UCONN

UNIVERSITY OF CONNECTICUT

Department of Linguistics
American Sign Language Studies Program

Instructional Assistant Coordinators

Manual

INTRODUCTION

Instructional Assistant Coordinator(s) work closely with the Experiential Learning Supervisor and are primarily responsible for organizing and supporting the Instructional Assistants within the ASL Studies 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. Students who are interested in serving as a coordinator must apply by the last day of March. Application forms are available online at the ASL Studies Program website. Appointment as a coordinator is not guaranteed for the following year or anytime during your UConn career.

Experiential Learning Supervisor: A designated member of the ASL faculty who supervises 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 IA coordinators, provides training and support, assigns grades, and generally supervises all aspects of the program.

Faculty: Instructor for a course where an IA is assigned to provide academic and tutorial support.

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 Experiential Learning 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 a IA within the ASL 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. Coordinators are also expected to be available and located at the Storrs campus.

COMPENSATION

IA Coordinators are (generally) paid at a rate that is commensurate with UConn Student Labor Class II and can receive a pay raise each semester with satisfactory performance. IA Coordinators are paid up to ten hours per week unless otherwise arranged and approved by the Experiential Learning Supervisor and the Program Liaison. The appointment begins one week prior to the start of the fall semester through the end of final exams for the fall semester, resuming one week prior to the start of the spring semester, and going through the last day of classes in the spring semester.   Necessary paperwork required for compensation must be submitted to the Program Assistant soon after the appointment is made in the spring in preparation for the fall.   A log of hours worked per week is required to be submitted to the Experiential Learning Supervisor.

EXPECTATIONS AND 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 for each IA and ensure that there is no overlap so that tutorial services are spread out over the course of a week.
- Responsible for responding to students within 48 hours of receiving any requests.
- 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 Experiential Learning Supervisor of all issues or concerns.
- Make sure IA's sign in when they are scheduled for ARC office hours (a shared document is most effective).
- 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 communicate directly with the course instructor.
- IA Coordinators should not be expected to take on additional duties and responsibilities expected of IA's such as tutoring or proctoring exams.

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 Experiential Learning Supervisor.

Conduct

IA 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, 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 student is having an issue, 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 Coordinator will be terminated and may face additional disciplinary action. If an IA Coordinator feels as though any student is acting inappropriately, the Experiential Learning Supervisor is to be contacted immediately.

If you find yourself in a personal relationship with another IA or a student, we expect professional behavior at all times. The Experiential Learning 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.

AMERICAN SIGN LANGUAGE RESOURCE CENTER (ARC) RULES

- The ARC can only be accessed by IA's, Coordinators and faculty
- The ARC 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 use of 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.
- Books and materials are considered property of the university. All textbooks must be returned to the ARC or IA Coordinator at the end of each semester.
- The computer and printer are not for personal use and are to be used only by the IAs or IA Coordinator for work-related needs.
- The door to the ARC must remain open while occupied.
- If you are the last person to leave the ARC, turn off the computer and lights.
- Please 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 academic year. The Experiential Learning 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.

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 ASL Studies program. This manual has been designed to provide an overview of the expectations and responsibilities for IA's including specific policies and procedures. The manual also includes an IA Coordinator self assessment.

INSTRUCTIONAL ASSISTANT COORDINATOR
SELF ASSESSMENT AND PROGRAM EVALUATION

This evaluation form is to be completed by the IA Coordinator with feedback provided by the Experiential Learning 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: _____ Academic Year: _____

	Exceptional	Very Good	Satisfactory	Needs Some Improvement	Needs Significant Improvement
Timeliness in responding to calls/emails					
Conduct and respect towards faculty and students					
Effectiveness in coordinating tutoring schedule					
Effectiveness in resolving issues					
Experience with session reporting					
Integrity and Professionalism					

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?

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

What areas of the tutoring program need improvement?

Comments or suggestions:

Comments from Experiential Learning Supervisor and/or course instructor(s):