

JMU University Writing Center

Peer Consultant Policies Addendum to the Employment Contract

As a Peer Consultant working for the University Writing Center and James Madison University, I agree to adhere to the following code of professional behavior and responsibilities.

Attendance and Punctuality

1. I agree to report on time to all scheduled consulting shifts at the University Writing Center. I understand that being on time means being ready to tutor by the time of my first appointment. Being ready to tutor means that I have read the client's appointment form and any prior session reports. Being ready to tutor means that I have put away my personal belongings, and I am ready to work with the client.
2. I agree to report on time to all scheduled all-staff meetings, small-group professional development meetings, and agreed-upon workplace obligations (e.g. project team meetings, introductory presentation course visits).
3. I understand that I am able to cancel a shift due to illness, emergencies, or academic/professional conflicts).
4. I understand that I may use up to four hours of personal leave time but must request such shift cancellations from the UWC director at least two weeks in advance.

Hospitality

1. I agree to greet incoming clients and assist with the management of the UWC during my shifts, as needed.
2. I agree to be attentive to anyone entering the UWC. I understand that being
3. attentive means looking up from a book, phone, or laptop to acknowledge the presence of visitors to the UWC and provide assistance if needed.
4. I agree to be courteous and friendly to all UWC visitors, even if they are not my clients, not UWC clients, or are simply lost.

Respectful and Timely Communication

1. I agree to respond to all requests for information or input from UWC or Learning Centers faculty by the established deadline or within 24 hours if no deadline is given.
2. I agree to contact the UWC director and coordinators promptly if I need to cancel a shift due to illness or other emergency.
3. I agree to make non-emergency requests for cancelling or rescheduling shifts at least two weeks before the requested schedule change.

4. I agree to avoid talking about clients of the UWC unless it is in a private space or during a scheduled professional development meeting. I understand that complaining or making disparaging remarks about clients or colleagues is never permitted.
5. I agree to inform a UWC faculty member about any client or colleague who appears threatening or who makes other UWC staff or clients uncomfortable.
6. I agree to be collegial and respectful with clients and colleagues and to be mindful of appropriate workplace conversation and personal disclosures.

Assessment and Feedback

1. I agree to file session reports for every session I conduct as a UWC Peer Consultant during my shifts.
2. I understand that I am responsible for informing the client and saving ~5-10 minutes for booked 30-minute sessions and ~10-15 minutes for booked 60-minute sessions as these times are allotted, in part, for the completion of session reports. Only in rare instances, such as back-to-back or difficult sessions) should I be completing session reports after my shift. I understand that the absolute limit for completing a session report, only to be used in rare circumstances, is 24 hours after the session.
3. I agree to complete any employee survey given to me by UWC or Learning Centers faculty by the assigned deadline.
4. I understand that I may observe or be observed by UWC faculty, consultants, or consultants-in-training during UWC shifts.

Additional Administrative and Professional Development Responsibilities

1. I agree to meet with visiting UWC/Learning Center job candidates, participate in peer consultant, graduate assistant, or faculty interviews, and speak with other UWC visitors as requested by my supervisors.
2. I understand that I may be required to complete professional development, project team, or additional tasks during any shift when no clients are scheduled.
3. I understand that the UWC scheduling system keeps track of how many shift hours were spent in consultation and how many were unoccupied and that UWC faculty have access to this information.

I have read the above contract Addendum, and I agree to comply with the guidelines. I understand that any violation of the following code can result in immediate termination of the employee contract.

Signature: _____

Date_____