

# “Good” Tutoring Tips

## Getting Started FAQs

### What to do when a student messages you?

- Greet the student and introduce yourself
- Ask them for their name and student number
- This is so you have a way of addressing the student and of making sure they are a UBC student
- Record this information, along with the time on an excel spreadsheet

### How do you help a student?

- Students might ask a variety of different types of questions. These might include questions about concepts from lectures, questions from their problem sets, or general questions about topics they don't understand
- Be prepared for some questions that are very short and easy to answer, and others that are complex and require a lot of time to answer
- Apply the concepts covered in the SCL workshop: figure out what they don't understand by asking pertinent questions, such as:
  - “What steps have taken so far?”
  - “Where did you get stuck?”
  - “Have you reviewed your lecture notes and the textbook for some ideas?”
  - “What strategies might you use to help you answer this question?”

### What are some effective tutoring strategies?

- Guide them, step-by-step, towards finding the answer for themselves
- Allow them to interrupt and ask questions along the way
- Make sure they understand before you move along. Don't go too quickly, and ask the student if they understand, or ask them to explain their understanding as you proceed
- Give them constructive criticism and be encouraging!

## Time Management FAQs

### How do you manage your time?

You might have multiple students who message you at the same time to ask questions. What do you do?

- Tell students that you are currently helping another student
- Tell them what number they are in line and their expected wait time
- Tell them you will send them a message when you are ready to help them

so students can plan their study schedule and won't be left wondering when they'll get help, or if they'll ever get any help at all

- Try your best to stay on schedule and adhere to the wait times you provide
- When you have many students, we recommend no more than 10 minutes for a student
- If a student asks a question that takes a lot of time to answer, you can always tell them that you have multiple students waiting and can only give them a ten-minute time slot, so they have to limit the scope of their question. Offer some resources to get them going in the right direction.
- Apply the SCL (Strategic Content Learning) model and ask them questions so they start to think about the problem themselves.
- Encourage them to work on the problem given the resources you have provided and message you again when they are stuck.

## **Dealing With Challenging Situations FAQs**

**What if the student becomes angry or impatient? They might complain that they have to wait too long, or that not getting attention/help that they want.**

- Try to reassure them. Online tutoring is busy, so encourage them to be patient
- If they've gotten stuck on a question, you might want to tell them to type out the steps they've taken and where they've gotten to before getting stuck, that way when you're ready to help them, you can just read their responses and jump right in.
- Remember that the student should be prepared to wait, but can also expect the tutor to provide assistance after a reasonable length of time.

**What if the student gets frustrated?**

- Although it might be tempting, don't just give students the answer!
- Online tutoring can be challenging, and even with the aid of tablets and online technology, it may not work for everyone.
- It is normal for students to feel frustrated or to feel like their point isn't getting across when they are stressed.
- Be patient!
- Remember that some of the finer nuances of communication are lost through online interaction
- Provide encouragement and congratulate them when they solve the problem.
- If the student feels that they are encountering too many obstacles, encourage them to try face-to-face options for tutoring (which may be a better match for some)

At the AMS Orientation, we will be sure to give you adequate information about the different services we offer, so that you will be able to pass that information on to interested students