$3.1415926\ldots = \pi.$ $1729 = Ta(2).$ $1, 1\ 1, 1$
$2\ 1, 1\ 3\ 3\ 1, 1\ 4\ 6\ 4\ 1, 1\ 5\ 10\ 10\ 5\ 1, 1\ 6$
$15\ 20\ 1$ R FUN.
$A = \pi r^2$ 9871
98 21 2 987987
16 2006 6565 5
6546549873 1321 1156161 616 1616
61 651987 65 4654 654654 654 31 12

$$(1+x)^n = 1 + \frac{nx}{1!} + \frac{n(n-1)x^2}{2!} + \cdots\ 1\ 6\ 5$$

$$f(x) = a_0 + \sum_{n=1}^{\infty}\left(a_n\cos\frac{n\pi x}{L} + b_n\sin\frac{n\pi x}{L}\right)122$$

$$x = \frac{-b\pm\sqrt{b^2-4ac}}{2a}\ 1\ 1\ 2\ 3\ 5\ 8\ 13\ 21\ 34\ 55$$

$$\sin\alpha \pm \sin\beta = 2\sin\tfrac{1}{2}(\alpha\pm\beta)\cos\tfrac{1}{2}(\alpha\mp\beta).\ 984$$

$$165981.(x+a)^n = \sum_{k=0}^{n}\binom{n}{k}x^k a^{n-k}$$

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Michigan State University
Math
Learning Centers

Employee Manual

Last Updated: 08.24.2016

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                                                        MLC NC Manual

General Employee Information

Directions to Setup Direct Deposit for your Paycheck from MSU

- Go to www.ebs.msu.edu
- Click on the **EBS Login** button at the top of the screen
- Log in with your MSU Net ID and Password
- Click on **My Time and Payroll** on the left
- Click the **Bank Information** button
- Follow the on-screen instructions

Signing Up For Shifts

Wells Hall Staff

1. You will receive an email from the MLC Coordinator at the beginning of the semester indicating the date and time that the schedule will be available
2. At the indicated date and time go to https://mathdata.msu.edu (it's first come, first serve so sign up early to get your choice of shifts).
3. Click on **MLC Staff**
4. Log in with your Math Department ID and Password
5. Click on **Schedule**
   Click here for an instructional video

The next screen will show you the available shifts and the number of shifts that you are responsible for (if you're a TA), or are able to sign up for (if you are an hourly employee).

Taking Time Off When Necessary

Our goal is to provide both tutors and students with a productive and stress-free atmosphere. In order to provide our students with an excellent tutoring experience and to make sure that the MLC is staffed appropriately, we expect all MLC employees to use the following procedure when planning to miss a scheduled shift:

1. You must **e-mail your supervisors** at least two days in advance (more is preferable) to let them know you will not be able to work.

2. You must **submit a substitution request** at least two days in advance. The earlier you submit your sub request, the more likely it is to be filled. To submit a substitution request:
   a. Go to http://mathdata.msu.edu/
   b. Choose **MLC Staff** and log in using your MSU Net ID and your Math department password.
   c. Choose **Create/Manage Substitutions,** then **Add New**, and follow the directions. Click here for an instructional video.

   > For any substitution, even if you have arranged your own substitute, **the substitution MUST be recorded in the "Create/Manage Substitutions" application**.
   >
   > Instances where you fail to submit a sub-request and miss your shift are considered "***no shows***". More than two instances of "no show" during a given semester may lead to disciplinary action. In cases of emergency, a "no show" may be excused - see below.

3. When you have submitted a substitution request, informed your supervisor of your planned absence, AND your substitution request has been filled, you are free to miss your shift without penalty.
   a. If you are an *hourly employee*, an excessive number of sub-requests may be taken into consideration in the rehiring process.

   b. If you are an *ULA or GTA*, employed with the Department of Mathematics, your duties include a certain number of MLC shifts for the semester. It is expected that by the end of the semester you have no more than one shift deficit. In other words, if you submitted a sub-request (for a reason other than a university excused absence) and your shift was covered by another tutor, you need to make this shift up by taking up someone's sub-request by the end of the semester. All ULAs and GTAs who have accrued deficit of 70 minutes or more due to unexcused missed shifts, tardiness or leaving early, will receive a weekly e-mail informing them of the time owed to the department and how they can make it up.

