



Carleton
UNIVERSITY

Canada's Capital University

TEACHING ASSISTANT MANUAL

Carleton University School of Mathematics and Statistics



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Chapter 1

TA Roles, Responsibilities, and Procedures

a) Applying to be a TA as an Outside Priority TA

Step 1: To apply to be a TA, you must meet the following requirements:

- i) Have an overall GPA of 9.0 or higher
- ii) Have an A or A+ in one or more MATH/STAT classes.
- iii) You must be registered in the term you wish to TA (so make sure you have registered in your classes before you begin the TA application). This includes the summer term (thus if you are not taking summer classes, you cannot TA over the summer term).
- iv) You must be a full time Graduate student (Masters or PHD) or must be a full time or part time undergraduate student in any program. Special students and exchange students are not allowed to TA.

Note: Graduate students with Priority TA funding are **not allowed** to TA for 3 terms during the year and are **not allowed** to apply as outside priority for other units.

Step 2: Fill out a detailed application in Carleton Central: <https://central.carleton.ca/>

- i) Log into Carleton Central using your MC1 credentials.
- ii) Scroll down the main page and under the heading “TA Management” select the link called “TA Outside Priority Applications”
- iii) Select the term you want to apply for and the discipline you wish to apply for (MATH). Note that you can apply for more than one department if you wish to do so, but you must submit an application for each department.
- iv) Complete the detailed information and submit the application.
- v) **IMPORTANT NOTES:**
 1. You must complete the application by Aug 15 (for Fall positions), Dec 15 (for Winter positions), or Apr 15 (for Summer positions).
 2. Early considerations will be given to those who apply by Aug 1, Dec 1, or Apr 1 which can significantly increase your chances to be awarded a TA position.
 3. **Be sure that you avoid any changes in your registration. If you change your schedule during the process, then this can significantly affect your chances at getting TA positions.**
 4. **Double Check your application to ensure you selected the correct term and the correct department (MATH).**

Step 3: Fill out the second part of the application:

- i) Those who apply will receive correspondence from TA coordinator in early August, December, or April (depending on the term you are applying to TA) to get you to fill out the second part of the application. To fill out the second part of the application, you should:
 1. **WAIT for the email to go out to fill out the second part (filling out before this email may have your data erased!)**
 2. Login into the second application found here: <http://tamgmt.math.carleton.ca/login/>
 3. Sign in using your **MC1 username** and **Student number** (not MC1 Password)
 4. Fill out the second part of the application and note that:
 - a. Under section 3, be sure you select at least 65 hours to have a good chance at getting TA work (there are very few courses that only require 32.5 hours).
 - b. Be sure to check off as much time as possible to have a better chance at getting a TA position.
 - c. If your schedule changes at any point, be sure to update your availability. Only the last application is submitted is used for scheduling TA positions. **Please avoid changes to your schedule as this can affect your chances of getting a TA position.**

- d. Select as many courses as you feel comfortable with to have a better chance at getting a TA position. Note that if you have taught a similar course, you can request to TA a different course that is similar. For a list of course similarities, please see the table below:

Course You have Taken	Other Courses you can apply to TA for
MATH 1002	MATH 1004, 1007, 1009, 1401, 2007 BIT 1000, 1100
MATH 1004	MATH 1007, 1009, 1401 BIT 1000, 1100
MATH 1005	MATH 2007
MATH 1007	MATH 1009, 1401 BIT 1000, 1100
MATH 1102	MATH 1104, 1107, 2107 BIT 1001, 1101
MATH 1104	MATH 1107 BIT 1001, 1101
MATH 1107	MATH 1104 BIT 1001, 1101
MATH 2000	MATH 2004, 2008
MATH 2004	MATH 2008
MATH 2008	MATH 2004
MATH 2404	MATH 1005
MATH 2454	MATH 1005, MATH 2404
MATH 2100	MATH 2108
STAT 2507	STAT 2606
STAT 2509	STAT 2607
STAT 2606	STAT 2507
STAT 2607	STAT 2509
STAT 2559	STAT 2507, STAT 2509
MATH 3057	MATH 3007
STAT 3553	STAT 3503
STAT 3558	STAT 3508
STAT 3559	STAT 3509
MATH 3806	MATH 3800

- ii) Once a draft is made, you will receive email correspondence of the courses that have been assigned. Be sure to double check that the courses have no conflicts with your current schedule. If you need to cancel your application, please be sure to do so by the first draft to allow for other TAs to have a chance to get a TA position.

b) Accepting your Assignment

To accept your assignment in Carleton Central, you can:

- i) **Wait for the email indicating that the assignments are ready to be accepted in Carleton Central.**
- ii) After getting the email, you then:
 1. Log into Carleton Central using your MC1 credentials.
 2. Scroll down the main page and under the heading “**TA Management**”.
 - a. If you are a graduate student with Priority TA funding, select “**Graduate TA Assignments**”
 - b. If you are a student who applied outside priority, then select “**TA Outside Priority TA Applications**”
 3. You should see your assignment(s) in Carleton Central, hit accept to accept the assignment.

