

Ch5-s4-03**Tutoring - Academic Success Centre Policy**

Responsible Authority:	Office of the Vice President Academic
Approval Authority:	Senior Team
Date First Approved:	2012-05-09
Date Last Reviewed:	2019-08-19
Mandatory Review Date:	2024-08-19

PURPOSE

The purpose of this policy is to provide the College Community with guidelines for the application and use of tutoring services. This policy will provide the parameters for the appropriate use of tutoring services within the College system.

Confederation College recognizes the need for tutoring services, and makes a concerted effort to provide tutoring for a variety of subjects, based upon demand. This policy is aimed at ensuring that all learners have access to appropriate, qualified tutoring services when they encounter difficulty in one or more subjects in which they are registered.

SCOPE

This policy applies to College faculty, support staff, and students.

DEFINITIONS

This includes an explanation of terms and abbreviations used within the policy and procedure.

Word/Term	Definition
Peer Tutoring	Tutoring provided by a student currently enrolled within a program at Confederation College.
Professional Tutoring	Tutoring provided by a professor, graduate, or someone from outside the College, with the proper qualifications for that particular subject.
Tutor	The individual providing academic assistance to a current student requiring additional help.
Tutee	The student who is currently experiencing difficulty in one or more subjects in which they are registered.

POLICY

Peer and professional tutoring services are one of the programs offered by the Academic Success Centre (ASC) that helps students to reach their academic goals. Tutoring is an opportunity for students registered with our office to identify learning challenges and goals, gain insight into their own learning, and develop strategies and learning habits that will help in their academic success. To that end, tutoring is not teaching or re-teaching, it is not doing for, but with. The aim of ASC tutoring is to equip students with strategies to

manage their own learning and build capacity to self-regulate those tasks in the future. The tutor's role is to support and guide the tutee through the processes of identifying, developing and applying specific strategies to the learning challenges faced.

The goals of the Academic Success Centre are:

- Remove barriers and provide opportunities for academic success.
- Ensure fair and consistent treatment of all students.
- Create a welcoming environment to foster active participation in the college community.

A tutor is not a replacement for classroom instruction and should not attempt to introduce material not covered by the professor. A tutor is not a note-taker for the tutee and should not provide class notes. Nor is a tutor expected to help a tutee complete homework assignments or provide course content if the tutee missed a class. It is, however, within the scope of the tutor's duties to provide instruction to the tutee on how to develop strategies to independently undertake these tasks.

PROCEDURE

<u>Action</u>	<u>Responsibility</u>
1. PEER TUTORING	
1.1 Confederation College provides peer tutoring as an informal means of instruction for students having difficulty in one or more subjects in which they are registered. Peer tutoring is not part of the approved curriculum, but is a support service for regular subject offerings.	Academic Success Centre
1.2 Peer tutoring is offered as a support service only, and not as a substitute for regular classroom instruction.	Academic Success Centre
1.3 The Academic Success Centre establishes the number of tutor/tutee hours allowable per semester.	Academic Success Centre
1.4 The provision of peer tutoring is dependent on the availability of qualified tutors; therefore, no guarantee can be made of providing a tutor for every student requesting one.	Academic Success Centre
1.5 The Tutoring Officer will implement small group tutoring when the number of qualified tutors in a subject area is limited.	Tutoring Officer

2.0 PROFESSIONAL TUTORING

- | | |
|---|-------------------------|
| 2.1 Confederation College provides professional tutoring on a drop-in basis for students to attend when schedules allow. | Academic Success Office |
| 2.2 The drop-in times are based on the tutor's schedule, and there will be multiple sessions available to try and meet the needs of the majority of students. | Academic Success Office |
| 2.3 The Tutoring Officer establishes the hours allotted to each subject for Professional tutoring. | Tutoring Officer |
| 2.4 Professional tutoring is offered as a support service only, and not as a substitute for regular classroom instruction. | Academic Success Office |