   At the end of each semester an official letter will be sent to all ULAs/GTAs summarizing MLC shift deficit and any infractions. A copy will be sent to the student's academic advisor and Undergraduate/Graduate Director. The Undergraduate/Graduate Director will prepare a written letter that will be placed in the student's file. The ULA/GTA has the right to submit a rebuttal.

   Two successive semesters of shift deficit may lead to disciplinary action.

4. If you submit a substitution request and inform your supervisor of your planned absence, but your substitution request is NOT filled, then proceed as follows:
   a. Excused absences – For excused absences (university sanctioned events, religious holidays, military obligations, and medical emergencies) check with your supervisor to be sure that your absence will be excused **prior to missing your shift**. You must **provide documentation** for excused absences, which should be emailed to the supervisor of the shift that you will miss within 24 hours of your return (include all supervisors if you plan to miss multiple shifts). With appropriate documentation, your absence is excused without penalty.
   b. Personal absences - If you are planning to miss work for a reason other than a university excused absence and your shift has not been covered, we expect that you will fulfill your

obligations and show up for work. Otherwise, we count this as an "Unfilled sub-request" strike (i.e. you do not have a university excused absence and did not show up to work, even if you submitted a sub-request). Hiring decisions for the following semester are based on tutor performance, which includes reliability in coming for your assigned shifts. If more than two "Unfilled sub-request" strikes have been accrued in a given semester, future employment with the MLC may be reconsidered.

In Case of Emergencies

1. Sometimes illness or family emergencies occur, and there is no time to follow the above protocol. We do understand. However, you should make an attempt to let your supervisor know as soon as possible so that they can plan accordingly.

2. Please do not come to work sick. We do care about your well-being and the well-being of our students. In cases of short term sickness (e.g. the stomach flu), when it might not be possible to get a doctor's note, please call to inform your supervisors as soon as you can, and stop by to talk to Jane Zimmerman or Tsveta Sendova once you have recovered.

Consider the following scenarios:

Scenario I. Adam has an exam on Tuesday for which he really needs to study. He has a shift in McDonel on Monday evenings. He would like to stay at home the night before the exam to study, so he submits a sub-request. He is very responsible, so he submits it two weeks in advance and e-mails Josh (one of his supes) to let him know.

   A. Before his shift Adam checks on the status of his sub-request and realizes it has not been filled, so he goes to work that night.
   - In this case Adam has fulfilled his obligations.

   B. Before his shift Adam checks on the status of his sub-request and sees it has been filled, so he stays at home to study. This does not count as a ``no show" or a ``strike" against Adam, but he will need to make this shift up by the end of the semester.

   C. Adam stays at home to study that Monday evening, even though his sub-request has not been filled.
   - This will count as *"Unfilled sub-request strike"* against Adam and he will need to arrange to make this shift up by the end of the semester.

Scenario II. Briana is working in Wells Hall on Monday evenings. She has a night Calculus III exam, scheduled for Monday, February 22. She knows this at the beginning of the semester, so she fills out a sub-request early on. Briana provides her Lead TA, Emily, with documentation that she is enrolled in MTH 234 and MTH 234 has a scheduled exam during Briana's shift. Even though Briana's shift was not covered, this does not count as *"Unfilled sub-request strike"* against her, as Briana's absence is excusable – see part 5.

   - She will need to make this shift up by the end of the semester.

Scenario III. Jasmine has a shift at Wells Hall on Tuesdays. She becomes very ill on Tuesday morning and has no chance to submit a sub-request. Jasmine explains the situation to her supervisor as soon as she has recovered and provides relevant documentation (e.g., doctor's note).