Note: Accepting the assignment forms a commitment to the department. **Cancelling an assignment after accepting the assignment may lead to having no chances in receiving a TA position in future terms.**

c) Contacting your Instructor to Discuss Duties

After accepting your assignment(s) you can contact your instructor. Typically, the first step is email, and some instructors may want to meet to discuss your duties and answer questions you may have.

- i) To get the instructor's email, go to the page: <https://carleton.ca/math/our-people/> and select Faculty-Instructors Course Assignments & Contact Info.
- ii) Email your instructor and be sure to ask questions like:
 1. Will I have access to CuLearn?
 2. Can I have a course outline?
 3. How do you want me to record the grades (CuLearn, an Excel Spreadsheet, etc...)?
 4. How will the tutorial/lab be ran?
 5. How/when will I receive the tutorial questions/solutions?
 6. Will I hold office hours? When can I hold office hours?
 7. Who grades PMC students? (students with disabilities that write in a different room)
 8. Are students permitted to use a calculator?
 9. How do you want to handle cases of cheating?
 10. How much time will I have to prepare for the lab/tutorial? What do I need to prepare?
 11. Will I need a projector key/computer access code during the tutorials?
 12. What is your policy for unclaimed tests, assignments, etc... ?

Note: It is important as a TA to understand all the information found in the course outline such as important dates for tests and assignments. Course outlines can be found here: [course outlines](#).

d) Accepting your Duties

To view the duties that you discussed with the instructor you will:

- i) Log into Carleton Central using your MC1 credentials.
- ii) Scroll down the main page and under the heading "TA Management".
 - If you are a graduate student with TA funding, select "Graduate TA Assignments"
 - If you applied as outside priority, select "TA Outside Priority TA Applications"
- iii) You should see assignment(s) in Carleton Central, and can select "view details/duties".
- iv) If you agree with the duties, then you can hit "accept assignment". **If you feel that the amount of hours that are being requested are insufficient, or if you are unsure about what your duties are then please contact your instructor to discuss the duties!**
- v) Once duties are accepted, they cannot be changed unless both parties agree to the changes.

Note 1: Keep track of your hours as you work. If you find you were assigned 21 hours to grade 3 tests, and the first test takes you 12 hours to mark, please get in touch with the instructor to let him know any difficulties you are facing in grading.

Note 2: If you do not hear from your instructor at least 3 days before tutorials begin, please contact the TA coordinator right away: kyle.harvey@carleton.ca.

e) Setting Up Payroll

For TAs who have never been paid by Carleton, you will need to set up an account with Payroll Services. Please submit the following documents, available under the [Human Resources website](#):

- i) Personal Information form
- ii) Federal tax form
- iii) Provincial tax form
- iv) Confidentiality agreement
- v) Mandatory Training agreement
- vi) Void Cheque

Temporary residents must also submit:

- i) Letter of Confirmation of Social Insurance Number (SIN)
- ii) Photocopy of valid immigration document indicating eligibility to work (Work Permit or Study Permit)

Once you have completed the forms, you may send a [secure PDF](#) or [zip file](#) to humanresources@carleton.ca. Alternately, you can password protect and scan your forms. Any questions can be emailed to payroll@carleton.ca or by calling the office at 613-520-3628. You can also visit Payroll at [507 Robertson Hall](#).

f) Compliance Training

All TAs are paid (first time only) for compliance training. There are currently 5 mandatory training hours to complete on your own. They are found at <https://central.carleton.ca> under the heading “**Online Courses**” found at the bottom of the main page. You only need to complete the following modules and will be paid once all training is completed:

- i) “AODA: Accessibility Standards for Customer Service”
- ii) “AODA: Employment Standard Training”
- iii) “Information and Communications Training”
- iv) “Workplace Violence and Harassment Training”
- v) “Worker Health and Safety Awareness”

If you require more information, please see: <https://carleton.ca/tasupport/training/compliance-training-tas/>. You can also contact the Educational Development Centre by phone (613-520-4433) or in person by visiting 410 Dunton Tower.

