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## 1.0 Introduction

### 1.1 Purpose of the Tutor Reference Manual

The purpose of the Tutor Reference Manual is to provide tutors employed by the Central Coast California Student Opportunity and Access Program (Cal-SOAP) with direction and guidance. Although this manual is meant as a reference guide, it is not all-inclusive.

The consortium is required to operate in accordance with the following:

- California Education Code Sections 69560-69566
- Provisions of the annual contract between the California Student Aid Commission (CSAC) and the consortium
- Cal-SOAP Policies and Requirements Manual, issued by the CSAC in October 2004
- Policy statements, operational bulletins or alerts issued by the Commission
- Administrative decisions made by the Commission
- The Central Coast Cal-SOAP Policies and Procedures Manual created in September 2004

In the event of a conflict between this manual and the above references, the policy set forth in the above shall take precedence.

### 1.2 Effective Date of Manual

Policy and procedures, as outlined in this manual, are effective July 1, 2004. Addendums and modifications will be implemented on an as-needed basis and will take effect immediately, unless otherwise noted.

## 2.0 About the Central Coast Cal-SOAP Consortium

### 2.1 Background

The Cal-SOAP was established by the California State Legislature in 1978 for the purpose of increasing postsecondary educational opportunities to certain targeted students by providing them with academic, advising, and related services.

The Central Coast Cal-SOAP consortium is one of 17 Cal-SOAP projects funded by a state grant administered by the CSAC. The first planning year for the consortium was in 2000, and the first year of implementation was fiscal year 2001-2002.

## 2.2 Fiscal Year Funding

The consortium is funded on a fiscal-year basis, from August 14th through August 13th, pending approval of the state budget by the state legislature and renewal of the consortium's contract by the Commission.

## 2.3 Goals

As stated in the CSAC policies and procedures manual, Cal-SOAP will accomplish the following:

- Increase the availability of information to students about the existence of postsecondary education and the available sources of financial aid;
- Improve student access to higher education by raising their achievement levels;
- Reduce the duplication of services by coordinating outreach efforts.

## 2.4 Partners and Service Areas

The Central Coast Cal-SOAP is an intersegmental consortium of educational institutions and community agencies comprised of 5 secondary school districts, 4 four-year universities, 2 community colleges, and 3 community agencies. The following school districts, colleges/universities and youth centers share partnership in the consortium:

Allan Hancock College – Santa Maria

AVID, Region 8

Boys and Girls Club of Santa Maria Valley – Santa Maria

California Polytechnic State University – San Luis Obispo

City of Santa Maria, Abel Maldonado Youth Center – Santa Maria

Cuesta College – San Luis Obispo

Guadalupe Union School District – Guadalupe

Lucia Mar Unified School District – Arroyo Grande

Paso Robles Joint Unified School District – Paso Robles

Santa Maria-Bonita School District – Santa Maria

Santa Maria Joint Union High School District – Santa Maria

University of California – Santa Barbara

## 2.5 Fiscal Agent

Allan Hancock College (AHC), accredited by the Western Association of Schools and Colleges (WASC), is the currently designated fiscal agent for the Central Coast Cal-SOAP Consortium.

## 2.6 Governance

The Central Coast consortium of the California Student Opportunity and Access Program (Cal-SOAP) is provided general direction by an executive committee and governed by a governing board. In addition, the accounting, administrative, and personnel policies and procedures of the fiscal agent will be followed.

In the event of a conflict between the fiscal or managerial controls of the fiscal agent and the law, policies, or procedures of the consortium or the Commission, Cal-SOAP policy shall take precedence.

## 3.0 Tutor/Peer Advisor Employment

Central Coast Cal-SOAP tutors/peer advisors are employees of the Central Coast Cal-SOAP project, hired through the Allan Hancock College. Tutors/peer advisors are employed to provide tutoring and peer advisement services to students at specific sites within the consortium service area; however, on occasion, tutors/peer advisors may be requested to assist with special financial aid and outreach activities hosted or coordinated by Cal-SOAP, or attend workshops, training, or conferences outside the consortium's service area.

