

# ESL Learning Center

## New Hire Manual



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# Welcome to the ESL Learning Center

Welcome to the School of Language Arts and Communications. Your role as a student assistant is essential to the smooth functioning of our labs. This manual will tell you what is expected from you as well as a reference on how things work. You are not expected to be a computer whiz to work in the labs but you must have a better than average level of competency.

The primary role of everyone in the labs is to assist the students. Everyone – the faculty coordinator, the instructional lab coordinator, the instructional associates and the student assistants must own this truth. The students do not distract us from our work, they are our work. That being said, there are defined roles for all lab faculty and staff. The easiest way to understand our hierarchy is by comparing a lab to the restaurant.

- The faculty coordinator is the chef. He or she organizes the instruction.
- The faculty members who work in the lab are the cooks. They take guidance from the faculty coordinator and are the de facto head of the lab.
- The instructional lab coordinator is the restaurant manager. The daily staffing, scheduling, equipment concerns and training are her/his primary areas.
- The instructional associates are assistant managers. They will do most of your supervising and they are the ones to whom you will inform of sick days or other issues that will affect your ability to work your designated work hours. They will also assist students with tutoring and the technology.
- The student assistants are the wait staff. They work closely with students helping them with questions and technology.

Please feel free to talk to anyone about any lab issues. Oh, and lastly, “I don’t know” is a legitimate answer. If you are asked a technology question or grammar question and you don’t know the answer, ask someone else in the lab. Learning is an ongoing process for everyone.

## **Mission Statement**

The Learning Center provides a place where English as a Second Language students can study either by themselves or with friends and classmates. They offer tutoring and language help by ESL instructors who understand how to help with language difficulties. Students can use computers there to do research, write class papers, create PowerPoint projects, practice English using the Center’s ESL software programs or use the installed voice recorders to practice their conversation skills. The Center provides various free conversation and grammar workshops throughout the semester to allow students to have additional practice outside of the classroom. The Center’s multilingual staff and certified instructors welcome you and will be happy to assist you with all your English language learning needs.

## Connect with the ESL Learning Center



ESL Learning Center Facebook Page: <https://www.facebook.com/LBCCESL/>



ESL Learning Center Instagram: <https://www.instagram.com/lbccesllc/>

## Learning Center Location

The ESL Learning Center is located on the top floor of the Library building (LL 211 at PCC).

## Learning Center Information

Our website has more detailed information about the department, ESL staff, office hours, and the resources available to the students. The learning center homepage also shows a list of the current workshops. The list is updated every semester and has the most up-to-date information. You can also find easy access to the learning center social media pages by visiting our webpage.

<http://www.lbcc.edu/ESL/ESLLearningCenter/>

# Information for Adjunct Instructors

## Workshops

Workshops are advertised at the beginning of each semester. The ESL Learning Center staff invests a lot of time and supplies when promoting such workshops. Because of this, we kindly ask that instructors stick to the advertised schedule throughout the semester. If there is a need to modify the schedule in any way, it is the instructor's responsibility to notify the center staff in advance so that they can take any necessary steps to ensure that the correct times are advertised.

## One-on-One Tutoring

Instructor is to have mini tutoring sessions of 10 minutes per student. In the event that there are no other students waiting, the instructor can elect to continue to assist the student for whatever amount of time they deem appropriate. If there are other students waiting for tutoring and the student still needs help, the instructor is to advise the student that they need to add their name to the list in order to get another session.

## Attendance/Punctuality

Adjunct instructors are expected to be on time to each scheduled activity. Please notify the appropriate person if you will be late or absent.

## FAQ's

### 1. What should I do if I am not going to be able to make it to my shift?

If for any reason you are late or will not be able to make it to your assigned shift at the ESL Learning Center, please contact Donna Coats at her direct line (562) 938-3160 or via

e-mail at [dcoats@lbcc.edu](mailto:dcoats@lbcc.edu) as soon as possible. We would appreciate if you can CC the instructional associates so that arrangements can be made in the lab.

**2. What if the students want to stay longer than the scheduled workshop?**

Students can stay past the scheduled workshop time as long as it is okay with the professor giving the workshop. We kindly ask that you check to see if there are students waiting for assistance before you extend your workshop time. We value your time here at the center.