Note: If you are a Graduate Student with at least 65 hours of TA work in a term, you are also eligible for Pedagogical Training Hours of 5 Hours per year. For training options that are available, you can visit: <https://carleton.ca/tasupport/training/training-options/>

g) Borrowing Textbooks and the Mailroom

After accepting your duties, you can see tracie.barkley@carleton.ca in the main math office (HP 4302) to:

- i) Borrow a textbook for the term.
- ii) Be shown the mailroom (HP 4313) where you will pick up tutorial/lab papers.
- iii) Be shown the test cabinet (HP 4302) where you will pick up tests.
- iv) Set up office hours in one of our TA offices (**Discuss with Tracie**).
- v) If you are unable to come in during regular hours (830am – 4pm) most days, you can request a mailroom key (this requires a 20\$ key deposit that is returned to you when the key is returned).

h) Office Hours

Once you know what time you will use for office hours (to decide on a good time, please contact your instructor), you can then contact tracie.barkley@carleton.ca to set up office hours in one of our TA offices.

It is well known that office hours are usually not well attended. **You are still required to attend the office hours for the full hour (even if students are habitually not showing up).**

Note 1: Use the Math Tutorial Centre for office hours **only** as a last resort as it can get very busy and we do not have as many TA desks to support all office hours for all courses along with the Math Tutorial Centre TAs.

Note 2: If the room is locked or if you have issues with the room, please see our main math office (HP 4302).

i) Signing out a Projector Key

If your instructor wishes for you to present information in slide format (other than our Labs (HP 3393 or HP 4385)), you can sign out a projector key by doing the following:

- i) Go to IMS Classroom Technology located in Loeb D283 to pick up a Key Requisition form.
- ii) Fill out the form (and sign the form at the bottom) and have the instructor sign the form under “Departmental Authorization”.
- iii) Return the form to Loeb D283 and they will issue you a key.

Note: For a Quick Tech Guide on how to use the Electronic Classroom Equipment, please see <https://carleton.ca/ims/help-centre/quick-tech-guide/>. You can also find videos how to access your particular tutorial room by selecting the “[Online Classroom Orientation Tool](#)” link found on this website.

j) **Preparing and Running Tutorials and Labs**

Your responsibilities in a Tutorial and/or Lab are as follows:

- i) **Prepare** for the lab/tutorial in advance. This usually means to go through the tutorial questions to make sure you can do them comfortably and to try to think of common errors that may be made and how you will answer those questions. If you are unsure what you should prepare for the tutorial, be sure to discuss this with the instructor.
- ii) Show up at least 5 minutes before tutorial starts (on the hour or on the half hour) to ensure that the room is ready to deliver a tutorial.
- iii) With coordination of the instructor, implement the tutorial for the students. The activities that you will likely be doing in a tutorial are:
 1. Handing out worksheets for students to work on in groups. Then going around the classroom helping students in answering the questions.
 2. Going through selected solutions on the board or on the projector for the class.
 3. Administering and collecting quizzes, midterms, assignments, or tests. Be sure to collect all quizzes, midterms, assignments, or tests carefully and keep them secure with you (preferably in a backpack, briefcase, etc...).
 4. Handing back quizzes, midterms, tests, or assignments.
- iv) Be sure to keep an eye on the time to ensure that the next class after you has time to prepare the classroom as needed.
- v) Be sure to erase all chalkboards before the next class arrives. If you used the projector, please be sure to close the projector and close the electronic panel before you leave.

k) **Grading**

Your responsibilities for grading are as follows:

- i) **Ensure all quiz, midterm, test, and assignment materials are secure at all times.**
- ii) The course instructor should provide an answer key/grading scheme for each assessment. Follow the answer key/grading scheme as closely as possible. If you do not receive an answer key from the instructor by the test date, please contact the instructor as soon as possible to ensure that you have the solutions/grading scheme as soon as possible.
- iii) Ensure that grading is completed **one week from the time you receive the items** to be graded (unless otherwise indicated by the instructor). This includes posting the grades (either in CuLearn or some other arrangement made by the instructor). **If you are unable to complete the grading in time (due to illness, not receiving a grading scheme, etc...), please contact the instructor as soon as possible to explain the situation.**
- iv) Keep track of assignments and/or tests that you suspect may have been copied from one another and any other behavior you may have noticed during the test. Simply bring this to the attention of the instructor and they will handle it from there. **Do not contact the student on your own when you suspect cheating/plagiarism.**

If you are required to do final exam grading, please note that:

- i) The instructor must be present with you and the final exams.
- ii) You are not required to perform any grading duties up to 5 calendar days prior to a final examination. If an instructor requests that you grade during the final exam period on a day that is near an exam (within 5 calendar days), please inform your instructor right away to see if they can have you come in after your exam instead. If you wish to grade before your exam, you can do so, but you are not required to do so.