### 3.1 Eligibility

In order to be eligible for employment as a tutor/peer advisor, a student must meet all of the following criteria:

- Enrolled in at least six (6) units at a college or other postsecondary school as an undergraduate student
- Receives or is eligible to receive any type of need-based financial aid
- Maintains a minimum cumulative GPA of 2.70 in all college or other postsecondary school work
- Is at least 18 years old at time of employment
- Provide proof of eligibility to work in the United States
- Have own transportation and provide evidence of vehicle insurance
- Complete new hire orientation through the AHC Human Resources and/or Job Placement Departments

- Complete Tuberculin (TB) screening test (no cost to student)
- Be fingerprinted (no cost to student)

A student enrolled in a secondary school is not eligible for employment as a tutor/peer advisor, even if the student is simultaneously enrolled in a postsecondary college or school.

In the event any of the above criteria is no longer being met, the tutor/peer advisor must notify the Cal-SOAP office immediately. Also, if there is a change in learning institutions (i.e., transfer, move, or dual enrollment) the Cal-SOAP office must immediately be notified by the tutor/peer advisor.

### 3.2 Hiring Process

The Cal-SOAP Project Director approves all hiring which begins the employment process. No tutor/peer advisor shall begin work until they have been notified by the Cal-SOAP office that all of the following requirements have been satisfied.

To initiate new hire paperwork (a Personnel Approval Request & Notification of Employment (PAR/NE) or a student contract with AHC – Career and Technical Education Center (CTEC)) the prospective tutor must bring the following to the Cal-SOAP office on the AHC Santa Maria campus:

- Drivers license/photo ID
- Social Security Card
- Permanent Resident card, if applicable
- Evidence of vehicle insurance
- Financial aid award letter or evidence that BOGW was awarded.
- Completed Cal-SOAP application and 'Hours of Availability' information sheet
- Transcript of coursework
- Schedule with proof of enrollment of six units or more

All new hires must attend an orientation and be cleared from AHC Human Resources for TB and LiveScan.

**THE CAL-SOAP OFFICE WILL ADVISE THE TUTOR/PEER ADVISOR OF THEIR FIRST WORKDAY.**

## 4.0 Tutor/Peer Advisor Separation from Employment

### 4.1 Voluntary Separation

A tutor/peer advisor wishing to voluntarily separate from employment with Cal-SOAP should submit a memo of intent to the Project Director at least 2 weeks in advance.

Memo should include:

- Tutor's name
- Work site assignment
- Reason for separation
- Last work date

The original final time sheet, signed by the site supervisor, should be delivered to the Cal-SOAP office within 24 hours of or on the next business day after the last day worked.

### 4.2 Involuntary Separation

Causes for involuntary separation will be determined on a case-by-case basis, depending upon the severity of the situation. Cases where the safety of students and staff are being compromised will result in immediate termination and if necessary, law enforcement will be involved. Breaking rules of confidentiality, falsifying records (including time sheets), and blatant bad behavior are also causes for termination.

Failure to attend Cal-SOAP training sessions, communication with Cal-SOAP staff and site coordinator, submit required documentation including time sheets, perform work duties, report to work with no valid explanation, consistent tardiness to work site and other related and inappropriate work behavior will result in either one warning by the site coordinator/project director and/or termination from the program.

Tutors/peer advisors have the right to submit in writing and also meet with the project director to discuss any discrepancies or disagreements with work behavior in question. This request must be submitted to the project director within five (5) days of notification of termination. The project director will determine if a meeting with the site coordinator, tutor/peer advisor and other school staff is necessary to resolve the situation.

## 5.0 Supervision

Although tutors/peer advisors ultimately report to the Central Coast Cal-SOAP Project Director and support staff, a certificated or classified employee at each

tutoring site will be designated as Site Coordinator to supervise day-to-day tutoring/peer advising responsibilities.