**3. What can I do if my student needs help enrolling in a course?**

Please have the student visit the ESL Office located in LL-206. Their direct phone number is (562) 938-3037. Please call them to get the most up to date information about enrollment, deadlines, and their hours of operation.

**4. What if I need supplies or assistance during my time at the Learning Center?**

Please ask any of the Learning Center staff for support in any area. We will try our best to accommodate you.

## Computer Software

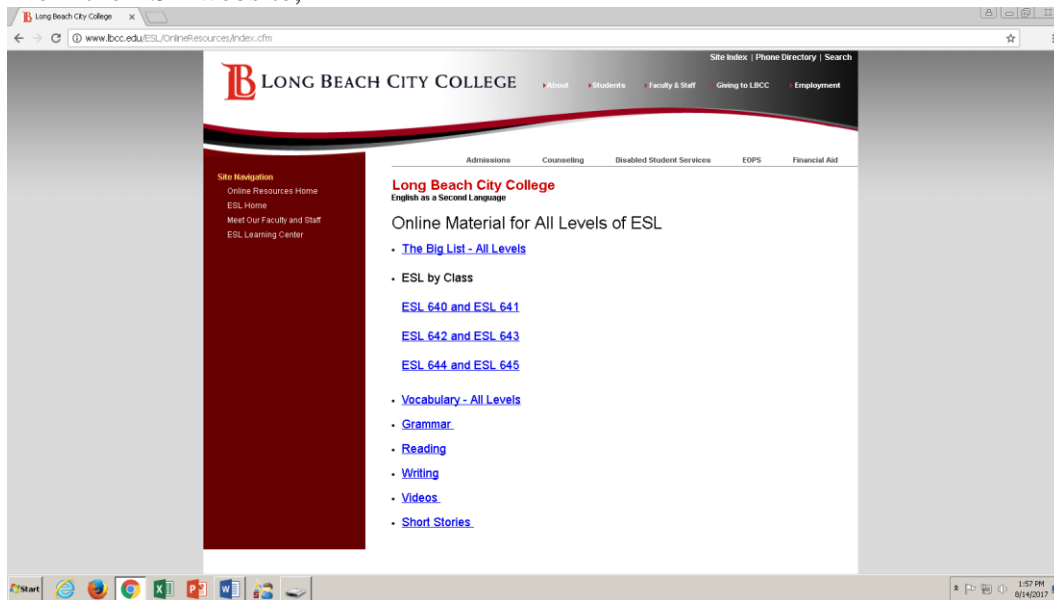
All of the computers in the ESL Learning Center are equipped with Microsoft Office. As has been the trend, all of our software is web-based. We currently have links to web sites that reinforce classroom learning and that provide interactive quizzes.

All of the student computers' have the following desktop.



From the desktop, students have access to ESL 640 to 645 links, ESL 861 and 862 links, plagiarism, stories, writing, vocabulary and many other links.

From the ESL website,



## Computer Hardware

The ESL Learning Center is equipped with 22 DELL computers and a DELL laser printer in the main room. Unfortunately, we are not able to print in color currently. Additionally, we have 2 computers available for use in the classroom. Those computers are reserved for teacher use only. One of the computers is connected to a TV screen for easy presentation.

## Multimedia

Multimedia equipment is minimal in the ESL Learning Center. The days of tape recorders and other analog devices has passed. The computers can run any multimedia web site. From the computers, the students can also record and listen to themselves. (Headsets are available from the front desk.)

## Website/Online Resources

The ESL Learning Center has a website ([www.lbcc.edu/esl](http://www.lbcc.edu/esl)) where instructors have access to a variety of tools that are meant to enhance their teaching experience. Within the page, you will find information about ESL faculty and staff, detailed information about the Learning Center, and links that benefit students of all levels.

# Information for Student Assistants

## ESL Learning Center Usage

The ESL Learning Center exists to provide support for coursework in ESLLC 699. Any student may take this course but its primary focus is to help English as a Second Language learners. The center assists students from pre-literacy to ESL 34X (the equivalent of English 105).

## Phone

We have two office phones located behind the main counter. Please use appropriate etiquette when answering the calls.

