

Student Success Center
Tutoring and Academic Skills Programs
Tutoring Contract

This contract is designed to maximize the effectiveness of tutoring by highlighting the goals and expectations of both the student (tutee) and tutor. This document must be discussed in details and signed by both the student and tutor before tutoring can begin. Should either party be unwilling or unable to meet the responsibilities outlined below, they should contact the Tutoring and Academic Skills Programs immediately at 336.334.3878 or tasp@uncg.edu.

While reviewing this contract you will be asked to answer questions at the end of each section. You are permitted to ask your tutor about these questions if you are confused or unsure. This contract is not intended to be a quiz, but rather to ensure you have a clear understanding of the goals and expectations of you, the tutor and our program.

GOALS OF TUTORING

The goals of tutoring are:

- To promote and support active and independent learning;
- To develop a positive approach to learning;
- To aid in developing a higher student competence or confidence in a particular subject; and
- To create an encouraging environment where learning takes place at the student's pace.

TUTEE RESPONSIBILITIES

Tutees are expected to:

- Check your voicemail and UNCG email for messages from your tutor or the TASP office
- Attend class on a regular and consistent basis
- Attend all scheduled sessions, arriving on time or early.
- Bring all academic support materials (textbooks, notes, worksheets, pen/pencil, etc.)
- Prepare for each session
- Participate actively – ask questions, complete practice problems, etc.
- Not bring friends to sessions – they must request services at success.uncg.edu first!
- Know your tutor's name and contact information in case you need to cancel/reschedule a session (More on the proper canceling procedure will be reviewed later in this contract.)
- Type your student ID number on the session record at the end of every session (this is your signature)
- Meet with only one (1) tutor per course (for one hour each week), and no more than (2) courses per semester

TUTOR RESPONSIBILITIES

Tutors are expected to:

- Attend all scheduled sessions and arrive on time or early
- Use guiding questions to help students identify problem areas or areas of concern
- Use examples to demonstrate concepts and theories; provide opportunities for practice
- Incorporate academic skills assistance whenever possible
- Assist with practice problems (**but not graded work**)
- Make appropriate referrals for outside assistance, if necessary
- Know the student's name and contact information; contact the student via phone or email at least six (6) hours in advance in the case of a scheduling conflict
- Confirm the next scheduled session prior to the end of the current session
- Wait fifteen (15) minutes before marking a student as a "no-show;" email or call after the first five (5) minutes
- Complete accurate session records

(CONTINUED ON BACK)

GOALS OF TUTORING ARE ACHIEVED BY:

- Engaging in a discussion about what the student knows and doesn't know about a subject
- Allowing the student to find the answers on their own, using their textbooks, notes, etc.
- Using Question-and-Answer techniques that help the student process information and transfer knowledge into their long-term memory
- Creating opportunities for students to practice what they are learning by providing mini-quizzes, practice problems, or other activities
- Reviewing notes, previously-graded assignments, projects and/or tests to identify strengths and weaknesses.

ACADEMIC INTEGRITY POLICY

- Tutors cannot complete or grade homework assignments, quizzes, projects, tests, etc.
- Tutors cannot attend class for a student or provide notes to the student from class
- Cheating or misuse of resources of any kind will not be tolerated
- For the complete Academic Integrity policy, refer to <http://academicintegrity.uncg.edu/>

ATTENDANCE POLICY

Students:

Unless there is an emergency, you must contact your tutor or the TASP office with at least 6 hours notice to cancel or reschedule an appointment. You are allowed the following number of attendance violations:

<p style="text-align: center;"><u>Proper Cancellation:</u> At least 6 hours notice (email/phone). May be rescheduled.</p>	<p style="text-align: center;"><u>Improper Cancellation:</u> Less than 6 hours notice. Cannot be rescheduled.</p>	<p style="text-align: center;"><u>No-Show:</u> No notice given. May not be rescheduled.</p>
<p style="text-align: center;">Combined total allowed: Three (3) At the third cancellation (proper or improper), the student will be notified that additional cancellations will result in suspension. Cancellations which have been properly rescheduled prior to the missed appointment will not count toward total allowed.</p>		<p style="text-align: center;">Total allowed: One (1) At the first violation, student will be notified that additional no-shows will result in suspension.</p>

Suspension: Students who are suspended must meet with a TASP professional staff member prior to being allowed to meet with their tutor again. Failure to respond to a suspension notice, or violations after being reinstated, will result in a revocation of tutoring services.

Tutors:

Unless there is an emergency, you must contact your student (and the TASP office) with no less than six hours notice if you are unable to attend a scheduled session. All efforts should be made to reschedule within 48 hours. Tutors who miss a scheduled session without proper notification will face Employee Corrective Action.

I certify that I have read and discussed the information contained in this contract, and I agree to the terms and conditions listed in it. I agree to work cooperatively with my tutor to fulfill my responsibilities and work toward my academic success. I understand that my tutoring may be suspended or revoked for failure to abide by the requirements outlined above.

Student Name (print): _____

Student Signature: _____ Date: _____

Tutor Name (print): _____

Tutor Signature: _____ Date: _____