



Math Lab Manual of Operational Guidelines

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ASU Math Lab Mission

Mission

The Math Lab seeks to successfully reinforce mathematics concepts taught in Athens State University (ASU) mathematics classes so that students' confidences in their mathematics abilities are realized and their competency elevated. The knowledgeable, professional and courteous employees of the ASU Math Lab provide a supportive environment that is designed to meet the mathematics learning needs of all students enrolled in ASU mathematics courses. The Math Lab employees facilitate this by (1) offering individual or small-group tutorials, (2) providing access to technology, such as computers with mathematics software and Internet access, DVD's or other audio-video systems of supplemental instruction, and (3) providing access to reference materials. The Math Lab operates during the day and some evenings to accommodate the diverse population of the university.

Impact on Distance Learning Students

The employees of the Math Lab are committed to supplementing the mathematics program of instruction for all students enrolled in mathematics classes at Athens State University (ASU) and this includes students enrolled in the specific distance learning mathematics courses offered each year by ASU. Any student enrolled in a distance learning mathematics class may visit the Math Lab during regularly scheduled day or evening hours to receive personal tutoring, watch or check out mathematics VHS or DVD's or take advantage of available printed resources. In addition to visiting the campus for assistance, students enrolled in distance learning mathematics classes are encouraged to contact the Math Lab during posted hours of operation to receive verbal assistance via the telephone. These hours of operation are distributed via e-mail to all faculty, staff and students at the beginning of each academic term.



Resources Management

Equipment and Facilities

The Athens State University Math Lab is currently located in Waters S-201. The ASU Math Lab may seat 15 students adequately. The Athens State University Math Lab currently has

1. A Math Lab employee's work station consisting of a desk, a filing cabinet, a computer and a telephone (256) 233-6547
2. Four computers located at individual stations for patrons of the Math Lab to use
3. At least two round tables available at which students may work independently or collaboratively.
4. An information table
5. A table for accommodating students with disabilities
6. A room where all of the DVD's, VHS's, mathematical manuals, textbooks and displays are stored

Hours of Operation and Minimum Required Staff

General hours of operation for the ASU Math Lab are normally 9 a.m.—9 p.m., Monday through Thursday given adequate staffing. Typically, there are about 6 employees operating the Math Lab excluding the Director. A minimum of 4 employees is required to operate the Math Lab 48 hours per week.



Math Lab Employee Recruitment

Minimum Math Lab Employee Qualifications

There is a minimum of 7 qualifications that a candidate for a position in the ASU Math Lab must meet. To fill the position of a Math Lab tutor, the candidate must possess the following qualifications:

- Enrolled in at least one course at Athens State University during the semester in which the candidate wishes to work
- Courteous and professional attitude
- Good work ethic
- Has taken and passed MA 308, Discrete Mathematics, with a grade of “A” or “B” at Athens State University—a preferred qualification would include having taken and passed MA 310, Matrices and Linear Algebra with a grade of “A” or “B”
- A positive verbal or written reference from a member of the ASU Mathematics Faculty
- A sincere desire to work with students to help them succeed in their mathematical pursuits
- Ability to work during the Math Lab’s standard hours of operation

Candidates may either present themselves to the Math Lab Director or the Math Lab Director or other mathematics professors may elect to professionally pursue qualified candidates for the tutorial position in the case of a vacancy. Most recruitment for the Math Lab takes place during the spring semester or summer term to ensure full employment capacity by the beginning of the fall semester. If an unexpected vacancy occurs during the middle of an academic term, the Math Lab Director may advertise the position or elect not to fill it until the next term.

Hiring Procedures, Required Orientation & Opening Day

If the Math Lab Director verifies the candidate meets all of the minimum qualifications, then the Director may offer the candidate a tutorial position when it becomes available. Within two weeks of beginning employment with the Math Lab, candidates must attend an on-campus orientation. Typically, the Director sends via e-mail to the candidate the following documents to complete before attending the orientation: (1) Institutional Work-study Application, (2) Math Lab Employee Information Form and a (3) Math Lab Procedures, Duties and Responsibilities form. [See the Appendix for a copy of these forms.] The candidate delivers the completed forms to the Director at the required orientation. The required Math Lab orientation includes:

- A brief interview of the candidate by the Director in case the Director has not met a particular candidate face-to-face before the group orientation begins
- Introduction of the Director to the new staff
- Introductions of the new staff to each other
- Director’s collection of all forms
- A verbal discussion of the Math Lab procedures and an employee’s primary duties and responsibilities
- A tour of the Math Lab



Math Lab Employee Recruitment

Hiring Procedures, Required Orientation & Opening Day (Cont'd.)