Site Coordinators are responsible for establishing tutor schedules (up to the maximum allowable number of hours) and validating tutor hours worked, as well as assisting with the collection of documentation.

## 6.0 Work Standards and Procedures

### 6.1 Conduct

Cal-SOAP tutors/peer advisors are to comply with the Tutor Reference manual at all times. Work site policies and procedures must also be followed.

It is the responsibility of the tutor/peer advisor to ask questions and assure the culture at a particular work site is understood. The Site Coordinator will be responsible for providing this assistance.

While every situation cannot be listed, every tutor/peer advisor is expected to demonstrate professionalism in the workplace. This means, absolutely no profanity, no inviting students from work sites to parties, no dating students in junior high or high school (even if they are 18 years old or older), no dating the site coordinator and no borrowing or taking anything without the permission of the Site Coordinator.

Texting or speaking on the phone while working with/tutoring students is not permitted. If you need to make a phone call/send a text message please wait until the class is over or walk outside; please always give your undivided attention to the students when you are working with them.

Never give a student a ride, if there is an emergency situation, call a school staff person or our office for assistance.

Please attempt to minimize physical contact with any student. We encourage handshakes; high fives however refrain from hugging/kissing students.

Never give your personal phone number or email address to a student. Do not email students or add them to your social network sites. The students you are working with are minors and it's in your best interest to not socialize with them during non-work hours; remember you are their tutor not their friend. Never be alone in a room with a student(s); a school employee/staff member must be present at all times when you are tutoring students.

Failure to comply is immediate grounds for termination and further legal action will be taken, if necessary.



## 6.2 Job Responsibilities

Tutor/peer advisor responsibilities include attending every Cal-SOAP training, AVID certification, collecting the Cal-SOAP student application forms, documenting student contacts as required for the state mandated database, abiding by school site or work site policies and procedures. Restricting activities to only those permitted by the California Student Aid Commission such as tutoring academics and advising on college related activities.

## 6.3 Schedule

All Cal-SOAP tutors/peer advisors will have a fixed schedule and work hours at their job site. This schedule will permit the tutor/peer advisor to work only the hours that are needed during the week. Any additional hours (up to the maximum) must be approved by the Project Director. The request must be submitted via email or in writing at least one week prior to the schedule change. Additional hours may or may not be approved, based upon available funding.

## 6.4 Absences

If a Cal-SOAP tutor/peer advisor is unable to report to work as scheduled, they must **FIRST** call their site coordinator to report their absence. If absences add up to more than five days (5) in one month, these absences must be reported to the Cal-SOAP office. A decrease in hours, or change to a work schedule must be reported in writing to the Cal-SOAP office immediately.

## 6.5 Confidentiality

All Cal-SOAP documentation, applications, and data collected (e.g., records, grades, test reports, student personal information, transcripts, financial aid data, etc.) are considered confidential information. Sharing this information with anyone besides the student it belongs to is not permitted. This includes providing confidential information to an adult or parent of the student. Prior to releasing any information about a student, the tutor/peer advisor will need to check with the site coordinator. Failure to comply is grounds for immediate termination from Cal-SOAP.

## 6.6 Communication and Contact Information

### 6.6.1 *Legal Name*

For all Cal-SOAP business (e.g., applications, log sheets, time sheets, etc.), your name, as it appears on your Social Security Card, must be used.

## 6.6.2 *Change in Contact Information*

It's important that the Cal-SOAP office be able to contact you with information relevant to the performance of your job. If there are any changes to your contact information (e.g., address, phone number, email address), contact the Cal-SOAP office immediately.

## 6.7 Safety and Accident Reporting

All Cal-SOAP tutors/peer advisors are required to submit required documentation for any accidents occurring on the job. This includes incidents that may occur to the tutor/peer advisor or a student at the work site. First, notify your site coordinator **immediately**. Then, report the incident to the Cal-SOAP office staff. You may be asked to complete appropriate reporting forms to document the incident. In the event of an emergency (e.g., a natural disaster, fire, lockdown, etc.), follow instructions from school/site staff. Once the situation is under control, report the incident **immediately** to the Cal-SOAP office.