There are a few key points you should include when answering:

- Good morning/afternoon
- Your name
- Department name
- Ask how you can help

Here is an example, “Good morning, thank you for calling the ESL Learning Center. This is (name). How may I help you?”

## Homework

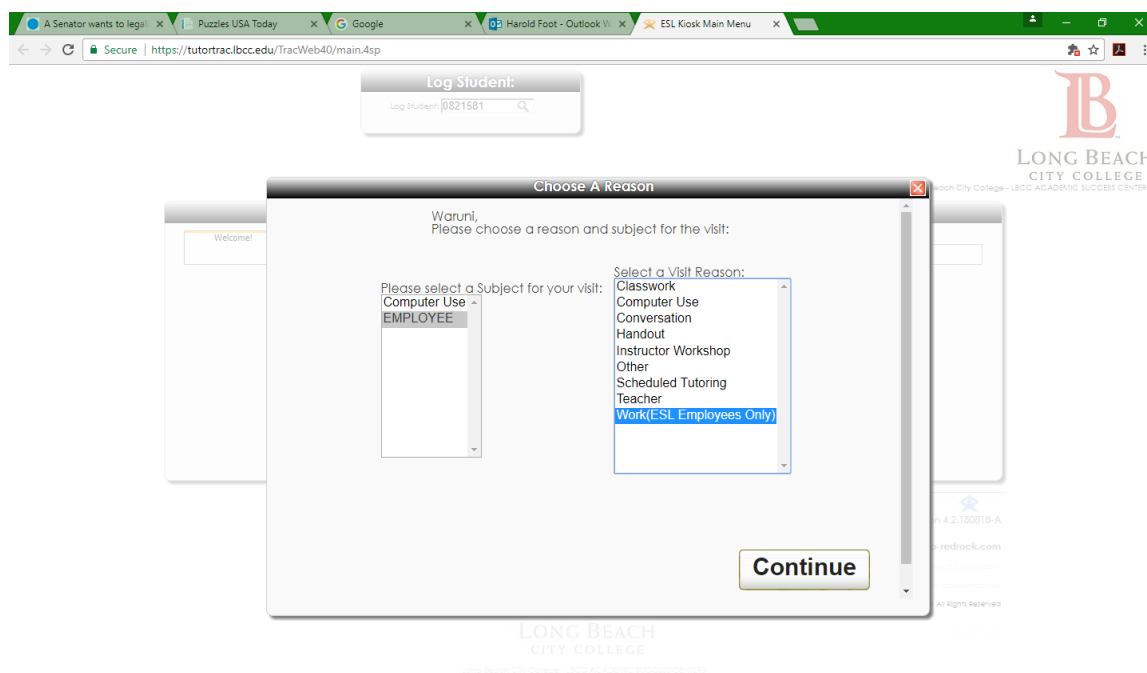
We have a strict NO homework policy. Please dedicate your time to helping students while at work. The purpose of Federal Work Study is to prepare you for future jobs. You will gain lots of valuable experience by helping students and assisting with the needs of the lab.

## Tracking of Work Hours

Everyone is expected to work her/his designated hours. All student workers will log into Tutortrac at the beginning of their shifts and log out at the end of their shifts.

The screenshot displays a web browser window with multiple tabs open. The active tab shows the Tutortrac login page for Long Beach City College. The address bar indicates the URL is <https://tutortrac.lbcc.edu/TracWeb40/main.asp>. A 'Log Student:' box is present with the ID '0821581' entered. The page includes the Long Beach City College logo and the text 'Long Beach City College - LBCC ACADEMIC SUCCESS CENTERS'. Below the login box is a 'Tutortrac Main Menu' window with a 'Welcome!' message. The footer of the page shows the version number '4.2.150818-A', the website 'www.go-redrock.com', and copyright information for 1999-2011.

Enter your student/employee ID in the Log Student box and press ‘Enter’.



Under Subject, choose EMPLOYEE. Under Reason, choose Work. You are now logged in and your hours are being recorded.

When your shift ends, enter your student/employee number and press 'Enter.'