3.0 REQUESTING A PEER TUTOR

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|---|-------------------------|
| 3.1 Complete a tutee application form provided by the Academic Success Centre. | Student |
| 3.2 Students requesting a tutor need verification via signature that they are attending classes and completing all assignments. | Faculty |
| 3.3 Tutee will be matched with a qualified tutor if one is available. | Academic Success Centre |
| 3.4 If tutoring is no longer needed, notify the Academic Success Centre. | Student |

4.0 BECOMING A PEER TUTOR

- | | |
|--|-------------------------|
| 4.1 Complete a tutor application form provided by the Academic Success Centre | Student |
| 4.2 Faculty must verify by signature on the Application form that the student meets the requirements | Faculty |
| 4.3 Tutor will be matched with tutee and contact information will be shared for arranging meeting times and days | Academic Success Centre |

SUPPORTING DOCUMENTATION

- | | |
|------------|---------------------------|
| Appendix 1 | Tutee Application Form |
| Appendix 2 | Tutee Responsibilities |
| Appendix 3 | Tutor Application Form |
| Appendix 4 | Tutor Responsibilities |
| Appendix 5 | Tutor Timesheet Reminders |

RELATED POLICIES

5-5-03 Charter of Student's Rights and Responsibilities

5-5-01 Academic Integrity

RELATED MATERIALS

N/A

Appendix 1: Tutee Application Form



Students who are having difficulty in a subject may apply to receive assistance from fellow students through the Peer Tutoring Program.

PLEASE PRINT

Student Number: _____

First Name: _____ **Last Name:** _____

Phone Number: _____ ***College Email:** _____@confederationcollege.ca

Academic Program: _____ **Program Year:** _____

In order of priority, list the courses for which you require a tutor:

Course Name: _____	Course Code: _____	Section: _____
Name of faculty teaching course above: _____	Email: _____	
Signature of above named faculty member: _____	Date: _____	

Course Name: _____	Course Code: _____	Section: _____
Name of faculty teaching course above: _____	Email: _____	
Signature of above named faculty member: _____	Date: _____	

Course Name: _____	Course Code: _____	Section: _____
Name of faculty teaching course above: _____	Email: _____	
Signature of above named faculty member: _____	Date: _____	

The Peer Tutoring Program provides a maximum of:

- **2 hours per week for one subject**
- **3 hours per week for two or more subjects**

STUDENT AGREEMENT: please check each box and sign

- I understand that completing the application form is the first step-- I must schedule an appointment with the Academic Success Centre to discuss my tutoring needs.
- *I will regularly check my college email for correspondence from my tutor and/or the Academic Success Centre.
- I will attend classes and complete assignments as required—tutoring cannot help otherwise.
- I will be on time and prepared for my scheduled tutoring session.
- I will notify the tutor twenty -four (24) hours in advance if I must cancel my appointment.
- I understand that Academic Success Centre Staff may discuss my academic needs with my instructor(s), coordinator and/or sponsoring agency (if applicable).
- I understand that the Academic Success Centre will make every effort to match me with a qualified tutor; however, it cannot be guaranteed that a tutor will be available for every course.

****Please bring the completed application form to the Academic Success Centre during your appointment**
To arrange an interview, visit the Academic Success Centre or phone (807) 473-3874.**

Student's Signature

Date

APPENDIX 2: TUTEE RESPONSIBILITIES

The maximum number of tutoring hours you can receive is:

2 HOURS PER WEEK FOR ONE SUBJECT

or

3 HOURS PER WEEK FOR TWO OR MORE SUBJECTS and GROUP TUTORING ARRANGEMENTS

1. Check your **College email** regularly for messages from the Tutoring Officer and/or your tutor.
2. The tutor does not take the place of your classroom instructor. You **must attend all classes** in the subject(s) for which you are receiving tutoring. Failure to attend class will result in the withdrawal of your tutor.
3. The peer tutoring service is available to help you understand material & improve your work. To get the most out of each tutoring session, you should prepare a list of specific questions in advance. Discuss your needs with your tutor. The tutor **will not** do your homework or assignments for you.
4. To avoid future problems with miscommunication, during your initial contact with your tutor please be sure to:
 - Obtain your tutor's **full name, telephone number and email address**.
 - **Confirm the method of communication** that you and your tutor will use to leave messages for each other.
 - Decide the **day, date, time and location** of at least your first tutoring session.
 - **Ask the tutor to confirm** (in writing or by email), the date, time and location of your tutoring sessions. Print and keep a hard copy.
5. **Tutoring sessions must be held at the College** (student lounge, library, ACE, Academic Success Centre, etc.). Tutoring sessions may be set up in the evenings or on weekends as long as they are held at the college.
6. At your first tutoring session, exchange timetables with your tutor.
7. Be on time for appointments. If you must cancel a scheduled tutoring session, be sure to notify your tutor in advance. To be eligible to reschedule your tutoring session you must contact your tutor no **later than the night before the session**. **THE ACADEMIC SUCCESS CENTRE WILL NOT BE RESPONSIBLE FOR CANCELLING YOUR APPOINTMENTS.**
8. If you show up for a tutoring session and the tutor does not show up at the designated start time:
 - Check your copy of the confirmation to ensure that you have the right date, time and location. If yes, then, **wait** for your tutor at the designated location **for at least 20 minutes** after the designated start time.
 - If the tutor shows up less than 20 minutes late, you will receive your whole tutoring session (i.e. if the tutor is late, the tutee does not lose tutoring time).
 - **If no message was left, inform the Tutoring Officer ASAP by phone or email**, then call your tutor to reschedule.
9. ***DO NOT** miss an appointment with your tutor. After two missed appointments, tutoring may be discontinued. If you miss two tutoring sessions, you will have to meet with the Tutoring Officer to determine if your tutoring will continue. A session is classified as "**Missed**" if the tutee:
 - fails to notify the tutor by the night before
 - cancels on the day of the scheduled session (Tutee **MUST** contact the tutor.)
 - does not show up by 15 – 20 minutes after the designated start time
10. Since the tutor will be paid for up to one hour if the tutee has a "Missed" appointment, the missed session will count as part of the tutee's regular allotted tutoring time and therefore **cannot be made up**. The tutor will inform the Tutoring Officer of all "missed" sessions and whether or not the tutee left the required message.

TUTEE RESPONSIBILITIES (continued)

11. If the tutor shows up for a tutoring session and the tutee is not there, the tutor will:
- **Check** their copy of the confirmation to ensure that they have the right date, time and location. If yes, then, the tutor will **wait** for the tutee at the designated location for least 20 minutes after the designated start time.
 - If the tutee shows up less than 20 minutes late, the tutoring session will continue for only the **remainder** of the scheduled time (i.e. if the tutee is 10 minutes late, they lose 10 minutes of tutoring time)
 - If the tutee does not show up by 20 minutes after the designated start time, it automatically becomes a **“missed”** appointment (see section 9) and the tutor may be paid for up to one hour of tutoring
 - The tutor will check for a message from the tutee. The tutor will then note on their timesheet whether or not a message was left (**“LM”** - left message **or** **“NM”** – no message)
- The tutor will inform the Tutoring Officer ASAP** by phone or email of **all** missed sessions.
12. At the end of **each** tutoring session, sign the tutor’s timesheet (using your **FULL** signature – not initials) under the appropriate day to confirm the number of hours submitted by the tutor. Please **circle and initial any changes** made to recorded tutoring hours on the timesheet.
13. Every two weeks, at the end of each pay period, the tutor will keep the Academic Support Centre informed of your progress by completing the bottom section of the timesheet. After you have read the progress report, be sure to sign the bottom of the sheet to indicate that you have read the report. It is your right to see what the tutor has written, so **please do not sign unless** all sections have been completed (three Yes/No questions, material covered and comments).
14. If your tutor indicates that you need help with your study skills, it is recommended that you come to the Academic Success Centre and/or seek assistance from a Student Success Advisor.
15. **Notify the Academic Success Centre if you:**
- **no longer require tutoring assistance**
 - **have dropped the course or**
 - **have lost contact with your tutor**
16. This application is good for one semester only. If you require assistance next semester, you must re-apply.