## 6.8 Dress Code

Tutors/peer advisors are to comply with school/youth center dress codes. It is required that you wear your Cal-SOAP shirt while on the job. It is not permitted to wear any clothing that allows undergarments to be visible, nor items that advertise alcohol, drugs, and/or cigarettes. Tutors/peer advisors are also prohibited from wearing shorts, tank tops, ripped jeans, apparel that identifies them as a gang member, etc. Please pay attention to attire, and dress appropriately and professionally. If you are not sure, please check with the Cal-SOAP Director.

## 7.0 Training

Formal training is provided to Cal-SOAP tutors/peer advisors. Training may include information pertaining to subject such as employment, data collection, and tutoring skills.

Because training addresses information relevant to how a tutor performs their job, attendance at all training sessions is mandatory—even for tutors previously employed by Cal-SOAP. If unavoidable circumstances prevent attendance, the tutor/peer advisor must contact the Cal-SOAP office as soon as possible.

Hours in attendance at training sessions will be paid by Cal-SOAP at the current tutor/peer advisor rate of pay, and should be recorded on the tutor's time sheet as normal work time.

## 7.1 Cal-SOAP Training

Typically, Cal-SOAP tutor workshops are held 2 times each fiscal year, once in early fall and again in late winter.

## 7.2 AVID Training

Tutors/peer advisors may be required to be AVID certified during employment with Cal-SOAP. You will be notified when training will take place however usually it takes place on two Saturdays for a maximum of 16 hours. If you have worked for Cal-SOAP in the past and you believe you are AVID certified, you must provide proof of this certification in order to have attendance at the above sessions waived. If you have any questions about AVID certification, contact the Cal-SOAP office.

## 8.0 Student Contact/Tutoring Services

### 8.1 Acceptable Activities

Cal-SOAP tutors/peer advisors are permitted to tutor students in English, math, science, history and other approved subjects. Tutors/peer advisors can also discuss activities related to college (e.g., getting into college, college applications, financial aid information, SAT/ACT prep information, career and major goals, grades, and extracurricular activities). You may also participate in college fairs sponsored by your school site, provide classroom presentations on college topics, and attend any Cal-SOAP sponsored activity, including the Cal-SOAP funded college tour. Any activity not related to college or linked with Cal-SOAP must be cleared by the Cal-SOAP project director. Activities not approved will not be paid and will be considered volunteer work.

#### 8.1.1 Unacceptable Activities

Tutors/peer advisors are prohibited from discussing their own personal challenges, advising students on how to handle problems at home, issues that deal with alcohol, drugs, sexual abuse and other personal life challenges. Refer students that wish to discuss such issues to the school psychologist or the Cal-SOAP site coordinator. You must inform a student that is disclosing personal information that you will report any illegal activity to the site coordinator or law enforcement. Any questionable activity should be discussed with the project director and/or site coordinator prior to participating.

## 8.2 Data Collection

All Cal-SOAP tutors are required to collect Cal-SOAP applications from students in order for the Cal-SOAP office to document services. Without the Cal-SOAP application, students cannot be counted as being served. This is one of the most important aspects of a tutor's job within the Cal-SOAP program. It is the responsibility of the tutor to assure that these applications are collected and submitted to the Cal-SOAP office on a monthly basis. Data collection forms will be provided to each tutor to track services provided to each student.

### 8.2.1 Classroom Tutoring

Tutors will need to fill out a LOG SHEET. Tutors will fill in student's first and last name, birth date and grade on the log sheet and note, according to the legend provided, what subject the student was tutored in. One log sheet will be used for each pay period. The tutor will be responsible for daily tracking of student services. The completed log sheet will be returned to the Cal-SOAP office by the 10<sup>th</sup> of each month, along with the tutor's time sheet.