## Absences and Tardiness

Things happen. Buses are missed, children get sick, and you get sick. Absences and tardiness are inevitable. The general policy is to let us know as soon as possible. See page \_\_ for contact information. The easiest way to get a message to us is to email [LBCCESL@gmail.com](mailto:LBCCESL@gmail.com). This email address forwards to the instructional lab coordinator and instructional associates.

## Pay

Federal Work Study employees are paid monthly. Usually checks are issued on the 10<sup>th</sup> of the month. Pay is based upon the amount of time you have worked at LBCC. Starting pay is \$11/hr and more senior student workers received \$11.25/hr. You have several options on the way you can be paid. When you complete paperwork at HR, you can elect to receive a paper check which you will pick up at the Cashier's office at the campus of your choice. You can also elect to get paid via direct deposit. This is the fastest way to receive your money. Please see the Payroll department to get this set up. Work hours will be calculated based on the hours that you are logged in to Tutortrac. Please make it a habit to check in and out regularly to ensure that you are paid accurately.



## Breaks/Lunches

You are entitled to one 15 minute break for every 4 hours worked. The break should occur roughly in the middle of your shift. While you do not need to log off on Tutortrac, you need to sign out on the break board. The break board is located behind the counter. It is a great tool to ensure that we have the appropriate coverage at all times. No two student workers should be on break at the same time. Please coordinate with each other to make sure that we have enough coverage in the lab.

Student Assistants must take a 30-minute **unpaid** lunch after 5 hours of work. Please take your break half-way through your shift. Everyone should be careful to sign out of Tutortrac during lunch time and back in after lunch to ensure that hours are logged correctly.

## Food and Drink

- The rules in front of the desk apply to behind the desk.
- Water bottles are allowed in the lab. Other drinks are not allowed in the lab.
- Small pieces of candy are allowed as long as wrappers do not become a problem.
- With the exception of special events, food is not to be consumed in the learning center.

## Noise

The ESL Learning Center is not a library. Students must experience English by reading and writing and by listening and speaking. Students may listen to music via ear buds.

## Conflict Resolution

### **The following is from the Office of Student Life.**

As a leader, you may be called upon to resolve some kind of conflict that may arise between members of your group. Listed below are some strategies that might help you should these situations arise.

#### Conflict Resolution Strategies

Each of the five conflict resolution strategies is different in their problem-solving approach. Choose the one that best fits your situation.

- **Problem-Solving:** You encourage all sides to work together creatively to achieve all goals. This is the highest level of conflict resolution.
- **Avoidance:** You stay out of a conflict so the involved people will find their own solution. Avoidance is a good strategy for minor conflicts. It sends the message that they can solve problems without outside involvement.
- **Compromise:** You encourage each side to give up a little to reach a common solution.
- **Dictating:** You listen to both sides, then make a decision and enforce it.

- **Accommodation:** You go to great lengths to accommodate all sides so they won't be in conflict, even if it means giving up your own expectations. Accommodation is often a "last resort" tactic.

### **Getting groups to resolve their own conflicts:**

It's always better when the people involved in a conflict resolve it with a minimum of outside intervention. Here's how a mediator can nudge the process along:

- Intervene only when asked
- Encourage each side to explore the other's viewpoint, state the other's case, or assume the other's role. Ask each to describe what the other is saying
- Allow plenty of time for discussion
- Listen actively to both sides
- Take a win-win approach
- Restate common goals – repeatedly
- Ask for suggested resolutions from the participants
- Redirect the focus to the issues, not personalities
- Point out misunderstandings
- Remain neutral, don't let your emotions get in the way
- If you cannot remain neutral, bring in a mediator

### **If you're a participant in the conflict:**

- Give up graciously if the evidence shows you're wrong. The ability to say "I was wrong" sends a powerful message that can improve future conflict-resolution efforts.
- Even when you're "right" it's helpful to admit blame in some of the circumstances that led to the conflict.
- Avoid getting angry. Count to 10, take a cooling-off break, whatever it takes. If emotions are high, consider bringing in a neutral third party

Try to Negotiate

**Definition of Negotiation:** to attempt to come to an agreement on something through discussion and compromise

People Who Won't Negotiate

Some people refuse to be a part of the solution because they want to protect their special interests or privileges. Here are a few steps to take in dealing with such people.

