Rights and Responsibilities in Receiving Tutoring Services

1) **Tutoring is not guaranteed nor is it an accommodation**
   - Tutoring is a supplemental service. It is not a substitute for prior academic preparation nor is it a guarantee of academic success.
   - Weekly appointments and drop-in tutoring takes place from Week 2 – Week 16
   - Tutoring is not guaranteed, but every reasonable effort will be made to meet requests, as the budget allows.
   - Tutoring is not available for graduate-level courses or classes taken at other colleges or universities. Tutoring is not available for undergraduate courses that are not required for your major, minor, or specific General Education requirements.

2) **Tutoring is meant to help you learn material, and improve your work. Some examples of how you can use tutoring include:**
   - Asking questions about course concepts
   - Receiving support with creating study plans for subjects
   - Getting support with creating "plans" or "brainstorms" for assignments
   - Getting support with revising completed assignments

3) **What tutoring is NOT for**
   - Your tutor will not complete homework, type assignments, or give you answers. Their goal is to help you discover the answer yourself.
   - Your tutor is not responsible for interpreting your syllabus or assignment. You should go to your instructor for such clarifications and questions.
   - Your tutor will only assist you with the subject(s) approved for the session by the Project IMPACT Coordinator.
   - Your tutor is not a counselor and will not respond to personal issues that do not directly pertain to the subject matter of the tutoring session. If you are experiencing a personal issue that you would like help with, you should speak to the Project IMPACT Academic Success and Wellness Counselor

4) **Come Prepared**
   - You are responsible for bringing something to work on during your session- whether it is a set of questions about course concepts, or an assignment.
   - You are required to come to tutoring sessions **prepared** with your books, syllabus, required materials, and assignments.

**For questions, or to request changes to your tutoring, please contact the
Project IMPACT Temporary Program Coordinator, jaski.kohli@csueastbay.edu.**

- You must **attempt** homework assignments before attending tutoring. Tutors are not there to sit beside you as you do your homework.

5) **Tutoring appointments must take place as scheduled:**
   - Tutoring appointments must take place at their scheduled time.
   - Tutoring must take place in Project IMPACT, unless other arrangements are made with the Project IMPACT Coordinator. Tutees may not bring anyone to their tutoring session, whether it is a friend, family member or classmate. Exceptions will be made for AS-approved translators.
   - Tutors are assigned based on their subject matter competency and a change in tutor(s) must be approved by the Project IMPACT Coordinator.
   - Scheduling of tutoring takes place at staff discretion. Subjects may be switched from appointments to a "drop in model" of tutoring.

6) **Tutoring sessions will be suspended if any of the following occurs. PLEASE INITIAL ON THE BLANK LINES to show your agreement.**
   - If you ask your <u>tutor to complete your assignment</u> for you including providing answers, write assignments or typing assignments.   _____
   - If you ask your tutor to assist you in a subject other than the one specifically approved for tutoring.   _____
   - If you fail to follow the guidelines in this document.
   - **You have 3 "misses."** A miss counts as
       - Showing up <u>without something to work on</u>, or enough to work on   _____
       - <u>Cancelling</u> for any reason   _____
       - Arriving <u>more than 15 minutes</u> late   _____
   - If you provide us with **24 hours notice,** we will try and get you a make-up. Then, your absence will not count as a miss.   _____
   - These misses **are there for you to use.** If you are sick, or have a personal issue, please use these misses.   _____

I [Print your name] _____, have read and understand the guidelines in this document.

_____   _____

Signature   Date

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