Note 1: It is a good idea to download a copy of the grades before and after adjusting grades in CuLearn. It can happen that a TA inadvertently copies over your grades, so downloading and a copy of each assignment separately before and after entering grades helps keep track of the grades you inputted. You can download a copy of the grades in CuLearn by selecting “**Grades**” on the left side under “**Administration**”, then select “**Export**” from the top. Finally hit “**Download**”.

Note 2: Fall/Winter/Summer break **is not** a break from TA grading. Tutorials, labs, and office hours will be suspended, but grading is still to be performed. You can ask your instructor to have the grading delayed, but they can decline. You must meet all grading deadlines even during break week.

Note 3: Be sure to keep all unclaimed quizzes, midterms, assignments, or tests with you in a secure way. You can ask the instructor about what to do with unclaimed tests or return them all to the main office (HP 4302) at the end of the term. **Never throw away unclaimed materials on your own. If you ever need to give assessments to someone else due to illness, etc..., you must place them in a sealed envelope and sign it across the seal.**

l) **Communicating with Students:**

When communicating with students via email, you must ensure:

- i) You can only respond to @carleton.ca or @cumail.carleton.ca emails. If they do not email you via this email, please reply with “I can only respond to Carleton email. If you could please send email from your Carleton email address, I can work to answer your questions”.
- ii) Avoid conflict of interests by never adding students to Facebook or other social media.
- iii) If you need to email the class, you can do so in CuLearn as a TA. If this feature is not enabled, then please contact your instructor on how to email the class. Be sure to discuss with your instructor first before emailing the class.

Note 1: It is crucial that you never release student private information to anyone other than your instructor, the school administrator (Kevin Crosby), or the TA Coordinator (Kyle Harvey). If anyone requests student grades, or any other personal information from outside of these three people, please get in contact with your instructor, Kevin Crosby, and/or Kyle Harvey right away.

Note 2: It is very important that you never single out PMC students (students with a documented disability) in your tutorials/labs. This fact is strictly confidential! Never email out all PMC students unless you use BCC to prevent other students from knowing who is with the PMC.

m) **Illness and Time Away From Duties**

If you become ill or have an emergency on a day you are responsible for a proctoring a test, running a tutorial, or holding office hours. You must:

- i) Contact the instructor immediately (via email). They may simply take over the tutorial for the one time and work to arrange for you to make up the hours in another way.
- ii) While waiting for your instructor to reply, try to find a replacement by emailing out ms-ta@math.carleton.ca while also ccing the TA coordinator (kyle.harvey@carleton.ca) requesting for a TA to help cover your tutorial (indicate the course, location, and time that needs to be covered).
 1. If you find a replacement, please let the TA coordinator (kyle.harvey@carleton.ca) and your instructor know.
 2. If you cannot find a replacement, then let your instructor know and the TA coordinator (kyle.harvey@carleton.ca) know that you tried to email the list and have not received a reply. Also, email the students using CuLearn as soon as possible so that they are aware (unless the instructor has mentioned that they will do this).

If you require some other time away from duties (to attend a conference, attending a wedding, etc...), then you **must make arrangements well in advance!**

- i) **Note that replacement for TA duties cannot exceed more than one week! If you require more than one week of replacement, then you will likely be asked to cancel your TA duties for your course(s).**
- ii) Find a replacement by emailing out ms-ta@math.carleton.ca while also ccing the TA coordinator (kyle.harvey@carleton.ca) requesting for a TA to help cover your tutorial (indicate the course, location, and time that needs to be covered).
- iii) Once you find a replacement, please let the TA coordinator (kyle.harvey@carleton.ca) and your instructor know.
- iv) If you cannot find a replacement, get in touch with the instructor and to make arrangements (perhaps the instructor can cover the tutorial and you can help out with final exam grading).