### 8.2.2 Individual/Small Group Tutoring

Tutors working with individual students or a small group on an irregular basis will need to fill out a LOG SHEET. Tutors will fill in student's last name, first name, birth date and grade on the log sheet and note, according to the legend provided what subject the student was tutored in. One log sheet will be used for each pay period. The tutor will be responsible for daily tracking of student services. The completed log sheet will be returned to the Cal-SOAP office by the 10<sup>th</sup> of each month, along with the tutor's time sheet.

### 8.2.3 Peer Advisement

Tutors working with students in a peer advisement capacity will track information using a LOG SHEET. Peer Advisor will fill in student's last name, first name, birth date and grade on the log sheet and note, according to the legend provided, what subject the student was advised. Activities addressing subjects such as Cal-SOAP information, college information, FAFSA information, financial aid, academic planning, career planning, and transfer information will be tracked using these sheets. One log sheet will be used for each pay period. The advisor will be responsible for daily tracking of student services. The completed log sheet will be returned to the Cal-SOAP office by the 10<sup>th</sup> of each month, along with the tutor's time sheet.

## 9.0 Travel

### 9.1 Travel Requests

Normally, tutors/peer advisors are not required to travel on Cal-SOAP related business. If a situation should arise, all travel requests must be coordinated with the Cal-SOAP office in advance.

All employees must obtain an approved *AHC District Request for Travel* form, prior to any Cal-SOAP related travel away from either the AHC campus or their designated worksite, and submit the form to the Central Coast Cal-SOAP office. Trips to and from a worksite or the AHC campus are not considered travel and will not be paid.

#### 9.1.1 Request for Travel Within AHC District

Employees who are expected to travel within the AHC district more than once a month on Cal-SOAP business must obtain an approved open district travel request. Employees who are expected to travel within the AHC district once a month or less on Cal-SOAP business must complete a separate district travel request for each travel.

#### 9.1.2 Request for Travel Outside the AHC District

An approved AHC District Request for Travel form must be obtained for each occasion of travel outside the AHC district. In addition to the specific date(s), times, location, and purpose of travel, the request shall include an estimate of costs (e.g., lodging, meals, parking, transportation). No open travel requests will be issued for any out-of-district travel.

### 9.2 Travel Reimbursement

Travel expenses shall be reimbursed in accordance with rates set by the California Department of Personnel Administration. The most current rates can be found at <http://www.calregs.com> – California Code of Regulations, Title 2, Division 1, Chapter 3, Subchapter 2, Article 2, DPA Rule 599.619 (meals and lodging) and DPA Rule 599.631 (mileage).

#### 9.2.1 Reimbursement for Travel Within the AHC District

Employees with an open travel request must submit an approved *Claim for Reimbursement for On-the-Job Transportation* form to the Central Coast Cal-SOAP

office the last business day of each month, in order to receive mileage reimbursement.

Employees providing an individual district travel request for each occasion of travel must submit an approved *Claim for Reimbursement for On-the-Job Transportation* form to the Central Coast Cal-SOAP office within 72 hours of return from trip, in order to receive mileage reimbursement.

*No food, lodging, or incidental expenses will be reimbursed for travel within the AHC district.*

## 9.2.2 Reimbursement for Travel Outside the AHC District

Travel expenses shall be reimbursed in accordance with rates set by the California Department of Personnel Administration. The most current rates can be found at <http://www.calregs.com> – California Code of Regulations, Title 2, Division 1, Chapter 3, Subchapter 2, Article 2, DPA Rule 599.619 (meals and lodging) and DPA Rule 599.631 (mileage).

A *District Travel Expense Claim Voucher* must be completed and submitted to the Central Coast Cal-SOAP office within 72 hours of return from out-of-district travel. The claim must indicate actual (allowable) expenses incurred, and be accompanied by original receipts for each expense and evidence of travel/attendance (e.g., an event agenda, conference material, name badge). No expense will be reimbursed without an original receipt, and all expenses will be reviewed to ensure they are within state allowances.

