

# What you need to know about tutoring:

## How do I get my schedule for tutoring?

Renee Marleau is the Tutor Coordinator and will email you when she finds a tutor whose schedule fits yours. The email will have a subject line of "Tutoring for \_\_\_\_" with your requested class in the blank spot. Be sure to check for an email daily (and double check your junk email, deleted emails, and you can even search your inbox for "tutoring" to make sure you didn't miss it). If you don't get an email within a week, please email Renee and ask about your tutoring request. Include your name, the class requested and the date you put the request in. Keep your emails regarding your tutoring schedule so you can reference them if you can't remember who your tutor is or when your supposed to be meeting. Also, mark your tutoring times on a daily or weekly planner (or in your phone as a weekly reminder, Renee may be able to show you how if you don't already know) so you can be sure to know when your supposed to be here.

## What if my schedule doesn't work for me?

The best way to handle a schedule that doesn't work, is to come in to Renee's office. You'll then be able to directly see what you had written for your availability and see if it matches another open tutoring time. You can make an appointment with Renee on Starfish or drop by and see if she's available.

## What if I can't make it to my session?

You'll need to email your tutor and Renee Marleau in order to cancel a session (which is why it's important to save their contact information). Twelve hours notice is preferred but emergencies do pop up. Let us know as soon as you can. Two cancellations are allowed per tutor you work with. After the third cancellation, your tutoring will be cancelled with that tutor. Including the reasoning behind your cancellation may allow for a cancellation to be excused (for example, if the class was cancelled that day so there is no new material or if you have a family emergency). Whatever the reason, cancellations are greatly preferred over not showing up. Three no shows will result in your tutoring being cancelled. You need to contact Renee as soon as possible after a no show to let her know the reason for it. This may allow your no show to be deleted from your record.

## What can I do if my sessions get cancelled due to no shows/cancellations?

You'll need to come in to talk to Renee Marleau. Let her know that your sessions were cancelled due to no shows or cancellations. She can then clear any Starfish flags that you may have gotten and possibly reschedule your tutoring. You'll need to agree not to miss anymore tutoring (the next cancellation or no show will result in your sessions being cancelled permanently). Even if you don't want to reschedule tutoring, make sure you see Renee to clear Starfish flags. These can accumulate on your record and cause you to continually receive emails regarding the issues for which the flags were raised.

## What do I need to bring to my sessions?

Anything you need for class. That includes your notebook, textbook, calculators, pens, etc. Also, bring any tests, quizzes, or homework assignments you've had in the class.

## Will my tutor help me with homework?

You need to come in having already attempted your homework. If you have questions about certain problems, tutors are allowed to help you by finding other examples in the text or by helping you learn a better understanding of the relevant material. They may not help you directly with a homework problem. Your homework needs to be yours.

## What else is expected of me as a tutee?

There are a few other things that you will be responsible for while your receiving tutoring:

- **Sign in**—The only way to record whether you were here or not is by signing in. You need to swipe your ID card at the Accutrack Sign-In Station (your tutor will point this out to you at your first session) and legibly write your name on the tutor's payroll sheet. If you do not do both, you will be marked as not showing up and receive a "TUTORING NO SHOW—NEED TO REPLY" email.
- **Regular class attendance and good notes**—Your tutor will not reteach the class to you nor will they provide a copy of their notes. They can go through the relevant material with you but it's up to you to preview the material beforehand by reading your text, reviewing your notes, and talking to classmates.
- **Express your questions and weaknesses**—Your tutor can only help you if you tell them what you need help with. Tutoring sessions are confidential and you should feel free to talk to your tutor about what your struggles are. Try to be as specific as possible. "I don't understand this chapter," is a hard problem to address. Go through the chapter and write down specific questions and highlight parts you want to address in your tutoring session.
- **Communicate with the ASC staff**—We see 500 students per year who come to us for help. That makes it extremely hard to reach out to each one and make sure they are all happy and doing well in their tutoring sessions. If you have any questions or concerns about your tutor or your sessions, please email, call, or visit us to let us know. We appreciate any feedback from students about the services we provide—that includes negative feedback. It will also give us a chance to respond. We may already be aware of a problem and looking for a solution but if we don't know, then we can work to address it.

