

ROSE STATE COLLEGE | 

TUTORING CENTER

Student Policies

Revised: August 12, 2021

Mission Statement

The Rose State College Tutoring Center helps students achieve academic success and become independent learners by providing course-specific assistance, and by helping students develop strategies to successfully meet current and future academic challenges.

Policies

1. Class meetings, labs, and other course-related responsibilities take precedence over tutoring; please do not skip any of these to come to tutoring, regardless of your professor's attendance policy.
2. Students may visit the Tutoring Center to study independently, receive brief drop-in tutoring assistance, and receive in-depth one-on-one tutoring assistance.
3. It is your responsibility to let the Tutoring Center know if you are unable to keep your appointment. You may cancel your own appointment online, by phone, or in person up until the appointment start time.
4. Please be punctual.
 - a. You are encouraged to arrive at the Tutoring Center about **five minutes** before your scheduled appointment. If you need a computer, keep in mind that the Tutoring Center computers can be slow to log on.
 - b. Please be sure to sign in for your appointment when you arrive. This will let your tutor know that you are here.
 - c. If you are running late, please let the Tutoring Center know; we will hold your appointment if we know when to expect you.
 - d. If your tutor is more than **five minutes** late, please let the Tutoring Center Assistant at the front desk know. The assistant will contact your tutor and make other arrangements for you if necessary.
 - e. Tutoring sessions must end on time. Please remember that your tutor may have another appointment immediately following yours.
5. If you are more than **fifteen minutes** late without advance notice, you will be marked as a "no-show" and your appointment time may be given to another student.
 - a. After two no-shows, you will be locked out of the scheduling system and will not be able to schedule new appointments. You may still use Drop-In Tutoring.
 - b. Exceptions to this policy may be granted by the Tutoring Supervisor in extenuating circumstances.
 - c. To request that your account be unlocked, you will need to contact the Tutoring Supervisor.
 - d. All accounts are unlocked at the end of the semester.
6. Please bring everything you need to your tutoring session so that your tutor can be as helpful as possible. Make sure you have:
 - a. Textbooks, course syllabi, assignment sheets
 - b. Class notes and any work you've begun
 - c. Paper and writing utensils, highlighters, and any other necessary resources

7. You may use the computers in the Drop-In Tutoring room or you may bring your own laptop if you have computer work to do.
 - a. Please be aware that you will not be able to print from your personal laptop and printing from tutoring computers is extremely limited. If you need to print several pages, you may use the Open Computer Lab in the Library downstairs.
 - b. You are encouraged to do any necessary printing prior to your scheduled appointment.
8. Please plan to use your time with the tutor wisely.
 - a. You are strongly encouraged to read any assigned materials and attempt assignments before your appointment with a tutor.
 - b. Tutors are authorized to end a session early if they feel the time is not being used in a productive manner.
 - c. Please do not bring other students, friends, family members, or children to tutoring sessions; this is your time to work with a tutor.
 - d. Group tutoring sessions are, generally, not allowed and must be approved by the Tutoring Supervisor in advance.
9. You may bring covered beverages and light snacks to the Tutoring Center. Please do not eat snacks during a tutoring session.
10. Please be considerate of other students.
 - a. Speak at a volume that does not interfere with other students' work.
 - b. Put your phone or mobile device on **Silent**.
 - c. Please do not talk on the phone while inside the Tutoring Center. If you must take a phone call, please do so outside.
11. You are allowed **four hours per week** of tutoring in the Tutoring Center, with a maximum of **two hours per day**.
 - a. Only one-on-one appointments count towards the allotted time limits. Drop-in tutoring does not.
 - b. You may use that time as you see fit, subject to tutor availability. Exceptions to the four-hour-per-week limit may be made in limited circumstances. If you need additional time, please see the Tutoring Supervisor.
12. You may schedule appointments up to **four weeks** in advance.
 - a. If you want to meet with the same tutor at the same time each week, you will need to schedule each of those appointments individually. It is your responsibility to do this; appointment times are not guaranteed from one week to the next.
13. All tutoring sessions will take place in the Tutoring Center during the regular Tutoring Center hours.
14. All Tutoring Center employees respect the principles of academic integrity. We will not assist in or condone any acts of academic dishonesty. In particular, we will not:
 - a. Proofread papers
 - b. Assist in any way with quizzes or tests.

I have read, understand, and agree to abide by the policies of the Rose State College Tutoring Center.

Student Signature

Student ID Number

Printed Name

Date