Student Tutor Usage Agreement

Students are responsible for their individual tutorial schedules and for maintaining an environment of academic integrity by which all students and tutors should adhere to the expectations outlined below:

**Tutor Session Expectations**

- **Be on time** for all appointments.
- **Be prepared** for each tutoring session.
  - Bring the necessary materials including computer, textbook, notes, review sheets, syllabus, etc.
  - Attempt to complete homework and reading assignments independently prior to the session.
  - Put away any personal devices and take care of any personal concerns before the session.
- **Be productive, engaged, and respectful** during the appointment.
- **Support the principles of academic integrity according to the UNC-Chapel Hill Honor Code** and refrain from all forms of academic dishonesty.
- **Understand the role of the tutor** is to help answer questions, quiz the student, review the material, and help guide the student to gain a better understanding of the course material. Tutors may assist the student with finding the tools and strategies needed to master the subject. Tutors may HELP the student proofread papers, but it must always be the student completing the work.
- **Understand tutors are not here** to do the work for the students, re-teach a lecture, give answers to assignments, complete assignments, and write or edit student papers. Tutors MAY NOT write on, circle errors, or suggest ideas or specific changes to any papers. There will be **NO EDITING** by the tutors.
- **Tutors may not be in the room with any student taking an online or take-home quiz/test.**
- **There may be NO communication** outside of the tutorial session between tutors and students including additional sessions outside of the Academic Center, social media, text, email, phone calls, etc.

___ (Initial) I understand and agree to follow the statements above regarding tutoring expectations.

**Tutorial Appointments**

- All appointments are requested by the academic counselors. If a student decides that (s)he needs a tutor, the student should have a conversation with their counselor about requesting a tutor.
- Tutor appointments are scheduled for 50 minutes.
- If the tutor is not in the room after 10 minutes, the student should inquire with the monitor for assistance. Monitor will find a supervised study area for the student to study.

**Appointment Cancellations**

_The student is ultimately responsible for making sure cancellations are communicated properly. Appointments should not be canceled beyond special circumstances._

- **Students may not cancel or reschedule an appointment directly with the tutor.**
  - Anytime the student is scheduled to be absent due to team travel and competition, (s)he should communicate the absence with the tutor no later than the session prior to traveling, in addition to following the cancellation procedures listed below.
- **For Appointments 5pm or later** - Appointments must be cancelled no later than noon that day.
- **For Appointments before 5pm** - Appointments must be cancelled no later than noon the previous day.
- **For Sunday Appointments** - Appointments must be cancelled no later than noon on Friday.
- In order to cancel an appointment, students must send an email to ASPSATutoring@unc.edu and copy their academic counselor.
- All cancellations outside of team travel and competition must be approved through the student’s academic counselor BEFORE being emailed to the tutorial staff.
- Cancellation emails should include the date, time, subject, tutor name, and reason for cancellation.
- Any cancellations outside the aforementioned policy will be recorded by the tutor as an academic infraction.

___ (Initial) I understand and agree to follow the statements above regarding cancellations and appointments.
No-Shows
When a student does not show up for a 1-on-1 session, the tutor will:

• Wait 5 minutes, report the student with an infraction on the tutor feedback form, and notify the monitor in the lobby for assistance.
• Return to the scheduled room to prepare for the next session, or help any other students in need of assistance.

When a student does not show up for a group tutorial session or guided study group, the tutor will:

• Work with the students who are present, and should not wait the 5 minutes to begin the session.
• Report the student with an infraction on the tutor feedback form.

Academic Infractions
All of the following (but not limited to) are academic infractions that will be reported by the tutor:

• Student does not show up for a session without following proper cancellation protocol.
• Student arrives 5 minutes late to a session. The session will continue, but the student will be informed by the tutor as receiving an infraction for being late.
• Student comes unprepared or without notes, books, computer, course materials, etc. The session will still be conducted, but the student will be informed by the tutor as receiving an infraction for being unprepared.
• Student uses his/her personal devices for needs unrelated to the coursework. The student will be informed by the tutor as receiving an academic infraction for the use of personal devices.
• Any behavioral issues that warrant a dismissal from the session will automatically count as an infraction and will require a meeting with the coach, academic counselor, associate director, and tutorial coordinator. All academic services will be suspended until this meeting is held.

Academic Infraction Policy
All infractions will be recorded cumulatively for the semester (not by individual class). Students who have a history of infractions may lose their tutoring privileges. Students, their coaches, and their academic counselor will be notified of each documented academic infraction via email.

1st infraction = Warning
2nd infraction = Strike one
3rd infraction = Strike two
4th infraction = Strike three

With Strike three, all tutorial services will be suspended until a mandatory meeting with the student, head coach, academic counselor, associate director of academic support, and tutorial coordinator has been held.

____ (Initial) I understand and agree to follow the statements above regarding the academic infraction policy.

Appeals Policy
If a student believes a recorded infraction is not accurate, (s)he has 5 business days from the date of the email to appeal in writing to the Tutorial Coordinator (see Appeal form). The appeal form must be signed and approved by the Head Coach before being presented to the Tutorial Coordinator. The appeal must state all pertinent facts and provide any proof to support the student’s position.

Agreement: I have read the information on this agreement and agree to keep this contract valid. I understand that a violation of this agreement or of University of North Carolina policies can result in termination of tutorial services.