PLEASE NOTE:

**Missing two sessions could result in the loss of your tutorial assistance.
If you miss two sessions with your tutor, you will have to meet with the Tutoring Officer.**

Tutoring Officer Contact Information:**PH: (807) 473-3874****FAX: (807) 473-3744****Email: academicsuccesscentre@confederationcollege.ca****Revised: May 2019**

Appendix 3: Peer Tutor Application Form



Student Number: _____ SIN: _____

First Name: _____ Last Name: _____

Current Address: _____

Phone Number: _____ *College Email: _____@confederationcollege.ca

Academic Program: _____ Program Year: _____

Tutor Requirements:

- Have an **A** in the subject
- Obtain instructor's signature authorizing your qualifications
- Have knowledge of subject content and the ability to communicate the same
- Be punctual and responsible
- Be willing to visit/contact the **Academic Success Centre** for a brief orientation on tutoring procedures

List the courses you would like to tutor/qualify to tutor:

Course Name: _____	Course Code: _____
Name of faculty member teaching the course named above: _____	
Signature of above named faculty member: _____	Date: _____

Course Name: _____	Course Code: _____
Name of faculty member teaching the course named above: _____	
Signature of above named faculty member: _____	Date: _____

Course Name: _____	Course Code: _____
Name of faculty member teaching the course named above: _____	
Signature of above named faculty member: _____	Date: _____

STUDENT AGREEMENT: please check each box and sign

- I will allow the release of my contact information (phone number and email) to tutees strictly for matching purposes.
- *I will regularly check my college email for correspondence from my tutee(s) and/or the Academic Success Centre.
- I will be on time and prepared for my scheduled tutoring session.
- I will notify the tutee twenty-four (24) hours in advance if I must cancel a tutoring appointment.
- I will keep the ACADEMIC SUCCESS CENTRE informed of the tutee's progress and/or any problems that may arise (including missed appointments).
- I will submit/fax (807.473.3744) a TIMESHEET to the ACADEMIC SUCCESS CENTRE according to the PAYROLL SUBMISSION SCHEDULE.

***Please bring your completed application form to the Academic Success Centre during your appointment*
To arrange an interview, visit the Academic Success Centre or phone (807) 473-3894.**

Student's Signature

Date

APPENDIX 4: Tutor Responsibilities



TUTOR RESPONSIBILITIES

NOTE: As a peer tutor, you will be assisting students who are having difficulty in a subject. You are there to help the tutee to understand material and to improve their work. You **are not to do** the tutee's homework or assignments for them.

