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 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 them.
• Be aware that students cannot bring friends, classmates, children, etc. to 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 jlee2@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. Tutors are available for guidance and support and assist students with finding answers, not giving answers.
• 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.

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: __________________________

Campus Learning Center Copy – Revised August 2018