   - This is a university excused absence.

Payroll

Payroll is calculated using the scanner data. Therefore, it is imperative that you swipe your ID at the beginning and end of every shift.

In order to be included in the payroll report, you must be scheduled to work. This can happen in the following ways:

1) Regularly scheduled shift (signed up for at the beginning of the semester)
2) Accept a substitute request in the "Substitute Application".
3) In some cases, the supervisors may assign extra shifts. In these cases, the MLC Coordinator must be notified so that is can be entered in the MLCUsage system.
4) If you are substituting for another person, but didn't have time to use the substitute application, your supervisor may approve it and enter your shift on the Tutor Report.

You will be paid based on your actual start and end time, not to exceed your scheduled shift. Be sure you scan in promptly on your arrival or your pay will be reduced by the number of minutes you are late. If you forget/lose your ID, the monitor can make an entry on the tutor report. If this happens repeatedly, the supervisor may ask you to get your (or a replacement) ID before you will be allowed to work at the MLC.

Tutor Information
Rules for the MLCs

It is our goal to ensure that each student receives the best tutoring possible and to send a strong message to the students that we are there for them. It is therefore our policy to refrain from the following activities:

1. Using Cell Phones
2. Using Laptops
3. Wearing ear buds or listening to music
4. Reading
5. Grading
6. Working on homework or own material
7. Eating

These are general rules that apply to all MLCs. The supervisors for each MLC have the right to add to these rules as they see fit.

The One Page Tutor Manual

Arriving for a shift
1. Help move tables/chairs/white boards.
2. Give your ID to the monitor and sign-in.
3. Grab your name tag so that students can identify you as a tutor.
4. Ask the Supes/Lead TAs if they have any announcements.

Tutoring

An exemplary tutor excels at the following five categories: Knowledge, Activeness, Timeliness, Friendliness, and Efficiency.

Knowledge: It can take many years to be able to tutor in all subjects, so we do realize that not everyone will know 100% of the material. However, knowledge also encompasses:
1. Knowing your limitations: Students can get frustrated if you stumble around a problem a lot. If you get stuck or don't know where to begin, please do not hesitate to call over another tutor for some help.
2. Thirst for Knowledge: During slower times it is always a good idea to listen to other tutors. This way you can begin learning some more difficult problems (maybe in 132,133,234,235) so that next time a student asks, you can help. This is also a great way to see other people's techniques in tutoring and help to grow your tutoring skills.

Activeness: It should be every tutor's goal to ensure that everyone who has a question gets an answer. Not all students are comfortable with raising their hands. It is recommended that if you don't see any hands up, that you go back to students that you have already helped and ask them how they are doing. After completing this step, it is best to walk around and look for students' heads to lift as they begin to look for a tutor. There is a natural activeness hierarchy which goes:
1. Walking around, asking students if they need help
2. Walking around, looking for hands
3. Standing, looking for hands
4. Sitting, looking for hands
5. Sitting, thinking about personal things

Every tutor should strive to be #1 or #2 on this hierarchy at all times.

Timeliness: This is a very simple subject. It's bad to be late. It's good to be on time. It's best to be a few minutes early. There are always things that can be setup, and it would be best if everything was ready to go right when we opened.

Friendliness: One of the most amazing things about the Satellite MLCs is the relaxed, friendly atmosphere. We want students to feel welcome and relaxed when they come to our centers. When you help a student you should try and do the following things:
1. Smile and give them a friendly greeting
2. Be nonjudgmental and stay away from phrases like "People usually learn this in middle school"
3. Before you leave, point out your name (on your nametag) and say something like "My name is ___, and I'll try and come check on you in a little bit. If you need anything else before that, just raise your hand and I or someone else will come help you."