1. Check your **College email** regularly for messages from the Tutoring Officer. The Tutoring Officer will provide you with the contact information for your potential tutees. You will also be provided with the course name, number and the amount of tutoring time for which the tutee is eligible. You are expected to make initial contact with your tutee **within 24 hours of receiving notification**. If you have difficulty getting in touch with your tutee, contact the Tutoring Officer immediately.
2. To avoid future problems with miscommunication, during your **initial contact** with your tutee be sure to:
 - Provide your tutee with your full name, telephone number and email address
 - Confirm the **method** of communication that both of you will use to leave messages for each other
 - Decide the **date, time and location** of at least your first tutoring session. Your first tutoring session should take place within one week after your initial contact with your tutee.
3. Immediately following your initial contact with your tutee:
 - Inform the Tutoring Officer (by phone or email) of the date, time and location of your first tutoring session with your tutee
 - Confirm with your tutee, **in writing or by email**, the date, time and location of your tutoring sessions
 - Print a hard copy of the confirmation and keep it in your binder
4. **Tutoring sessions must be held at the College** (student lounge, library, ACE, academic success centre, etc.). Tutoring sessions may be set up in the evenings or on weekends as long as they are held at the college.
5. At your first tutoring session, exchange timetables with your tutee.
6. Be on time for your appointments. If you must cancel a scheduled tutoring session, be sure to notify your tutee in advance, using the method of communication decided upon in your initial contact.
COLLEGE STAFF WILL NOT BE RESPONSIBLE FOR CANCELLING YOUR APPOINTMENTS.
 If you must change an already scheduled appointment, contact the tutee and then confirm with the tutee the agreed upon change.
7. At the end of **each** tutoring session, complete your timesheet as indicated in the "Tutor Timesheets Reminders". Ensure that your completed timesheet is submitted to the Tutoring Officer in the Academic Success Centre (in the timesheet bin or by fax) every second Friday as outlined in the handout "Payroll Submission Dates". Blank timesheets can be picked up from the Tutoring Officer.
8. If you show up for a tutoring session and the tutee does not show up at the designated start time:
 - Check your copy of the confirmation to ensure that you have the right day, date, time and location. If yes, then, **wait** for your tutee at the designated location **for at least 20 min.** after the designated start time.
 - If the tutee shows up less than 20 minutes late, the tutoring session will continue for only the remainder of the scheduled time (i.e. if the tutee is 10 minutes late, they lose 10 minutes of tutoring time)
 - If the tutee does not show up by 20 minutes after the designated start time, it automatically becomes a "missed" appointment (see section 9)
 - Check for a message from your tutee. Note on your timesheet whether or not a message was left.**Inform the Tutoring Officer ASAP by phone or email**, then call your tutee to confirm that they will be attending your next session. If you do not inform the Tutoring Officer of each missed tutoring session, you will not be paid for the session.

9. A session is classified as “missed”:
- If the tutee fails to notify you by the night before
 - If the tutee cancels on the day of the scheduled session
 - If the tutee does not show up by 20 minutes after the designated start time
- Since you may be paid for **up to** one hour if the tutee has a “Missed” appointment, the missed session will count as part of the tutee’s regular allotted tutoring time and therefore **cannot be made up**. The tutee could lose their tutoring privileges if they “miss” two tutoring sessions.
10. If the tutee shows up for a tutoring session and the tutor is not there, the tutee will:
- Check their copy of the confirmation to ensure that they have the right day, date time and location. If yes, then, the tutee will **wait** for you **for at least 20 minutes** after the designated start time.
 - If the tutor shows up less than 20 minutes late, the tutoring session will continue for the full length of the scheduled session. **The tutee does not lose tutoring time if the tutor is late.**
 - **If no message was left, the tutee will inform the Tutoring Officer ASAP by phone or email that the tutor didn’t show up and didn’t leave a message.** The tutee will also call you as they are entitled to have the session rescheduled.
11. It is important to keep the Tutoring Officer informed of your tutee’s progress. The easiest way to do this is to complete the progress report section of **each** timesheet. Your timesheet **MUST be handed in every two weeks**. Be sure to circle either “YES” or “NO” for each of the three questions.
- Determine whether or not the tutee has been attending class by checking for notes and asking what was covered in class.
 - Indicate whether or not the tutee was prepared for your tutoring sessions. For each session, the tutee should have clear questions or specific challenges that they wish you to address. The tutee should be there and be on time for all of your scheduled tutoring sessions. The tutee should bring everything that they need for the start of the tutoring session (notes, texts, calculator, etc.). The tutee should do whatever homework is assigned by the tutor.
 - Indicate whether or not you think that the tutee has adequate study skills. If not, indicate what you think the problem is.
 - Under the “Materials Covered” section, be sure to include a **brief** description of what was covered in each tutoring session. Just the topic or chapter # is required. This allows us to see how the tutee is progressing.
 - Complete the “Comments” section to let both the tutee and the Tutoring Officer know how the tutee is doing. This comment can be very brief. You can also use this section to encourage your tutee or to make suggestions for improvement. **DO NOT** ask the tutee to sign the **bottom** of the timesheet until you have fully completed the progress report section. It is the tutee’s right to see what you have written about them.
12. Notify the Tutoring Officer immediately:
- if your availability to tutor changes
 - if you have lost contact with your tutee
 - if you or your tutee terminates the tutoring before the end of the semester
 - if you have a change of address or phone number
 - if you have any problems or questions
13. If you wish to tutor next semester, **you must complete another application form** and obtain instructors’ signatures for any additional courses that you wish to tutor.

