INTRODUCTION

Instructional Assistant Coordinator(s) work closely with the Faculty Supervisor and are primarily responsible for organizing and supporting the Instructional Assistants within the ASL Program and the American Sign Language Resource Center (ARC). This manual describes the qualifications, duties, and responsibilities, as well as other related expectations for IA Coordinators.

Faculty Supervisor: A designated member of the ASL faculty who supervises the tutoring program and works closely with the Instructional Assistant Coordinator(s) and IA’s. The supervisor solicits applications and conducts interviews for vacancies for both the IA’s and coordinators, provides training and support, assigns grades, and generally supervises all aspects of the program.

Instructional Assistant Coordinator: A student who oversees the scheduling of IA’s, works with the supervisor in providing training and orientation for IA’s, and serves as a communication liaison between IA’s and the Faculty Supervisor for any needs.

Instructional Assistant: A student who provides academic and tutorial support.
QUALIFICATIONS

IA Coordinators must be an undergraduate student and have at least two semesters' experience as an IA within the ASL, Deaf and Interpreting Studies Program. IA Coordinator(s) must have completed ASLN 1101-1104 with a grade of B or better. While no specific overall GPA is required, the IA Coordinator is expected to be in good academic standing.

Students who are interested in serving as coordinator must apply during the semester before the term they want to begin work. Applications for Fall positions must be submitted by the last day of March. Applications for Spring positions must be submitted by the last day of November. For Application forms can be obtained by the Supervising Faculty.

COMPENSATION

IA Coordinators are (generally) paid under student employment. The Faculty Supervisor or ASL Program Coordinator will arrange for such payment.

EXPECTATIONS AND RESPONSIBILITIES

Responsibilities

- Determine the number of IAs needed for each professor
- Coordinate IA schedules according to instructors who request IA’s for their courses
- Develop office hour schedules and ensure that there is no overlap so that students have multiple opportunities to receive help from a diverse number of IAs
- Ensure that professors and students are satisfied with individual IA performance
- Ensure that communication between all parties (professors, students, IAs) is fluid and constant
- Keep IAs informed of current happenings or events within the program
- Attempt to solve any issues between IAs and professors, IAs and students, or IAs and IAs and inform the Faculty Supervisor of all issues or concerns

Expectations

- Responsible for responding to students within 48 hours of receiving any requests.
- Make sure IA’s sign in when they are scheduled for ARC office hours. The best way to keep track is to log into arc.uconn@gmail.com and enter the student's names/date in the Tutoring-Log-in/Log-off folder (ask the Faculty Supervisor for the password). The session report serves as the primary method of feedback regarding progress in each tutoring session. The session report must also be completed when
a student fails to show up for a scheduled session. Any issues in submitting a report, must be immediately communicated to the Faculty Supervisor.

- Keep track of IA hours and online tutoring.
- Coordinators are not responsible, nor are they allowed to issue or determine grades. If a student inquires about his or her grade, they are to be advise to communicate directly with the course instructor.
- In some cases, IA Coordinators may assist with correcting student work using a key provided by the professor. Coordinators are to follow the guidelines of the instructor and ask for clarification if needed. However, if the time required or expectations asked by any instructor interferes with personal academic responsibilities, the Coordinator(s) should make this known to the instructor or Faculty Supervisor.

PROFESSIONALISM AND INTEGRITY

Academic Integrity

Academic integrity is understandably of the utmost importance and is essential in your role as a coordinator. Any concern or issues should be communicated directly with the instructor of the course, IA or the Faculty Supervisor.

Conduct

Coordinators must conduct themselves in a professional manner in all aspects of their relationship with IA’s, faculty and students. In addition, you must be honest and upfront with the professor(s) you work with. It is important that you never criticize (directly or indirectly) an assignment, a course, or a professor. Please keep in mind that, while the relationships in our program will end up feeling more like a family, you must maintain a professional demeanor; this means complaining about students and the professor(s) on the job is unacceptable! If you notice other students doing so, try to diffuse the situation. Bullying is not tolerated. If any students are having an issue with one another, please intervene in a professional manner and try to alleviate the situation immediately.

Professionalism

Coordinators are expected to behave in a professional manner. Professionalism ensures a comfortable environment for all IAs, students and teachers. Inappropriate behaviors will not be tolerated at any time. Inappropriate behaviors include, but are not limited to, sexual harassment, physical or verbal abuse, inappropriate language, and drug and/or alcohol use before/during appointments. If any of these behaviors are reported and verified, the IA will be terminated and may face additional disciplinary action. If an IA feels as though any student is acting inappropriately, the Faculty Supervisor is to be contacted immediately.
If you find yourself in a personal relationship with another IA or a student, we expect professional behavior in the ARC and/or in the classroom. The Faculty Supervisor will determine the impact, if any, of the relationship on the program and the service being provided. In addition, it is advised that IA Coordinators not tutor or supervise roommates or suitemates.

