manager will look at and discuss each case individually.

V. Integrity of ECE Active Remediation Files

A. Access to ECE Files

ECE files can only be accessed by ALPHA personnel. Only ALPHA personnel, the student, and school officials with a legitimate educational interest are allowed to examine the files. The files are not allowed to leave the ALPHA premises except within the possession of ALPHA personnel or school officials with a legitimate educational interest. Overnight, they are locked up.

B. Content of Active Remediation Files

Each ECE file contains all ECEs, ECE pretests, and topic quizzes taken by the student. It also includes a record of the administration of the exams and pretests and a remediation chart showing progress through editing topics. Students who remediate may choose to leave practice worksheets in their files or to take them with them.

VI. ECE Record Keeping

ECE files have the following statuses:

A. Active Remediation

These files are for students who are currently attending Northwestern but who failed the exam at least once (see V).

B. Inactive Remediation

These files are for students who have failed the exam at least once but are not currently attending Northwestern. After a student's file has been inactive for 6 years, the student's file and its contents will be destroyed. If the student re-enrolls to Northwestern, the student will need to take the ECE in the ALPHA Center. If the student passes the ECE, he or she will not need to remediate. If the student fails the ECE, a new remediation file will be made based on the concepts missed on this current test.

VII. Notification of ECE Score

If the student who took the ECE is not present when the ALPHA Center personnel correct the exam, the student is notified through e-mail. The ALPHA Center then enters into Banner the student's score on the test as a pass or fail; in the event of a pass, any registration holds will be removed. In addition, other departments requiring the ECE for a program or course (i.e. Education dept) may request to know whether or not a student has passed the ECE in the ALPHA Center.

Guidelines for MTLE Remediation Process Through ALPHA

The ALPHA Center collaborates with the Northwestern Education Department to provide remedial services and tutoring for those students seeking additional support in passing the Minnesota Teachers Licensure Exam (MTLE). Based on the level of need, students seeking support are designated as either Tier 1 or Tier 2.

I. Accommodations Procedure (Tier 1)

1. If the student has taken the MTLE Basic Skills exam and did not pass all three sections (reading, writing, mathematics), that student is eligible to work through the ALPHA Center to receive extra support.
2. The student must first meet with the head of the Education Dept. and receive a signed remediation referral form. This form will be turned in to the ALPHA Program Manager.

II. ALPHA Services Procedure (Tier 1)

1. The ALPHA Program Manager will meet 1-on-1 with the student seeking remediation support. Together, the program manager and student will create an academic action plan. The action plan will include—but is not limited to—the following:
 - a. Committing to specified number of hours spent solo studying
 - b. Scheduling at least 2 appointments with designated ALPHA tutor
 - c. Keeping in contact and following up with ALPHA Program Manager
2. Both the Program Manager and the student will sign and date the action plan. One copy will remain in the student's file in the ALPHA Center, and another copy will be given to the head of the Education Dept.

III. Process for Tier 2 Students

1. If a student has shown significant struggles with test taking or has taken one (or more) of the MTLE exams more than two times without success, the student is filtered into the Tier 2 category.
2. Tier 2 students will be required to meet with Dean of Academic Support Services in addition to the ALPHA Program Manager before receiving remedial support.
3. After a meeting with the Dean of Academic Support Services, Tier 2 students will follow the same process as Tier 1.

Guidelines for Academic Accommodations as Referred by DOSS

As a service center, the ALPHA Center provides reasonable academic accommodations for students referred by the Disabilities Office for Support Services (DOSS). The ALPHA Center provides only those types of reasonable academic accommodations that are indicated by the Director of DOSS on the DOSS Service Agreement. Any requests for changes, additions, or amendments must be approved by the Director of Academic Support Specialist of DOSS.

I. Accommodations Procedure

1. Student meets with the Director of DOSS for clearance regarding ADA academic accommodations.
2. Student meets with the Director of DOSS for clarification of the student's schedule and perceived needs.
3. DOSS sends service agreement to the ALPHA Center.
4. DOSS staff contacts possible tutors, note-takers, or other participants in accommodation. The ALPHA Center may request a meeting of stakeholders, including department administrators (such as from the Center for Undergraduate Online Learning or FOCUS) and the DOSS director to explore options for accommodations.
5. For a tutoring situation, DOSS staff, student, and tutor read over and sign a contract between the student and the tutor. Once approved, DOSS staff sends the contract to ALPHA Center staff.
6. The tutor will make contract with ALPHA Center staff for employment contract and training information.