Tutoring Officer Contact Information:

(807) 473-3894 or Fax: (807) 473-3744

Email: academicsuccesscentre@confederationcollege.ca

Revised: May 2019

APPENDIX 5: Tutor Timesheet Reminders



TUTOR TIMESHEET REMINDERS

MAXIMUM TUTOR TIME

- Each tutor is allowed a maximum number of tutoring hours **per week (6)**.
2 hrs for one subject; 3 hrs for two or more subjects; 3 hrs for group tutoring
- NOTE: TUTORS ARE PAID BY THE HOUR AND NOT BY THE STUDENT.
**Therefore, if tutoring two or more students together,
TUTOR STILL RECEIVES \$ HOURLY RATE.**

1. Direct deposit payroll is issued bi-weekly from the Campus Employment Service from the SUCCI office.
2. It is YOUR responsibility to record your tutoring hours accurately by the following procedure.
NOTE: A **separate** timesheet must be kept for **each** tutee or group that you are tutoring.
 - (a) Accurately record your employee ID number, your name, your tutee's name & the course code.
 - (b) Record the date you submitted your timesheet.
 - (c) Use the sheet outlining the payroll submission dates to accurately complete the pay period number & the ending dates for **both** weeks of the pay period. **If you did not tutor during one of the weeks, you must still note the week ending date & write "0" in the box for the total number of hours that week. DO NOT put hours for Week 2 into the Week 1 section.**
 - (d) At the end of **each** tutoring session, accurately record the amount of time you have tutored. Have the tutee use their full signature (**no initials**) to sign the timesheet **every time** you tutor him/her. You will be paid for only "verified tutoring hours" (as signed by the tutee).
 - (e) Should you change the recorded time, please have your **tutee** circle and initial the change
 - (f) If a scheduled appointment has been missed, record the amount of time (up to 1 hour maximum) on the day of the appointment. Then, write the word "**missed**" where the student's signature would normally appear. Use the codes "**LM**" (left message) or "**NM**" (no message) to indicate whether the tutee left a message or not.
 - (g) At the end of each week, record the total number of hours tutored for the week.
 - (h) Fully complete the evaluation section at the bottom of the timesheet. **Circle "Yes" or "No" for the 3 questions on each timesheet.** Remember to include a **brief description** of the topics and/or Chapter # for each course tutored on **every timesheet. Complete the "Comments" section** at the bottom to let both the tutee and the Academic Success Centre know how they are doing. This comment can be very brief. You can also use this section to encourage your tutee or to make suggestions for improvement.
 - (i) After completing the evaluation, ensure that both you & the tutee sign the bottom of the sheet.
 - (j) Please follow sample timesheet completely.
3. Submit your time sheets by 4:00 p.m., every second Friday to the Tutoring Officer. Timesheets should be placed in the Timesheet Basket in the Academic Success Centre. See the handout "Payroll Submission Dates" for the exact submission dates.
 - **LATE TIME SHEETS WILL NOT BE PROCESSED UNTIL THE NEXT SUBMISSION DATE.**
 - **INCOMPLETE AND/OR INCORRECT TIMESHEETS WILL NOT BE PROCESSED UNTIL THEY HAVE BEEN COMPLETED AND/OR CORRECTED.** If there is a problem, you will have to come in to the Academic Success Centre to correct it before your timesheet will be processed.
4. Timesheets may be faxed to the Tutoring Officer [(807) 473-3744] to the attention of "Tutoring Officer". **The original timesheet should then be handed in to the Academic Success Centre or forwarded to the Tutoring Officer by interoffice mail before the next submission date.**
5. Notify the Tutoring Officer immediately if you have a change of address or phone number.
6. If you have any problems or questions, come to the Academic Success Centre or phone (807)473-3894.