

# Tutee Rights & Responsibilities Contract

## My responsibilities as a tutee are:

- Be a registered VCU student seeking assistance **with a VCU course that you are currently enrolled in.**
- Not to miss more than two (2) tutoring sessions.
  - **After the second “no-show,” my appointment tutoring services will be suspended for the remainder of the semester until I have met with the Assistant Director (if I wish to have this privilege reinstated).**
- Arrive on time for every scheduled tutoring appointment and stay for at least 45 minutes. Showing up but not staying to receive tutoring is counted as a no-show.
  - **Tutors are able to depart if you have not arrived after a 20 minute period has elapsed, and your scheduled appointment will be considered a no-show. A pattern of leaving appointments early may result in cancelation of appointments and referral to drop-in tutoring hours.**
- Notify the CLC front desk at 827-8108 of a cancelation no later than 5 pm the day before. Please keep in mind the CLC office hours; Monday through Thursday 8am-8pm, Friday 8am-5pm, and Sunday 3-8pm. The CLC is closed on Saturday. If you call before or after the hours listed, your phone call will not be received, as we do not have voicemail. Further, the [clc@vcu.edu](mailto:clc@vcu.edu) is an *unmonitored* account and cannot be used to cancel appointments.
- Be aware that the CLC keep track of instances in which students cancel recurring weekly appointments on *short notice on a frequent basis*. Students will be contacted by the Assistant Director if this becomes a problem.
- Bring all necessary materials to each tutoring session, including textbooks, class notes, laptop (if you need to work with a particular software program), and any previous tutoring assignments.
- Attend all classes and take notes during class for your sake and that of your tutor.
- Prepare for tutoring with questions and completed assignments.
  - **Tutors are not able to assist with take-home exams, quizzes, and other graded assignments in accordance with the VCU Honor System and Student Code of Conduct. “On my honor, I have neither given nor received aid on this assignment, and I pledge that I am in compliance with the VCU Honor System.”**
- The CLC does not offer tutoring for lab sections, ENGL/UNIV courses (refer to Writing Center), performance-based courses (e.g., music), and graduate-level courses.
- Sign in and out on a CLC computer for each session, including drop-in tutoring sessions.
- Request tutoring appointments two (2) days in advance, Monday-Friday and Sunday only. Inform the tutor that you would like to make recurring appointments after your first appointment with a tutor.
- Be aware that students cannot bring friends, classmates, children, etc. to *individual* tutoring appointments.
- Be respectful and courteous of other students and tutors in the room.
- Contact the CLC immediately at 827-8108 or Jennifer Lee (Assistant Director) at [jllee2@vcu.edu](mailto:jllee2@vcu.edu) if problems occur with tutoring.

## My rights as a tutee are:

- To receive tutoring through appointments and during drop-in tutoring hours at no additional cost. Tutors are not permitted to provide private tutoring services to VCU students outside of the CLC.
- Work with a trained tutor to assist with learning strategies and course content I do not understand.
- Ask questions of the tutor until I understand the subject matter, with the understanding that my tutor is not an expert and is not expected to know every answer.
- To receive assistance with appointment tutoring **one hour per week per subject for up to two (2) subjects** and utilize drop-in tutoring as needed. Exceptions to this policy require a meeting with an Academic Coach at the CLC.

**Attempts to violate any of the aforementioned policies without prior approval is considered academic dishonesty and is a violation of the VCU Honor System. As a result, your tutoring privileges may be suspended for the remainder of the semester.**

**In order to receive services, the bottom portion should be signed, detached, and kept on file with the CLC.**

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I understand that working with a tutor is a privilege. If I violate this contract, then my tutoring privileges can be suspended.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_ VCU email: \_\_\_\_\_