



## Student Success Center Learning Assistance Center Tutoring Contract

This contract is designed to maximize the effectiveness of tutoring by having both the tutor and student discuss goals and expectations of the tutoring relationship. Discuss this document in its entirety before tutoring occurs. A clear understanding of each party's responsibilities becomes the first step toward a successful tutoring experience. Should either party be unwilling or unable to meet the responsibilities outlined below, they should contact the Learning Assistance Center (LAC) office immediately at 334-3878.

### GOALS OF TUTORING

- Assist students in becoming independent learners
- Identify student's area(s) of concern
- Expose students to effective study skill techniques (e.g., note taking, time management)
- Assist students in reaching a higher level of competence in a particular subject
- Assist students in becoming active in the learning process
- Aid in the development of a positive approach toward learning
- Provide a supportive and encouraging environment where learning takes place at the student's pace

### STUDENT'S RESPONSIBILITIES

- Check your voicemail **and** UNCG email (only email account used) for messages from your tutor
- Attend class on a consistent basis
- Attend all scheduled tutoring sessions (**both individual and group tutoring involve a weekly commitment**); Arrive on time or early for all scheduled tutoring sessions
- Bring all academic support materials to each tutoring session (textbook, notes, homework, pen/pencil, etc.)
- Do not bring friends to sessions; they must apply for our services first!
- Prepare for each session by reviewing what needs to be covered and bring an agenda to share with the tutor
- Participate actively in all aspects of the tutoring session (asking questions, completing practice problems, etc.)
- Know your tutor's name and contact information; contact your tutor by phone if you do not see them at the scheduled time/session before you contact the LAC office
- Contact the tutor via phone and e-mail more than six (6) hours in advance to cancel/reschedule
- Type your student ID# on session records each time you meet (this is your legal signature)

### TUTOR'S RESPONSIBILITIES

- Review material to be covered prior to tutoring session(s)
- Attend all scheduled tutoring sessions and arrive on time or early
- Assist students in identifying problem areas through question and answer
- Use examples to demonstrate concepts and theories, providing opportunity for practice
- Incorporate academic skills when possible; see the Assistant Director for ideas/suggestions
- Assist with practice problems, but cannot do / critique homework for students
- Make appropriate referrals to skills assessment or other offices
- Know student's name and contact information; contact the student via phone and email at least six (6) hours in advance if you have scheduling conflicts
- 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;" e-mail and call them after the first five (5) minutes of waiting
- Have the student "sign" the session record using their student ID#; you may not do so for them

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### GOALS OF TUTORING ARE ACHIEVED BY:

- Engaging students in a discussion about what they know about a subject
- Helping students determine what they don't know
- Allowing students to find the answers among their academic materials (textbook, notes, etc.)
- Asking the student questions to help process information and transfer knowledge into long term memory
- Creating opportunities for students to practice what they are learning by providing mini-quizzes, practice problems, or homework assignments
- Reviewing notes, homework assignments, projects, quizzes, and/or tests to identify strengths and weaknesses

### GOALS OF TUTORING ARE NOT ACHIEVED BY:

- Academic Dishonesty
  - e.g., Asking tutors to complete or having them complete homework assignments, quizzes, projects, tests, etc.
  - e.g., Asking a tutor to attend class or having them attend class in place of the student, or providing notes if the student is absent from class
  - e.g., Cheating of any kind
- For a complete listing of Academic Integrity policies, refer to the Office of the Dean of Students website at <http://academicintegrity.uncg.edu/complete/>.

### ATTENDANCE POLICY:

#### STUDENTS:

Unless there is an emergency, contact your tutor (or the LAC office) no less than 6 hours in advance if you are unable to attend a scheduled tutoring session. Students who miss a scheduled session without properly notifying their tutor or the office will be marked as a "no-show."

- **1<sup>st</sup> No-Show:** written notification of missed session and reminder of attendance policy
- **2<sup>nd</sup> No-Show or 3<sup>rd</sup> cancellation:** Temporary suspension of tutoring services. Student must meet with the Assistant Director for Tutoring Services before services are reinstated.
- **3<sup>rd</sup> No-Show:** If the student has been reinstated and misses a third tutoring session, revocation of tutoring services will occur. Student must meet with Assistant Director for Tutoring Services before service will be provided in future semesters.

#### TUTORS:

Unless there is an emergency, contact your student (or the LAC office) no less than 6 hours in advance if you are unable to attend a scheduled tutoring session. All efforts should be made to reschedule sessions within 48 hours. Tutors who miss a scheduled session without properly notifying their student or the office will be marked as a "no-show."

- **1<sup>st</sup> No-Show:** written notification of missed session and reminder of attendance policy
- **2<sup>nd</sup> No-Show or repeated cancelations:** Employment action form and employment probation
- **3<sup>rd</sup> No-Show:** Termination from tutoring position

I certify that my tutor and I have read and discussed the information contained in this contract. I agree to work cooperatively with this tutor to achieve academic success and to fulfill my responsibilities as a student tutee. I understand that tutoring may be suspended or discontinued if it is determined that I am not making an effort to benefit from such services.

Student Name (Please print): \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I certify that my student tutee and I have read and discussed the information contained in this contract. I agree to work cooperatively with this student to assist her/him in achieving academic success and to fulfill my role as a tutor.

Tutor Name (Please print): \_\_\_\_\_

Tutor Signature: \_\_\_\_\_ Date: \_\_\_\_\_