- Start to negotiate anyway.
- Explain why it is in their interest to negotiate, why it is worthwhile to deal with the problems existing between the both of you.
- Find a higher value that you both agree on, for example, you both want to project a positive image.
- Be trustworthy. Do what you said you would do. Lead by example.

## Classroom Visits

Classroom visits are scheduled at the beginning of every semester. During the class visit, ESL Learning center staff asks the instructors for permission to make an announcement during class time. The announcement includes:

- **ESL Learning Center Hours**
- **ESL Learning Center Workshop Schedule**
- **Basic Information about services provided in the center**
- **Languages in which we are able to provide assistance**
- **Social media pages and how to access them**
- **Remind the students that the learning center is FREE of charge and there is no requirement to how many hours they need to attend.**
- **Tell the students to sign up for ESLLC 699. There is no penalty for enrolling and not coming a certain number of hours.**

## Orientations

We welcome any class who wants to visit and tour the center. During the class visits, the ESL Learning Center staff will show the students around the center and answer any questions that the students may have. Some of the things that we cover during class-time orientation are:

- Explaining how to sign in and out of the lab
- Showing the material on our computer desktops
- Introducing the students to the books on the shelf
- Showing the private tutoring/workshop room
- Each student who comes to an orientation will receive a ticket to enter a raffle

## ESL Learning Center Staff Contact Information

### **Baruch Elimelech**

Department Chair, ESL

Oversees all operations within the ESL Department

Assigns instructors' hours in the ESL Learning Center

Hires student workers with Faculty Coordinator's consultation

[belimelch@lbcc.edu](mailto:belimelch@lbcc.edu)

(562) 938 - 3965

### **Meena Singhal**

Professor, ESL /Faculty Coordinator

Supervises all instruction in the ESL Learning Center

Assists hiring student workers with ESL Department Chair

[msinghal@lbcc.edu](mailto:msinghal@lbcc.edu)

(562) 938 - 3178

### **Harold Foot**

Instructional Lab Coordinator, ESL/Language Arts

Takes care of the daily staffing, scheduling, equipment, payroll, record reporting and training  
[hfoot@lbcc.edu](mailto:hfoot@lbcc.edu)  
(562) 938-3169

**Erika Rodriguez**

Instructional Associate, ESL

Supervises student assistants, tutors students and demonstrates technology

[erodriguez@lbcc.edu](mailto:erodriguez@lbcc.edu)

(562) 938 – 3011

**Michael Smith**

Instructional Associate, ESL

Supervises student assistants, tutors students and demonstrates technology

[m3smith@lbcc.edu](mailto:m3smith@lbcc.edu)

(562) 938 - 3255

## Resources Available at PCC

### Health Services

- **Mental Health (GG-117)-** <http://www.lbcc.edu/PsychServices/>  
FREE: Short-Term Counseling for Anxiety, Depression, Academic Stress, Relationship Issues, and eating Disorders. Support groups, workshops, and education are also provided on topics such as Stress Management, Anger Management, Suicide Prevention, Mindfulness, and Crisis Intervention. Call (562) 938-3992 for assistance.
- **Primary Care (GG-117)-** <http://www.lbcc.edu/studenthealth/>  
FREE: Urgent Care and Referrals, UTI Testing, Reproductive Health, HIV Testing, (Department of Public Health), Alcohol and Substance Abuse Education, Over the Counter Medication, and Over the Counter Nutrition. Services Available for Below-Market Costs include the following: Immunizations (Flu, Hepatitis B, and Tdap vaccines), Physical Exams, Glucose, Cholesterol and Hemoglobin Tests, Prescription Discounts, Outpatient Laboratory Testing. TB Screening is also available for New Hires, Student Workers, and LBCC Faculty and Staff. Call (562) 938-3992 for assistance or to schedule an appointment.

### Academic Counseling- <http://www.lbcc.edu/counseling/>

- **ESL Counseling-** Counseling is available in Spanish (Vivian Barrera) and Khmer (Sophy Hout) to any ESL students who are currently enrolled. Students can receive Educational Plans for the semester and guidance at no cost. Appointments are required in advance. LL-206 (562) 938-3211.