**Important Contacts You'll Need:** You may want to put these in your cell phone.

### **Renee Marleau—Tutor Coordinator**

Phone: 518-327-6137      Email: rmarleau@paulsmiths.edu      Office: Library 203

Contact her regarding scheduling, cancelling, no shows, tutoring Starfish flags, or problems with tutors or SI's.

### **Tracy Elliott—ASC Office Manager**

Phone: 518-327-6046      Email: telliot@paulsmiths.edu      Office: Front desk of ASC

Contact her if you have a last minute cancellation and can't get a hold of Renee or your tutor. She can also help you locate your tutor, solve any problems you may experience with signing-in, or general questions.

**Keep this paper and return the completed form to Tracy Elliott.**

## Tutor Request Form

Print Your First and Last Name: \_\_\_\_\_ Date \_\_\_\_\_

Dorm Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_ Can we text you for cancellations? \_\_\_\_\_

If yes, Cell Phone Carrier \_\_\_\_\_ Email \_\_\_\_\_ Major \_\_\_\_\_

Male/Female \_\_\_\_\_ Freshman / Sophomore / Junior / Senior \_\_\_\_\_ PSC Mail Box # \_\_\_\_\_

List the courses you need help with:

Course	Instructor	Current Grade	Tutor Assigned
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Please fill in your schedule below. Indicate work with a “W” and other obligations with an “X”. Block out class time by writing the course ( for example, BIO 101) in the appropriate time frame.

	<b>Mon.</b>	<b>Tues.</b>	<b>Wed.</b>	<b>Thurs.</b>	<b>Fri.</b>	<b>Sat.</b>	<b>Sun.</b>
8:00-8:55							
9:05-10:00							
10:10-11:05							
11:15-12:10							
12:20-1:15							
1:25-2:20							
2:30-3:25							
3:35-4:30							
4:40-5:35							
6:00-7:00							
7:00-8:00							
8:00-9:00							

**How did you hear about the Academic Success Center?**

Advisor     Course Professor     Flyers     PSC Student     ASC Event/Workshop  
 TRiO     Orientation     HEOP     First Year Seminar     Starfish Notification

**Briefly describe what you are having difficulty with:** \_\_\_\_\_

**May we share the difficulties that your having with your courses with your tutor(s)?** \_\_\_\_\_

This will help them determine what they should focus on in your tutoring sessions in order to serve you better.

**Please list any other information you want to share with your tutor(s):** \_\_\_\_\_

Professors need your permission to receive information about whether you are receiving our services or not. Their involvement sometimes helps us find tutors that fit your needs better. Please initial here if you would like to give the ASC staff permission to speak with your professors regarding your tutoring: \_\_\_\_\_

Would you like to meet with an Academic Success Counselor to discuss any of the following? Yes No

Please circle areas you'd like help with: Time Management /Study Strategies /Note-Taking /Organization

*Counselors are part of our profession staff.*

**Key Tutoring Policies and Procedures**

Please sign below to indicate that you understand and agree to each of the following:

1. All tutoring takes place in the Joan Weill Library.
2. Students are expected to arrive for each session on time and prepared to work with their assigned tutor.
3. Each tutoring session will last approximately one hour. Prior approval by the tutor coordinator is needed if more time is needed.
4. Students receiving tutoring are required to attend every class for the course being tutored and to check their email daily for notifications and scheduling changes.
5. A total of three no-shows, three cancellations, or any combination of these resulting in three missed sessions during the semester will result in the loss of tutoring for the course. Cancellations must be reported twelve hours before the tutoring session is to be held. If less than 12 hours notice is given of a cancellation, must be excused by the Tutor Coordinator. **Cancellations must be reported to the tutor and the Tutor Coordinator.**
6. If assistance is no longer needed or if the student drops the course for which they are receiving tutoring, they are expected to notify the Academic Success Center as soon as the drop is completed.

I agree to abide by these procedures and policies while I am receiving tutoring services through Paul Smith's College Academic Success Center. I will make it my responsibility to bring any questions I have regarding these to the Tutor Coordinator or visit the ASC website for more information if needed.

**Student Signature:** \_\_\_\_\_ **Date** \_\_\_\_\_