Note 1: It is your responsibility to negotiate payment with the replacement. You can sub in for the TA's office hours, swap a tutorial, help them with grading, or simply pay the TA for their time. If you arrange for a tutorial swap, please let the learning assistance coordinator (kyle.harvey@carleton.ca) and the instructor(s) know.

Note 2: If you cannot find a replacement for the week that you are looking to take off to attend another commitment (other than illness or an immediate emergency), then you can try to work out an arrangement with the instructor. However, if an arrangement cannot be made, then you are required to perform the duties you signed off on (that is you must attend the tutorial, proctoring, etc...).

Failure to do so can affect your rehiring in future terms.

Note 3: You cannot simply ask another TA in the same section (say if you are a TA for MATH 1007 A1, and you ask the TA for MATH 1007 A2) to take on your students on top of their students as the room size will usually not accommodate this. Only ask other TAs of the same section to do this if you get approval from the instructor and only as a last resort. You would still need to arrange payment for the TA if you do this as their workload would increase for running a double tutorial.

Chapter 2

Procedures For Emergency Situations

Although these are extremely rare occurrences, it is important to understand the procedures during an emergency. When facing emergency situations, the following polices are used to help resolve the situation depending on the emergency:

a) Fire Emergency:

If the fire alarm is pulled, get out of the building. If the fire alarm is not pulled, pull the fire alarm and contact the emergency number (613-520-4444). After the resolution of the situation, please contact the instructor and the department and explain the situation.

For a list of safe destination sites, please see:

<https://carleton.ca/ehs/wp-content/uploads/Safe-Destinations-Sites.pdf>

b) Medical Emergency:

Call the emergency number (613-520-4444) and explain the situation. They will send CUSERT (Carleton University Student Emergency Response Team) members and advise you on how to proceed depending on the situation. After the resolution of the situation, please contact the instructor and the department and explain the situation.

c) Violent Situations:

Get to a safe spot if at all possible, or (if you feel threatened and are unable to get away) defend yourself. When you get a chance call the emergency number (613-520-4444) and they will advise you what to do. After the resolution of the situation, please contact the instructor and the department and explain the situation.

For a list of safe destination sites, please see:

<https://carleton.ca/ehs/wp-content/uploads/Safe-Destinations-Sites.pdf>

d) Threatening Situations:

In some very rare cases, angry/upset students may utter threats (to you, other students, or simply out loud to no one in particular).

If you feel the threat may be acted upon and will be severe, then contact emergency number (613-520-4444). If possible, get yourself and other students involved to a safe area. After the resolution of the situation, please contact the instructor and the department and explain the situation.

If you feel that the threat is more because of frustration and that the student would not act upon it, then issue a warning to the student that the behavior is not acceptable by pulling them aside (try not to make a scene in front of the lab/tutorial). Let them know that you will need to contact campus safety, the professor, and the department if the behavior persists. This would usually resolve the situation, but if not, contact campus safety (613-520-3612), the professor, and the department as needed.

Chapter 3

Procedures For Other Rare Situations

In some cases, there are rare situations where you may be required to react quickly. Some of them are:

a) Tutorial Room is Locked:

Call the non-emergency safety number (613-520-3612) and request that they send someone to unlock the door. If this causes a substantial delay in delivering the tutorial or lab, please also contact your instructor to let them know of the issue.

b) Computer and/or Projector Issue (HP 3393 or HP 4385):

Contact John Stewart (HP 4362) or Neeharika Sekharamantri (HP 4354) who are usually in their office and can be of assistance. If neither of them are in their office, please see the main math office (HP 4302) or contact IMS (Instructional Media Services) at 613-520-3815. If this causes a substantial delay in delivering the tutorial or lab, please also contact your instructor to let them know of the issue.

c) Projector Issues In Other Classrooms (Not HP 3393 or HP 4385):

Contact IMS (Instructional Media Services) at 613-520-3815. If this causes a substantial delay in delivering the tutorial or lab, please also contact your instructor to let them know of the issue.

d) Tutorial Room is a mess and/or tables are not organized properly:

Speak with the TA or Instructor of the class that leaves when you enter to let them know that you require the tables organized in a specific way and/or to explain the mess situation. Often requesting that the instructor has their students place the tables and chairs back to the original position will help. If you require further assistance more than what your students can provide, you can contact Furniture and Room Condition (613-520-3668) who can offer support. If this causes a substantial delay in delivering the tutorial or lab, please also contact your instructor to let them know of the issue. **Note that if you move the chairs/tables for your tutorial, you should ask your students to place them back before they leave to be courteous to the next instructor who uses the class.**

e) Schedule Conflicts:

If someone else is in the room and claims that they have the room booked, you should:

- i) Double check Carleton Central (under public class schedule) <https://central.carleton.ca/>. The other person may be mistaken and Carleton Central is the most up to date.
- ii) Contact scheduling to see where your room should be/who is actually assigned to that room (613-520-3610).
- iii) If you are supposed to be in another room and it is far away (with your tutorial students showing up to the wrong room) you can see (and speak with scheduling who can also see) if there is another room nearby that is free that you could use for that day.
- iv) Leave a note on the “wrong room” for incoming students to know of the room they will be in for that day.
- v) Contact the instructor to explain the situation, and the instructor will let students know of the room change for future tutorials.

f) Students having issues with the instructor:

In some cases, students may say things like “there are no practice questions, and I don’t know what to study” or “the instructor writes too small and I cannot see it from the back”. Since students are unlikely to say anything to the instructor, this could be an opportunity to let the instructor know what students are saying so they can adjust things accordingly.

If you find that the issue is substantially more concerning (students claim that the instructor is verbally abusive to students, cannot be understood whatsoever, is not giving students important information location of a midterm exam, etc...) then please contact Kevin Crosby (HP 4302, kevin.crosby@carleton.ca) and we will see how we can help support the students.

g) Issues with Total TA hours

In some cases, the instructor may allocate a set amount of hours for tasks, and there may be errors or miscalculations (the instructor feels it will take you 5 hours per test to grade, and it in fact takes 7 hours). When this happens, you should:

- i) Contact the instructor as soon as you feel that you are likely going to go over your hour limit.
- ii) If you cannot come to an arrangement for the total amount of hours, contact the TA Coordinator (kyle.harvey@carleton.ca) who can assess the situation and determine the appropriate course of action.

h) Students Acting Inappropriately:

In some cases, students may make sexual comments, rude comments, disrupt the tutorial, etc... If this happens, you should:

- i) Let the student know (without making a scene) that the behavior is inappropriate and that if it continues to persist, you will need to contact the instructor and the department.
- ii) Report the issue to your instructor and the TA coordinator (kyle.harvey@carleton.ca). We could see if we can swap you to another tutorial within the section or swap the student to a different tutorial.
- iii) If you feel that further action is required, please get in touch with campus safety (if it is an emergency situation 613-520-4444, if it is not an emergency situation 613-520-3612) or contact equity services (613-520-5622 or 503 Robertson Hall).

i) Students who are Cheating:

Typically, you will find that students will find cheating when two assignments look almost identical, or when you notice cheating behavior during tests. If you suspect cheating, you should:

- i) To help prevent cheating in a test environment you can:
 1. Separate desks before the test begins or place a space between tests. (This is not always possible due to room sizes).
 2. Let students know to turn off electronic devices and to place bags at the front of the room.
 3. Bring the scrap paper yourself (and never allow students to use their own scrap paper).
 4. Don't allow sharing of calculators, pencils, etc...
 5. Explain that you will ask students to move if you notice people are suspected of cheating. (Although you will not actually move people as it will be disruptive to other students writing the test, stating that you will usually lessens the chance of cheating).
- ii) If you notice cheating, then you should:
 1. Document what you notice (two similar assignments, or the cheating behavior on the test). If possible, collect evidence (if a student pulls out his notes, take the notes away and hold them as evidence for the professor).
 2. Do not email the student yourself! Instead contact the instructor as soon as you are able to do so and they will advise you what they would like to be done.
 3. Avoid confrontation within a test environment as this can cause disruptions to other students (avoid moving students, avoid accusations during the test, etc...)