### Stores/Dining

- **Viking Express Convenience Store-** Building GG (562)938-3008
- **Cafeteria-** Building GG
- **Bookstore-** Building EE (562) 938-3106

### Library- Building LL <http://lib.lbcc.edu/pcc-library.htm>

- **Circulation Desk-** (562) 938-3028

- **Reference Desk-** (562) 938-3029

**Child Development Center-** <http://www.lbcc.edu/childrencenter/>

- Provides child care for children ages 2-5
- Full Day and Part-Day schedules
- Monday-Friday 7AM-5:30PM
- Call (562) 938-3082 or (562) 938-3185

**Disabled Students Programs & Services (DSPS) -** <http://www.lbcc.edu/dsps/>

- Room: GG-107
- Phone: (562)938-3921

**Extended Opportunity Programs & Services (EOPS) -** <http://www.lbcc.edu/eops/>

- Room: GG-217
- Phone: (562)938-3097

## Emergency Information

**The following information has been taken directly from the Adjunct Faculty Survival Guide:**

Text Message Notifications from LBCC Now Available for Faculty, Students, Staff & Community In the event of an emergency, LBCC will provide accurate and timely information regarding campus safety issues directly to students, employees, parents, and community members. Please provide your contact information in the appropriate field as directed to ensure that you will be notified in case of an emergency.

Please provide a mobile phone number through the employee self-service account in order to receive emergency text messages.

<http://www.lbcc.edu/PeopleSoft/SelfService.cfm>

**IN EMERGENCIES CALL: Immediately call 911.**

**Seven Things LBPD Wants Faculty & Staff to Know**

1. LBPD IS AVAILABLE ON CAMPUS 24 HOURS A DAY/7 DAYS A WEEK
  - For inquiries the public safety building is staffed between the hours of 7:00am – 5:00pm. After hours please see the below listed numbers
  - Non-emergencies: from campus 4910 or 4911 or 435-6711
  - Emergencies: 911
  - Police escorts available
  - Entrance into closed buildings or classrooms – between the hours of 7:00am – 3:00pm call facilities at 4040. From 3:00pm – 5:00pm call the switchboard at x4111. We will respond if you cannot reach them. Staff identification required for entry

- Instructors - if you are cancelling a class or you are late, call the switchboard between the hours of 8:00am – 5:00pm., 938-4111. After hours call the non-emergency numbers listed above
- When leaving please lock and secure classrooms or any other facilities under your direct control
- Students are not allowed in any classroom or any campus facility unless supervised by a faculty or staff member

## 2. PARKING IS ENFORCED

- Citations are issued for no permits and expired/broken meters
- Misuse of handicap placards can result in a \$340 fine
- Day permit machines are located in LAC parking lots E, F, H, M, P, O and Vets stadium
- (near ticket booth), there are two on every level of the parking structure, in PCC lots 1,
- Lots 2 (2 machines) & lots 5 for \$2
- No parking in the community – district “F” permit required
- Each parking lot is posted for its own parking regulations
- If you do not have your staff permit, obtain a day permit to park in a student stall or contact your department head for other arrangements (temporary permit)
- Shuttle service available between the campuses Monday – Thursday 7:30 am – 9:00 pm, Fridays 7:30 am -3:00 pm and Saturdays 8:30 am – 3:00 pm.

## 3. PERSONAL SAFETY

- Safety in numbers
- Keep personal property out of sight in vehicles
- Stay in well-lit areas
- Secure your personal property in your classrooms

## 4. STUDENT CODE OF CONDUCT

- Located in schedule of classes
- Incidents involving student misconduct should immediately be reported to the dean of student affairs. Incidents involving criminal activity should immediately be reported to campus police

## 5. LOST AND FOUND

- LAC – Located in building “E” at the student information desk
- Valuables at LAC are turned in to the ASB bank (located rear of bookstore)
- PCC – located in the administration office suite lobby - AA101 21

## 6. STAFF E-MAIL

- Check for updates on events and activities

## 7. LBPD AND LBCC HAS ZERO TOLERANCE FOR VIOLENCE AND DRUGS

- Please report any suspicious activity immediately and be prepared to provide a description of the incident and any individuals involved in order to assist our officers in a more efficient manner