I. Typical Academic Accommodations

Accommodations are provided per term; therefore, renewal is required each term.

A. Class Notes Acquisition Services (CNAS)

Possible options for class notes acquisition services include, but are not limited to, obtaining the instructor's class notes or obtaining copies from another student currently in the class (normally by e-mail) or utilizing transliteration services.

B. Tutoring

The ALPHA Center provides a one-on-one tutor for specific classes as noted on the service agreement from the Director of DOSS whenever the needs of the student are

beyond a standard ALPHA Center tutor. See the section on tutoring for the specific policy.

C. Testing Support

Testing support includes (but is not limited to) a room, a reader, enlarged text, a scribe, and/or extended time. The type of support must be noted as necessary on the DOSS Service Agreement for the student to receive accommodation. See section on testing for specific policy.

III. Confidentiality of Disability Issues

DOSS students may choose to disclose information about their disabilities. This information is considered confidential. ALPHA Center employees should receive clearance from their supervisor if they feel compelled to share information about a disability with other ALPHA Center employees.

Guidelines for Student Employees in the Workplace

Due to the ALPHA Center services, some of these policies are in addition to and/or expand upon the policies in the *Student Employee Handbook*.

I. Work-Time Priority

A. Lateness Policy

Because many ALPHA Center services are based on scheduling through appointments, it is essential that employees are on time. Supervisors will follow the progressive steps of discipline as explained in the *Student Employee Handbook* beginning with the first time a student employee is late.

B. Absence Policy

Student employees are expected to work their regularly scheduled hours. On rare occasions, it is understandable if an employee requests to be absent. However, student employees are expected to contact the ALPHA Program Manager at least one week before their absence and must secure their own substitute(s). In the case of an unplanned absence the day of scheduled work, the student should call the ALPHA Center to report his or her absence. Habitual absences will result in the termination of employment.

C. Priority of Assigned Projects

Student tutors without an appointment should complete all other ALPHA assigned projects/responsibilities before doing personal activities such as homework.

II. ALPHA Equipment

A. Computer Usage

Student employees should use the ALPHA computer and printer for office-related projects only.

B. Bulletin Board Usage

All items posted on the ALPHA Center's wall or bulletin board must be approved by the ALPHA Program Manager.

C. Telephone Usage

ALPHA personnel may use the telephone for brief, important personal calls, such as transportation needs. Cell phone usage is not permitted during tutoring appointments.

III. Security

The ALPHA Center recognizes that it houses sensitive materials, often from other departments, that require confidentiality.

A. Presence of ALPHA Personnel

To protect the integrity of exams, ALPHA personnel should be present when the door to the ALPHA Center is unlocked and/or when individuals other than ALPHA personnel are in the ALPHA Center.

B. Locking of Testing Cabinets

Testing cabinets must be locked every evening. The student employee designated to close the Center on any given day is also responsible to lock all testing cabinets.

C. Evening Tutor Policy

Tutors that are in ALPHA during evening hours are to adhere to the following procedures:

1. The ECE may be given past testing hours, but it may not be administered after 6:55 p.m. to allow for the minimum 65 minutes allotted for the test.
2. All ECEs must be locked up in the filing cabinets at the end of the night. If anyone has taken the ECE during the night shifts, leave a note for the Program Manager and put the ECE in the file in the front of the top right drawer of the filing cabinets.
3. While the tutors that work until 4:30 are responsible for returning tests, the last tutors need to make sure that all tests have been returned at the end of the day.
4. When leaving, turn off the lights in both the testing room and the ALPHA Center, push in all chairs, lock the file cabinets, make sure the windows are closed, and lock both the testing room and the ALPHA Center.
5. If it's summer, turn off the air conditioner.
6. All scheduled tutors should leave at the same time.