- A visit with the Payroll Officer—this includes receipt of required federal, state and institutional forms to be completed and promptly returned to the Payroll Office
- A visit with a Security Officer—this is in case of an unforeseen emergency

Within a week the Director will inform the newly hired Math Lab employee of the weekly hours that the employee will work based on the employee's preference reported on the Math Lab Employee Information Form. Generally, the employees fully operate the Math Lab each semester at the beginning of the first full week of classes and no later than the second full week of classes. Subsequently, the Director compiles all of the areas of expertise noted on the same form and posts this compiled list of self-reported expertise in the Math Lab each semester or summer session.



ASU Math Lab Employee's Responsibilities

Each Math Lab employee must

- Be courteous, helpful and professional to all who enter.
- Ask each student that enters the lab with the intent of receiving tutorial services to register on the ***Math Lab Tutorial Log Form*** recording the date of attendance, his or her name, major, course number and title for which help will be required, time of arrival, time of departure and the type of course delivery. The Math Lab employee should check that each student completely responds to all requested information.
- Provide each student who enters the lab for the first time a copy of the "Guidelines for the Math Lab at Athens State".
- Assist or tutor any student who visits the lab or requiring assistance by phone.
- Record at least one of the following items in the ***Math Lab Tutors' Report of Increased Understanding of Material*** for students receiving direct tutorial assistance:
 - Specific concept for which the student needed tutoring and whether or not increased understanding was observed
 - Specific example which the student worked independently and whether or not increased understanding was observed
- Ensure that each student completes the Math Lab Point-of-Service Survey online. This should be done every semester, but need only be completed once during a given semester per student. However, if a student returns for the first time during an ensuing semester, the student should be politely asked to complete the survey again. If the student is unable to access the survey online, then the employee should provide a hardcopy for him or her to complete.
- Maintain the electronic log (Excel spreadsheet) derived from the ***Math Lab Tutorial Log Form***.
- Check phone messages daily. Make a written record of any message that needs to be relayed to the Math Lab Director or other Math Lab employees. The phone number is (256) 233-6547.
- Keep the atmosphere in the lab conducive to a learning environment.
- Check out videos or DVD's to the students.
 - How to check out videos:
 1. Find out what tape the student needs. (Look in the Video Library book)
 2. Have the student fill out the video checkout sheet.
 3. Limit of two tapes per student.
- Proctor makeup tests for instructors. They should be secured before and after completion. If students are in the lab, please have the student requesting the make-up to take the test in a remote area.
- Prohibit Math Lab materials, such as books or solutions manuals, from leaving the Math Lab.
- Be aware of the existence of the Math Lab Operations Manual and familiarize themselves with its contents.
- Are expected to work the hours that are claimed on the timesheet and are prohibited from working in excess of 15 hours per week.
- Find someone to cover his or her hours if (s)he cannot make it to work. A list with phone numbers and emails will be passed out. Call the Math Lab Director if you are not going to be present.
- Ensure that the timesheets are filled out completely, brought to the Math Lab Director to sign. Turn timesheets into the Payroll office in Founders Hall no later than the 15th of every month.



ASU Math Lab Director's Responsibilities

The ASU Math Lab Director must

- Be courteous, helpful and professional with Math Lab employees and student visitors.
- Recruit and retain qualified student employees to manage routine operations of the Math Lab according to the Employee Recruitment section of this manual.
- Frequently visit the Math Lab to observe student employees and interact with them.
- Maintain, update and discard resources and equipment.
- Be responsive to employees' and student patrons' needs regarding the services, environment and equipment relevant to the Math Lab.
- Fully and accurately complete annual reports, such as AAP and AAR, in a timely manner.
- Maintain and update documents as necessary:
 - *Math Lab Tutorial Log Form CN 1635-0630*
 - *Math Lab Tutors' Report of Increased Understanding of Material CN 1635-0632*
 - *Math Lab Manual of Operational Guidelines CN 1635-0631*
 - *Math Lab POS Survey CN 1635-0330*
 - *Math Lab Procedures, Duties and Responsibilities CN 1635-0633*
 - *Math Lab Guidelines for Students*
 - *Math Lab Employee Information Form*
 - *Institutional Work-study Application*
 - *Institutional Work-study Approval Form*
 - *Math Lab Orientation Flier*
 - *Math Lab Employee Contact Information*
 - *Math Lab Survey Instructions*
- Maintain and secure original records.
- Update the Math Lab website every semester.
- Compile, post, publish to the website and e-mail operational hours every semester.
- Compile a matrix of students' self-reported areas of expertise and post appropriately in the Math Lab every semester.