Efficiency: When the centers are busy, it is important that we do not stay with any one student for too long. Helping multiple people with a problem (like on WeBWorK) is a great technique to be efficient. Also solving only parts of problems not only helps with efficiency, but it also helps the student reinforce math ideas on their own. It's important that when you are helping to solve only part of the problem, the student doesn't think you are abandoning them. This ties heavily into friendliness. A great line to use is: "I'll let you work on this for a couple minutes, but if you get stuck, just let me know".

End of the Shift
1. Ask the Supes/Lead TAs if there are any things that you should work on when it comes to tutoring (you should always want to improve).
2. Help rearrange tables, chairs, and white boards
3. Make sure to pick up your ID before you leave

Rules

When you are on shift you should be focused with helping the students. Of course this means that you should not be checking your phone, chatting with friends, or working on your own homework.

Compensation

There are 3 wage levels for hourly tutors:

- PRECALC ($10.00/hour) – Tutors courses up to and including MTH 116
- CALC ($12.00/hour) – Tutors courses up to and including MTH 133
- ADVANCED CALC ($14.00/hour) – Tutors courses up to and including MTH 235

Tutors may advance levels by satisfactorily completing a qualifying exam.

1. The exams are thorough and reflect medium to difficult questions that are actually asked of tutors in the tutoring rooms. Really good tutors should be able to score 90% on these tests (over subjects they know).

2. You are not paid to take the exams.

3. Each exam should be about 90 minutes long.

4. All math exams are open book/open notes.

5. The exams do not leave the room.

6. The exams will be offered once per semester (in the last half of the semester) and the change in level will be effective the following semester.

7. Each tutor is allowed one attempt each semester.

An email will be sent to all tutors when the exam date, time and location has been determined.

Monitor Instructions

1. **Arrive on Time** - Allow yourself enough time to set up and prepare for work day at hand and **DON'T FORGET TO SCAN YOURSELF IN!!!!**

    a. A list of tutors scheduled for each shift can be found in the "Tutor Schedule" binder which is organized by day and then by shift.
    b. Exceptions to the schedule are substitutions, make-up shifts, and extras. These can be found in 2 reports:
        i. "Subs Report"
        ii. "Extras Report"
        iii. These reports are both available at https://mathdata.msu.edu/mlcusage . Check these reports at the beginning of your shift so you know which tutors are supposed to be working.

2. **Greet Students/Tutors** - Scan student in, if student happens to forget ID advise them to bring next time and explain the importance of this data in reference to MLC funding.

    If a tutor does not have his/her ID, a notation should be made in the "Edit Tutors" report. (See "Instructions for the Tutor Report" in Monitor Instructions binder.

    If a tutor shows up that is NOT either on the schedule or the subs or extras report, the supervisor must be notified for approval. If the supervisor approves, make an entry in the "Edit Tutors" report, making sure to note in the comment section the name of the supervisor who approved the tutor working that shift. The tutor may not scan in without supervisor approval.

    To view a list of tutors or students currently scanned in, wait 15 minutes after the last card is swiped and choose the "tutor raw" or "students raw" report in the green bar. (This report updates every 15 minutes and you must exit the report and reopen it to see the refreshed version).

3. **After IDs are Scanned** - Place student ID card in correct slot according to last initial.

4. **Direct Student to Proper Room/Table** - Each student should be placed at table in correspondence with their individual MTH course level.
    (This makes tutoring easier for tutor and also allows room for students to help and interact with each other in a situation such as the MLC being crowded)

5. **Be Aware At All Times** - Occasionally glance around the room for frustrated students, seating problems, etc. (Thank student for their patience and ensure them you'll send the next available tutor their way)

6. **Signing Out** - When student is ready to sign out for the day ask for last name, ask if all of their questions answered, locate slot, and don't forget to SCAN SCAN SCAN!!!!!

7. **Closing Procedure** - 10 minutes before closing give both tutors and students a warning that the MLC will be closing allowing time to wrap up last minute questions (This is so that neither you nor the tutors have to stay behind on unpaid hours trying to assist students)