Academic Success Center: Tutoring Services

Summary of Tutee Expectations and Policies

Group Tutoring
- Tutoring is an excellent opportunity to experience peer-facilitated learning with a small group (2 to 5 students) that meets consistently throughout the semester.
- Tutoring occurs 2 times per week per group during fall and spring, 3 times per week during the summer semester. Tutees can request extra sessions if necessary.
- Tutees are typically placed with other tutees with the same professor, but we cannot guarantee that all students will have the same professor in a tutoring group.
- Tutees may only change groups once per course, per semester. Additional changes will not be granted unless there are extenuating circumstances.
- Communicate any questions or concerns you have regarding your sessions to your tutor before contacting the Academic Success Center directly.
- Tutors serve as group facilitators, not as second lecturers. Tutees are expected to still attend class, recitation, labs, etc.
- Tutees cannot receive direct answers to anything graded (homework, projects, quizzes, etc.)

Fees and Funding Agencies
- Group sessions are $4.00/hour. *Individual sessions are $7.00/hour (approval required).*
- There is a $5.00 administrative fee assessed at the time you are assigned a tutor. This fee is assessed one time per student, per semester. *If you have a funding source, you may need to check with them to ensure that they will pay this fee.*
- If your tutoring is paid for by an outside source or office (not U-bill), funding approval is necessary.
- Most funding sources will pay for group tutoring only.
- You are responsible for following up on your funding approval. Your funding status is listed on your tutee profile on the ASC website.
- Your funding source will NOT pay for no-show sessions. These charges will be billed directly to your U-bill at the regular session rate.
- Your funding source will NOT pay for sessions that exceed the regularly scheduled sessions. These sessions will be billed directly to your U-bill.
    - For example, if you have tutoring scheduled on Tuesdays and Thursdays at 1pm, and an extra session is held on Wednesdays at 1pm, that extra session will be charged to your U-bill. *This is an extra session in a week that exceeds the regular schedule.*
    - However, if you have tutoring scheduled on Tuesday and Thursday at 1pm and Thursday is held on Wednesday at 1pm instead, this would be covered. *This does not exceed the number of sessions in a week.*
- Tutoring charges are sent to Accounts Receivable at the end of each month and are posted to the next month's U-Bill. For example, charges for August will appear in September.
- Tutors can sometimes mark attendance late. If that happens, your tutoring charges will appear even later than the typical 'month behind' timeline.
- If you want more information regarding funding, please contact Tutoring Services at 515-294-6624.
- If funding is denied or pending, you will not be assigned a tutor. The request is only complete once funding is approved by a funding source or approved for U-bill charge.

Attendance

- Participating in all assigned tutoring sessions will facilitate your academic progress and learning.
- Your tutor will record attendance for each session.
- You (the tutee) can be marked as:
    - *Present* if you show up for the session.
    - *Excused* if you let your tutor know **in advance** that you are unable to attend the session.
    - *No Show* if you fail to let your tutor know that you would not be attending the session.
- If your tutor cancels a session, you will not be charged.
- You (the tutee) will receive a weekly email update on your attendance as recorded by your tutor or you can review your attendance by clicking on the billing link on your Tutee Profile. Any discrepancies in your recorded attendance should be reported immediately to Tutoring Services at 515-294-6624 or tutorsrv@iastate.edu.
- Tutees are charged the regular session rate for each no-show.
- If you have more than 4 no-show absences for any group, you WILL be removed from that group after your 5th absence. You WILL NOT receive another tutor for that course for that semester.
- Tutee removals from groups will end the same time that no more group assignment occurs for the semester (this is usually two weeks before dead week).
- **This policy is in effect because of the large tutee demand and the need for accountability for tutoring session attendance. Please let tutoring staff know of any extenuating circumstances as they come up so we can work with you to meet your tutoring needs.**
- If you must miss a session, you must email or call your tutor in advance of the tutoring session to avoid being charged as a no-show for the session. If you text your tutor, a confirmation email is required for documentation.
- The amount of time before a session that a tutor needs to be notified is up to the tutor.

Additional Policies

- Tutees are responsible for checking for possible available groups and updating hours or courses on their profile.
- Tutors are assessed each semester. Please give tutors constructive feedback regarding their effectiveness as a tutor.
- Tutors are observed randomly throughout the semester. Tutoring staff members may sit in on a session to observe tutor effectiveness.
- Tutees are solely responsible for withdrawing from tutoring. To withdraw from tutoring, go to the Academic Success Center's website (www.asc.dso.iastate.edu/tutoring), click on "access your tutor/tutee profile", log-in to your Net-ID, click on the current semester, scroll down to the group from which you wish to withdraw, and click the "withdraw" link.
- Emails will come from the Tutoring Services email: tutorsrv@iastate.edu. Please put this email address in your address book to avoid emails being sent to spam. You are responsible for the information sent via e-mail from tutorsrv@iastate.edu.

I have read this policy statement thoroughly and I understand these policies/expectations are to help with my success. I understand I will follow these policies.

_____   _____   _____
Print Name   **Signature**   **Date**