Chapter 4

Tips for a More Effective Classroom

a) **Effective Board Work:**

When writing on the board, it is important to stay as organized as possible so that it is easier to read and for students to follow. Here are some tricks that can help:

- i) Write big. Students at the back need to be able to see as well!
- ii) Number your examples. This way it is easier for students to know when a new example starts and ends. It also makes it easier to reference for them later.
- iii) Underline the key information in the question and dedicate one part of the board for writing down definitions, symbols, and key theorems they will need on the side.
- iv) Avoid talking to the board. Once you finish writing a few lines, move to the side and then give students a chance to copy (5-10 seconds) then you can ask the class questions or explain the steps you just performed.
- v) Avoid writing on the board like a “Treasure Map” where you are all over the place. Try to have the board like one piece of paper that flows down the board. Draw a vertical line to indicate that you are starting a new “page”.
- vi) Number your steps. This way when students have questions, they can ask “in step 2 when you”.

b) **Engaging students in the tutorial/lab:**

It is a well-known issue that students are reluctant to answer questions in the tutorial and/or class, but it is also well known that if students are engaged and answering questions, they develop more understanding. Here are some tricks to help get more engagement in the tutorial:

- i) Write the question on the board and ask students to help you identify key words/symbols and then ask for students to define the key words/symbols.
- ii) Asking students “what did I do in this step?” after writing a step. You can also ask “why do we think doing _____ will help in this question?”
- iii) Asking students “what could we do next?” before writing a step.
- iv) Ask a True/False question and ask students to raise their hands if they think the answer is true or if the answer is false. You can then ask a member from the true group “why do you think it is true” and from the false group “why do you think it is false”.
- v) Reward wrong answers by saying “thank you for the suggestion, let us see if this will work” then you can provide an example or reasoning as to why it will or will not work out. If it is a correct answer, you should also try to say “thank you for your suggestion, let us see if this will work”. This way it doesn’t let students know that they are right or wrong straight away and lets students know that math is about trying things out to see if it will work.
- vi) Tell students that you are going to do an example that has an error in the example and number the steps in the example 1, 2, 3, Then ask for students to see if they can spot the error.

c) Efficient and Effective Grading:

It is important that students get grading that lets them know where they went wrong, but it is also important that you use your time efficiently. Here are some tips that can help you stay consistent in grading along with reducing time and providing efficient feedback for students:

- i) Grade one question/page at a time for all students rather than one test at a time. This way you are seeing the same problems over and over again. The common errors will present themselves, and you will have a better chance at remembering the amount of marks deducted from other students who did the same mistake.
- ii) Rather than writing full comments for students, create a “test comments sheet”. Writing the same sentence for many students can eat up time, instead write a letter [(A), (B), ...] for the error and write the letter down on a separate sheet of paper [(A) calculation error, (B) $\frac{\infty}{\infty} \neq 1$ you should use ____ method instead, ...]. This sheet can be posted in CuLearn (with the permission of the instructor) or you can bring this sheet to the tutorial for students to take a picture with their phone.

Chapter 5

Important Contacts

a) School Administration

<p>Paul Mezo Director 4302D HP ms-dir@math.carleton.ca 613-520-2600 x 2928</p>	<p>Kevin Crosby School Administrator 4302 A HP Kevin.crosby@carleton.ca 613-520-2600 x 2152</p>
<p>David Amundsen Associate Director 4259 HP dave@math.carleton.ca 613-520-2600 x 2135</p>	<p>Gary Bazdell Acting Undergraduate Advisor 4302C HP gbazdell@math.carleton.ca 613-520-2600 x 2150</p>
<p>Tracie Barkley Administrative Assistant 4302 HP Tracie.barkley@carleton.ca 613-520-1958</p>	<p>Nicole Gaertner Graduate Administrator 4302B HP Nicki.gaertner@carleton.ca 613-520-2600 x 3531</p>
<p>John Stewart Computer Systems & Network Manager 4362 HP computersupport@math.carleton.ca 613-520-2600 x 3707</p>	<p>Neeharika Sekharamantri Computer Systems Analyst 4354 HP computersupport@math.carleton.ca 613-520-2600 x 4078</p>
<p>Kyle Harvey Learning Assistance/TA Coordinator 4346 HP Kyle.harvey@carleton.ca 613-520-2600 161</p>	

b) Other Important Contacts

<p>Campus Safety www.carleton.ca/safety Ext. 3612 or 4444 (emergencies) 203 Robertson Hall [Crisis; working after hours program; safe walk; foot patrol]</p>
<p>Equity Services www.carleton.ca/equity Ext. 5622 503 Robertson Hall [Equity request; human rights conduct; sexual assault coordinator; Aboriginal Student Centre]</p>
<p>Instructional Media Services https://carleton.ca/ims/ Ext. 3815 (emergency classroom assistance) or 3812 (general inquiries) D283 Loeb Building [Signing out keys/trianing for electronic consoles, technical difficulties with classroom technology]</p>
<p>Scheduling https://carleton.ca/ses/contact-us/ Ext. 3610 508 University Centre [When faced with double room bookings, they can confirm the new location of the room]</p>

