Creating a Knowledgeable Workforce

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Problem Statement

New hire tutors that are not experienced with university human resources policies and procedures, classroom safety procedures, and academics honesty rules before starting to work with students.

Assumptions

• First time tutors are not experienced in handling an emergency.
• First time tutors are not aware of FERPA policies such as FERPA, sexual harassment and waste, fraud and abuse of state property.
• First time tutors do not know the consequences of plagiarism.
Facts

- All part-time employees must fill out an employment packet.
- All part-time employees are required to complete training in train-tray after they are hired.
- Gateway allows for training to be completed as a condition of employment.

Proposed Courses of Action

1. Certified tutor program
   - Training class either online or classroom
   - List of a certified tutor pool would be maintained

2. Online training as a condition of employment
   - Training must be completed along with the new employee packet

Consideration of Non-concurrence

- Different departments have different policies. It would be difficult to put each under one blanket training program.
- Who would oversee the program? Develop the course? Maintain lists?
- Non student applicants would not take training course unless hired for the position.
Selected Course of Action

Establish a policy that requires tutors to complete online courses in HR, safety, and academic honesty policies.

The course would be delivered thru "Gateway" as a condition for employment.

New employees must complete the courses along with turning in the new employee packet before employment.