Policy Statement for Tutors

General Policies

- Tutors are employed from the start of the first tutoring session through ISU’s dead week (week before finals week). Tutoring sessions during finals week are based on tutee request. In order to discontinue employment before the end of the semester, you will need to meet with us in person and give us two weeks to try to reassign your tutees.
- Tutoring sessions are 1 hour in length, 2-3 times per week throughout the semester. Additional (extra) sessions must be entered by the Academic Success Center. Send an email to tutorsrv@iastate.edu to request this addition, and provide the group #, day/time, and the name(s) of your tutees in attendance.
- If you need to cancel a session, notify all of your tutees and cancel the session in the attendance. If you reschedule your session, contact us as explained in the statement above.
- Tutoring Services must coordinate a permanent change in the days/times or location of your group sessions. Send an email to tutorsrv@iastate.edu to request this change.
- If a tutee has more than 4 absences (excused and/or no-shows combined) for any group, the tutee will be removed from that group after the 5th absence. The tutee will not receive another tutor for that course for that semester. Notify us of any extenuating circumstances and we will approve continuation in the group on a case-by-case basis.
- Maintain professional conduct in all interactions with your tutees for the duration of your contract.
- Tutoring cannot occur in a private residence.
- According to university policy, the information (written or verbal) that you receive pertaining to students assigned to you is confidential and cannot be disclosed to any individuals or entities outside of the Academic Success Center.

Expectations

- You are expected to be available for the number of hours as well as the days and hours you indicated on your application. Please make sure this information is always updated.
- Only request to tutor the amount of hours per week that you would be able to handle during your busiest week of the semester.
- If an unforeseen emergency situation requires you to resign from your position at any point in the semester, contact the staff at the Academic Success Center immediately.
- Contact the tutoring staff if you are having difficulties with the subject material you are assigned to tutor. We can provide assistance, resources and options for you and your tutees.
- Read all Tutoring Services information (including tutor handbook, orientation packet, e-mails from tutoring staff and tutees, and tutoring newsletter) when you are notified of your assignment for tutoring.

Tutor/Tutee Relationships

- Tutors are not permitted to complete tutee assignments or homework. Your role is to assist their understanding of the material, not to do their coursework for them.
- Academic dishonesty includes, but is not limited to: participating in group projects with tutees, writing documents for tutees, helping directly with homework, and discussing the specifics of take-home exams with tutees. You may not provide assistance on anything the students receive a grade for in the class. Tutoring sessions are not intended to be “homework sessions.” Please consult our office if you have any questions regarding this issue.
- Be professional in your interactions with all tutees. Sexual misconduct as defined by ISU will not be tolerated.
- Disrespectful comments or attitude toward your tutees is not acceptable.
Observation and Evaluation

- Observations from tutoring staff and evaluations from tutees will be utilized in future employment decisions. *Consistently poor evaluations may be grounds for a probation period or tutor discontinuation.*
- Probationary Policy: Tutors may be placed on a conditional or probationary status either at the time of hire or later in employment. Continuation as a tutor is contingent on improving the conditions that led to probationary status.
- Any tutor whose behavior or performance is considered inappropriate will be immediately terminated.

Requirements for Continuing as a Tutor

- Complete the tutoring application and tutoring handbook quiz on Blackboard each semester.
- If you have not tutored within the past year (previous two semesters), you must attend another orientation.
- Communicate regularly with tutoring staff, including quick response to emails and phone calls.
- Submit attendance in a timely and appropriate manner.
- Tutors are hired and assigned groups according to course demand and schedule compatibility.
- Positive appraisal based on observations, tutee feedback, and end of the semester review.

Tutoring Handbook and Orientation Training

- As part of your training, you have received a copy of the tutoring handbook. This tutoring handbook contains valuable information pertaining to the process of being a tutor. You are responsible for the information in that handbook.
- Tutors will be given a training packet at orientation. You are responsible for the information contained within this packet while you are employed by the Academic Success Center.

Payment Information

- Tutor payment will be processed only when tutee’s session attendance in the Tutoring Database is documented. **We cannot pay you for sessions not marked.**
- On-time submission of the above information is REQUIRED in order for timely processing of payroll. If items are submitted late, we will process payment for those hours in the next available pay period.
- Payment occurs twice per month: on the 15th and the last day of the month (30th or 31st) or the last business day closest to those dates. You will be paid for the first two weeks of the month on the 30th or 31st and for the 16th-31st on the 15th of the next month.
- Payment information and W2 form is located on AccessPlus (accessplus.iastate.edu) under the ‘Employee’ tab. Your hours may show up on AccessPlus before your payment is processed by payroll.

I have read this policy statement thoroughly and I understand that failure to comply with these policies may result in the immediate termination of my tutoring contract.

____________________________  _____________________  ______________
Print Name                    Signature                      Date