

We **support.** You **succeed.**

Tutoring Services

Tutee Policy Statement

Tutees (students requesting tutoring) can submit an application(s) for course-specific tutoring through our website: www.tutoring.iastate.edu. That application is referred to as 'tutee profile' throughout this policy statement.

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 for 50 minutes during fall and spring, 3 times per week during the summer semester.
- Tutees can request extra sessions if necessary and if their tutor has the availability. Extra sessions cost the same as regular sessions, but funding sources may not cover them.
- Tutors serve as group facilitators, not as second lecturers. Tutees are expected to attend class, recitation, labs, etc.
- Tutees will not receive direct answers or assistance from their tutor on anything that will be graded for credit. This includes but is not limited to homework, projects, quizzes and take-home exams.
- Tutees are often placed into groups with other tutees with the same professor; however, we cannot guarantee that all students in a tutoring group will have the same professor.
- Tutees may request a group change through their profile once per course, per semester. Additional changes will not be granted unless there are extenuating circumstances. Just because a group change request is submitted does not mean that there will be another tutoring group available for you to be placed into.
- Communicate any questions or concerns you have regarding your sessions to your tutor before contacting the Tutoring Services directly. We value the feedback you can provide your tutor, and tutors are trained to utilize feedback from their tutees to improve tutoring sessions.

Fees and Funding Sources

- Group sessions are \$5.00.
- If your tutoring is paid for by an outside source or office (not U-bill), funding approval is necessary according to their policies. Most funding sources will pay for only one course per semester.
- 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.
- There is a one-time \$5.00 administrative fee assessed at the time you are assigned to your tutor. *If you have a funding source, you should check with them to see if they cover this one-time fee.*
- You are responsible for following up on your funding approval with your funding source. 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.*
- 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.
- If you want more information regarding funding, please contact Tutoring Services at 515-294-6624.

Attendance

- Your tutor will record attendance for each session. Participating in all regularly scheduled tutoring sessions will best facilitate your academic progress and learning.
- If you must miss a session, you need to notify your tutor in advance of the tutoring session to avoid being charged as a no-show for the session. The amount of time before a session that a tutor needs to be notified is up to each individual tutor. Your tutor is responsible for informing you of their official attendance policy.
- You (the tutee) can be marked as:
 - **Present:** Showing up at the session *\$5 charge to your funding source or U-bill*
 - **Approved Absence:** Letting your tutor know in advance that you are not attending. *No charge*
 - **No Show:** Failing to let your tutor know that you can't attend the session. *\$5 charge to U-bill*
- 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 tutorsrv@iastate.edu.
- If you **have four no-show absences for any group, you WILL be removed from that group.** You WILL NOT be eligible to receive another tutor for that course for that semester. 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.

Additional Policies

- Tutees are responsible for checking for possible available groups and updating their availability.
- Please give your tutor constructive feedback regarding their effectiveness as a tutor.
- All tutors are observed throughout the semester by Tutoring Services staff. A staff member may sit in on one of your sessions during this process in order to measure the effectiveness of a tutor.
- Tutees are **solely responsible for withdrawing from tutoring.** To withdraw from tutoring, go to www.tutoring.iastate.edu log-in with your Net-ID and click the "withdraw" link next to your course request. Withdrawing is **NOT** the same as switching from one group to another. If you withdraw from a group, you will be ineligible to receive tutoring for that course for that semester.
- 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 that these policies/expectations are to help with my success. I will follow these policies.

Print Name

Signature

Date