

Procedure Title	Tutoring Procedure
Policy Holder	Learning Commons
Policy Approver(s)	Senior Team
Related Procedures	Ch5-s5-01 Academic Integrity Procedure
Related Policies	Ch5-s5-03 Charter of Student’s Rights & Responsibilities Policy Ch5-s5-01 Academic Integrity Policy
Appendices	
Storage Location	Website - https://www.confederationcollege.ca/policies-and-procedures
Effective Date	2025-01-01
Next Review Date	2030-01-01

Purpose

To outline the steps taken in the provision of tutoring services.

Scope

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

Definitions

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.

Governing Laws and Regulations

Accessibility for Ontarians with Disabilities Act (AODA)

Procedure Statements

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.
- 1.2. Peer tutoring is offered as a support service only and not as a substitute for regular classroom instruction. Peer tutors will review core concepts and answer questions, but they will not complete assignments or coursework for tutees. Tutees are expected to come to tutoring sessions prepared with questions regarding course material.
- 1.3. The Tutoring Office will establish the number of tutor/tutee hours allowable per semester. Typically, students are eligible for two (2) hours of tutoring per week for a single course and three (3) total hours per week for two or more courses. Exceptions may be made on a case-by-case basis or to meet the requirements of a documented Accommodation Plan.
- 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. The Tutoring Officer will attempt to make tutor/tutee matches in a timely manner; however, wait times may vary depending on tutor availability and volume of requests.
- 1.5. The Tutoring Officer will make the initial contact between tutor/tutee pairs. Tutors and tutees are expected to communicate regularly and are responsible for scheduling their own tutoring sessions.
- 1.6. Tutors and tutees are expected to provide advance notification if they need to cancel or reschedule a tutoring session. Two or more missed sessions without advanced notice may result in the termination of tutoring.
- 1.7. Tutoring sessions must take place on the Confederation College Campus. Virtual tutoring sessions through the College's Blackboard or Teams platforms may be allowed but must be approved by the Tutoring Officer.
- 1.8. Tutors and tutees are expected to communicate any concerns about tutoring to the Tutoring Officer. The decision to rematch students with a new tutor will be at the discretion of the Tutoring Officer.

2. Professional Tutoring

- 2.1. Confederation College provides professional tutoring on a drop-in basis for students to attend when schedules allow.
- 2.2. The Tutoring Officer will establish the hours allotted to each subject for Professional Tutoring. A schedule of drop-in sessions will be released at the start of each semester.
- 2.3. Drop-in times are based on tutor availability, space availability, and in relevant cases, program/course schedules. The number of group sessions will reflect operational requirements and student demand. Additional sessions may be added throughout the semester based on student demand.
- 2.4. The Tutoring Officer is responsible for booking spaces for drop-in sessions. Sessions may take place in the Tutoring Office, or appropriate spaces in other campus buildings.
- 2.5. Professional Tutoring is offered as a support service only and not as a substitute for regular classroom instruction. Tutors will review core concepts and answer questions, but they will not complete assignments or coursework for tutees.
- 2.6. Students accessing professional tutoring services will be expected to complete a sign-in sheet, which will be used to track general statistics around tutoring attendance and use.

3. Requesting Tutoring/Becoming a Tutee

- 3.1. Tutoring services are available for all post-secondary, fee-paying students.
- 3.2. All students requesting tutoring must complete the Peer Tutee Application form on the College website.
- 3.3. Students may self-refer to tutoring services; a faculty referral is not required to access tutoring services.
- 3.4. Faculty members who wish to refer a student for tutoring should complete the Early Alert Referral Form. Faculty members with general questions about tutoring services or the availability of peer/professional tutoring in their subject area can refer their questions to the Tutoring Officer.

- 3.5. Once the Peer Tutee Application Form is received, the tutoring officer will communicate with students about their tutoring options and refer them to any relevant drop-in groups. If a peer tutor is required, the tutee will be matched with a qualified tutor if one is available. Wait times may vary depending on tutor availability and the volume of requests.
- 3.6. Tutees are expected to follow the rules of conduct outlined on the application form of the “Tutees Responsibilities” handout. Failure to do so may result in discontinuation of tutoring services.
- 3.7. The Tutoring Officer must be notified if tutoring is no longer required.

4. Becoming a Peer Tutor

- 4.1. Students interested in applying to become a peer tutor should submit the Peer Tutor Application Form. Filling in the form does not guarantee that a student will be assigned as a peer tutor. Assignments are made based on tutoring requests.
- 4.2. Typical standards for peer tutors require a GPA over 3.0 and a grade of 80 or higher in the courses the student wishes to tutor. Preference is given to a peer tutor who has completed the course in a previous semester; however, in cases where a student currently enrolled in the course is recruited as a peer tutor, a faculty endorsement is required.
- 4.3. Approved tutors will be matched with tutees and contact information will be shared for arranging meeting times and dates.
- 4.4. The Tutoring Officer will advise the tutor of the number of hours they are approved to tutor with each assigned tutee. Tutees must be assigned by the Tutoring Officer and additional tutees/tutoring hours cannot be added without the approval of the Tutoring Officer.
- 4.5. Tutors are expected to follow the rules of conduct outlined on the application form of the “Tutor Responsibilities” handout. Failure to do so may result in discontinuation of tutoring services.
- 4.6. Tutors are expected to meet any stipulations required by their SUCCI contracts and must report their tutoring hours on their biweekly timesheet.

5. Virtual Tutoring

- 5.1. The Tutoring Office offers access to third-party virtual tutoring services for all registered post-secondary students. Virtual tutoring is not intended to replace peer or professional tutoring but will complement these services by extending tutoring availability outside regular business hours and providing stop-gap services if a qualified tutor is not readily available.
- 5.2. Students will automatically be credited with three hours of tutoring availability per semester. The Tutoring Officer can add additional hours upon request; requests will be considered on a case-by-case basis.
- 5.3. Any concerns about the content or quality of services offered by third-party virtual tutoring services should be reported to the Tutoring Officer or the Manager, Learning Commons.

Non-Compliance

Consequences of non-compliance may include suspension of tutoring privileges, reporting to academic departments for further action, or other corrective measures deemed appropriate by the Tutoring Centre or College administration.

Revision History

Version	Change	Author	Date of Change
2025-01-01	Separate into Policy & Procedure	Darcy McWhirter	2024-12-15