## 9.2.3 Out of State Travel

Out of state travel is not authorized.

## 10.0 Payroll

AHC, as the fiscal agent, generates all Central Coast Cal-SOAP payroll. All federal, state and local taxes and elective/non-elective benefits deductions may apply. No tutor/peer advisor shall be paid for sick time, overtime, or jury duty, and there is no volunteer work in this program.

## 10.1 Pay Period

Tutors/peer advisors and student workers are paid once per month for the period beginning the 11<sup>th</sup> of the month and ending the 10<sup>th</sup> of the following month. Tutors/peer advisors and student workers are hourly employees and, therefore, must

submit a completed, approved time sheet to the Central Coast Cal-SOAP office by the close of the last business day prior to the 10<sup>th</sup> of each month. Time sheets must be completed in an ink other than black.

Time sheets may not be accumulated. Tutors are to be paid every month for hours worked. Site coordinators or the Cal-SOAP office may assist you; however, time sheets are a tutor's responsibility.

## 10.2 Work Time

The maximum allowable work hours are:

7.5 hours per day

19 hours per calendar week

5 consecutive days

999 hours and 170 days per fiscal year (July 1 through June 30)

Partial hours should be indicated in increments of no less than .25 (1/4 of an hour), using decimals (i.e., ¼ hour = .25, ½ hour = .5, and ¾ hour = .75).

## 10.3 Holidays

AHC will be closed for specific holidays throughout the year. These are days that employees are not authorized to work. The Holiday Schedule and Fiscal Year work Sheet for 2010-2011 are provided for your reference. Any time sheet submitted with hours on the "closed" days will be held for correction by the employee.

## 10.4 Time Sheet Approval

Time sheets should be signed monthly by your site coordinator and submitted to the Cal-SOAP office for final approval. Time sheets must be submitted by 3:30pm on the 11<sup>th</sup> of each month.

## 10.5 Pay Check

Pay checks for tutors using the district (white) time sheets are disbursed in building B. Pay checks for tutors using student (colored) time sheets are disbursed in building A at the cashier's window five and six.

## 10.6 Federal Work Study (FWS) Payroll

Tutors receiving FWS through AHC will be required to attend a FWS orientation and complete and submit all required paperwork. Students receiving FWS will need to complete and submit a yellow time sheet until the allotted FWS funds are exhausted.

During winter break, tutors must use a student (pink) time sheet. After winter break, FWS students can revert to the yellow timesheet if there are sufficient FWS funds.

Tutors who receive FWS through a learning institution other than AHC must follow that institution's process and dates for: pay periods, time sheet due date, use of FWS funds during winter break and any other payroll requirements. Important: A copy of the submitted time sheet must be provided to the Cal-SOAP office no later than the last day of the pay period.

**Note:** Employee must exhaust all FWS funds before transferring to Cal-SOAP funds. Winter and Spring breaks are the only exception for AHC students.

### 11.0 Central Coast Cal-SOAP Website

We will strive to assure you have access to forms and documents that you will need throughout the fiscal year. Please visit the Cal-SOAP website for updates and additional information you may need. You can view the website at [www.centralcoastcalsoap.com](http://www.centralcoastcalsoap.com).

Any further questions or clarifications should be directed to the Cal-SOAP project director or support staff.

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## TUTOR MANUAL ACKNOWLEDGEMENT

I understand that by accepting a position as a Cal-SOAP tutor/peer advisor with the Central Coast Cal-SOAP consortium I am required to adhere to the rules and regulations of the Cal-SOAP Tutor Reference Manual. Failure to comply with the documented rules and regulations set forth by the Tutor Reference Manual can result in immediate termination from Cal-SOAP.

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Sign your name

---

Date

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Print your name

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Cal-SOAP Staff