Confidentiality

Confidentiality is one of the most important aspects of your relationship with the student. Mutual respect and trust are at the heart of any tutoring relationship. If a student feels they can trust you, they are more likely to cooperate fully and learn from you. Therefore, you must be particularly careful in your conversations not to discuss the students you work with, either their academic progress or their personal lives. Even the most harmless remark may be perceived as a form of invasion of the student’s privacy and betrayal of trust. Any lapses in confidentiality may be viewed as grounds for dismissal.

ARC RULES

- The ARC can only be accessed by IA’s, Coordinators and faculty and can only be used for ASL program related activities. Please keep in mind, the ARC is located next to faculty offices, so please remind IAs to try to prevent noise from becoming disruptive.
- For students who are studying ASL or enrolled in an ASL course, encourage the IAs and students to use only ASL as the mode of communication. Remember, you are within sight of faculty offices and therefore must be considerate towards them and their involvement in our communication.
- Under no circumstance are students allowed to be alone in the ARC.
- The ARC has books and materials for IA’s and are considered property of the university. All textbooks must be returned to the IA Coordinator at the end of each semester.
- Please DO NOT let students use the computer for personal use! The computer and printer should only be used by the IA or IA Coordinator and be used for work-related functions, not personal use!
- The door to the ARC must remain open unless you need to leave the room, in which case make sure the door is closed while you are away. When you leave, (especially if you are the last to leave) turn off the computer and lights. Also, make sure the ARC stays clean!
SELF ASSESSMENT AND DISCIPLINARY ACTIONS

Self-Assessment

IA Coordinators are asked to complete a self-evaluation at the end of the semester. The Faculty Supervisor and/or course instructor will do the same for each Coordinator. The purpose of the self-assessment is to see if expectations and responsibilities were met and to provide feedback and suggestions for individual performance and any program needs. Please feel free to share suggestions on possible changes or additions to the program. It is important to keep in mind that appointment as a coordinator is not guaranteed for the following semester or anytime during your UConn career.

Disciplinary Actions

This program is a benefit and a privilege, therefore, it will not be tolerated if any of these rules or privileges are taken advantage of or disregarded. Disciplinary action may include but not be limited to, termination and the loss of access to the ARC.

CONCLUSION

As an IA Coordinator, you are a valuable resource for the Department of Linguistics and for faculty and students who wish to serve as IAs. This manual has been designed to answer frequently asked questions and discuss policies, procedures and expectations regarding your role and the tutorial program.
This evaluation form is to be completed by the IA Coordinator with feedback provided by the Faculty Supervisor and course instructors. Please also include comments, ideas, and suggestions on the back of this form to help better improve the service provided to our students. Thank you.

IA Coordinator: ________________________________  Semester/Year: ______________

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<th>Satisfactory</th>
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<td>Conduct and respect towards faculty and students</td>
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<td>Effectiveness in resolving issues</td>
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What specific areas do you feel you contributed the most or was most effective in your role as coordinator?

What are areas of improvement you would like to consider for the future?

What areas of the tutoring program do you believe works well and why?

What areas of the tutoring program needs improvement?

Comments or suggestions:

Comments from Faculty Supervisor and/or course instructor(s):
Tutoring Program Agreement Form for
Instructional Assistant Coordinators

I understand that as a student of the University of Connecticut that I am responsible for
upholding the University’s Community Standards and appropriate student behavior:
http://community.uconn.edu/the-student-code-preamble/

I have read and understood the Student Policy on Sexual Harassment and Misconduct,
Student Policy on Alcohol and Illegal Drugs and Rules of Student Confidentiality).
http://policy.uconn.edu/2015/12/29/policy-against-discrimination-harassment-and-relat
ed-interpersonal-violence/

I have read and understood the policies stated in the Instructional Assistant and
Coordinator Manual. Manual can be obtained by the Faculty Supervisor.

I understand that my performance as an IA or Coordinator will be monitored and
evaluated.

I understand the appointment of this position is for the following semester(s): __________

I, ________________________________, hereby state that I have
reviewed / received and understand the policies governing the IA program, and
agree to all the conditions and requirements stated therein.

________________________________________  _________________
(Signature)  (Date)