<p>Housing & Conference Services/Residence Life www.carleton.ca/housing Ext. 5612 261 Stormont House [Support for residence students; personal/health (residence counsellor)]</p>
<p>International Students Services Office www.carleton.ca/isso Ext. 6600 128 University Centre [Cultural transition; homesickness/isolation; adaptation and interaction; inter-cultural education programs; immigration advising/exchanges; UHIP]</p>
<p>Paul Menton Centre for Students www.carleton.ca/pmc ext.6608 501 University Centre [Physical disabilities; learning disabilities; advising on supporting documentation; accommodations for in-class tests and exams]</p>
<p>Academic Advising Centre www.carleton.ca/academicadvising/ ext. 7850 302 Tory Building [Academic audits; changing degrees; developing learning plans]</p>
<p>Centre for Student Academic Support (CSAS) https://carleton.ca/csas/ Ext.1125 4th floor MacOdrum Library [Provides advice on study skills (time management); academic writing; tutor referral program; Learning Support Services]</p>
<p>Student Affairs www.carleton.ca/studentaffairs ext. 3126 430 Tory Building [Provides information on student activities; alcohol awareness; academic integrity appeals; peer volunteering; crisis support; co-curricular record; students' rights and responsibilities]</p>
<p>Student Experience Office www.carleton.ca/seo ext. 7595 430 Tory Building [Provides transition support; mentoring programs; leadership development; community service learning; CU Hosts]</p>
<p>Registrar's Office www.carleton.ca/registrar ext.3500 300 Tory Building [Provides information on or support for on graduation requirements; academic performance; degree audit; deferred final exams and assignments; petitions and appeals; registration support]</p>
<p>Mathematics and Statistics Learning Assistance: https://carleton.ca/math/learning-assistance/ Math tutorial Centre is located HP 3422 for 0000-1000 level math classes and 2000 level stat classes [First year math help, access to MS-LAP (online support videos), list of potential tutors]</p>

Chapter 6

TA Checklist (Are you ready for your TA position?)

Activity	Page (In Manual)	✓
Before tutorials start, you should (in the order given below)		
Have you applied for the TA position (<u>Outside Priority TA only</u>):	1 – 2	
Step 1: Are you eligible to apply?	1	
Step 2: Have you completed the detailed application in Carleton Central by the first deadline (Aug 15 for Fall term, Dec 15 for Winter term, and Apr 15 for Summer term)? [Note that early consideration begins on the 1st of the month instead of the 15th]	1	
Step 3: Have you completed the second part of the application (after an email is sent out) with your availability and course selection?	1-2	
Have you accepted the assignment in Carleton Central (<u>after receiving an email to do so</u>)?	2	
Have you contacted your instructor to discuss duties for your courses?	3	
If you feel that you will not have time to complete grading or other duties within the assigned hours, have you discussed this with the instructor and/or the TA coordinator?	3	
Have you accepted your duties in Carleton Central?	3	
Have you looked at the course outline to know what is expected of students?	3	
Have you submitted all required documents to Payroll (<u>first time TA only</u>)?	3	
Have you completed compliance training found in Carleton Central (<u>first time TA only</u>)?	4	
Have you picked up your textbook for the course and know where the mailroom is?	4	
Has the instructor signed you up to CuLearn (if applicable)?	3	
Have you set up your office hours with the department office (HP 4302) in one of our TA offices (and not the MTC unless necessary)?	4	
Did you sign out a projector key to run the projector in tutorials (if needed)?	4	
Do you know how your instructor wants to run the tutorial/lab and are familiar with your expectations inside the tutorial/lab?	5	
Do you spend your preparation time reviewing the tutorial/lab content to ensure you can answer the questions comfortably and correctly?	5	
Do you know when grading needs to be submitted and what the instructor expects from you with regards to grading (using CuLearn, an Excel sheet, etc.)?	5	
Did you know how to download a copy of the grades before and after you posted in CuLearn each submission just in case an error is made?	5	
Do you know the proper procedures for communicating with students (which email to use, avoiding social media, etc.)?	6	
Do you know the proper procedures if you cannot make a tutorial/lab/office hour?	6	
At the end of term, you should:		
Have you returned the unclaimed assignments to the instructor or the department office (HP 4302) at the end of term?	5	
Have you returned your textbook to the department office (HP 4302) at the end of term?	4	