

Los Angeles Southwest College
Tutoring Lab Policy to be Posted in All Tutoring Lab Areas

Normal Procedure:

1. Swipe the student ID card (or manually enter the ID number) to login the student into CI Tracking
2. When the student's ID comes up on the screen, do the following:
 - a. Choose the appropriate class or tutoring section
 - i. For students not knowing which class or tutoring section in which to sign-in, the lab assistant should log-in the student in the lab's primary tutoring section as designated by the lab director.
 - ii. If a student wishes to work in the lab, but not associate with a particular class or tutoring section, they should log in under section 9999.
 1. NOTE: Students do not need to add section 9999; it is already on the screen; however the college does not collect FTES for section 9999, since it is just for open lab work, for example, they want to use the computer to write a paper for English 103 without instructor referral
 - b. In order for the student to get proper credit, they should be informed that if they are in the lab to work on more than one class, they must come back to the desk and log out and then log back in under the next class
 - c. NOTE 1: ID cards are to be kept in the lab's designated area under the supervision of lab assistants while the student is using the lab
 - d. NOTE 2: If a student does not have an ID card and is logged in manually, notify the student to come back to the desk to be logged out prior to exiting the lab
 - i. When a student is logged in manually, the lab assistants should monitor, as best as possible, the student's presence in the lab to ensure timely log-out, in case the student leaves the lab without logging out
3. When the student exits the lab he/she should come back to the desk and have the lab assistant log him/her out
4. After the student has logged-out, the ID card should be returned to the student

Procedures for Exceptions

1. If a student does not have an ID card with him/her or does not know his/her student ID number, he/she should not be allowed to use the lab until he/she returns with ID or student number (student numbers can be retrieved by the student at admissions)
2. If the student logs in, but the section does not appear on the screen the following procedures should be followed
 - a. Have the student complete an add slip for the appropriate tutoring section
 - i. Keep the add slips and have the tutoring instructor of record (names of these instructor should be posted in the labs) sign the card at the beginning of each business day
 - ii. A designated lab employee should hand deliver the pervious day's instructor-signed cards to admissions at the beginning of each business day
 - b. Hand the student an *Individual Student Referral Form* and explain he/she must return the instructor signed form to the lab upon the next lab visit
 - i. NOTE 1: All instructor signed referral forms must be kept on file for each *Individual Student Referral Form* and for each *Class Referral Form*.
 1. An instructor may choose to refer a student by sending an electronic copy via email to the lab (labs should print copies of these electronic referrals as well copies of the emails on file)
 - ii. NOTE 2: Students do not need an individual referral slip if the instructor has a all-class current semester *Class Referral Form* on file
 - c. The lab assistant should log-in the student by ID on the Back-up Lab Log Hours Chart kept by each lab
 - i. NOTE: Inform the student of the need to sign out upon leaving the lab
3. When the student leaves the lab the student should come back to the desk and sign-out on the *Back-up Lab Log Hours Chart*
 - a. *Back-up Lab Log Hours Charts* shall be delivered to IT on Monday morning of each week by 9 AM
4. Any problem with CI Tracking should be reported immediately to IT: ext. 5421 and follow-up email to chandaki@lasc.edu and copy guptavs@lasc.edu and waldendw@lasc.edu
 - a. If no response from IT is received within 30 minutes, then call the Dean of Academic Affairs at ext. 5511 and follow-up email to waldendw@lasc.edu and copy to henderld@lasc.edu
 - b. If no response from the Dean of Academic Affairs is received within 30 minutes, then notify the Vice-President of Academic Affairs at ext. 5284 and follow-up email to henderld@lasc.edu and copy danielje@lasc.edu
 - c. If no response is received from the VP of Academic Affairs within 30 minutes then notify the President's Office at ext. 5273 and follow-up email to danielje@lasc.edu