

Academic Center for Enrichment Student Contract with ACE Tutoring

ACE tutoring is an ongoing learning partnership between the student and the tutor with both parties agreeing to meet certain obligations. The following contract explains the conditions to which parties must agree.

1. **The relationship between the student and the tutor is a professional one.** The purpose of tutoring is to address academic concerns related to the content of the course for which the student is being tutored. If a student needs assistance with personal matters (emotional, domestic, financial, etc.), the student will be referred by the tutor to an ACE counselor.
2. The student will permit tutor(s) and faculty to share and discuss with one another information pertaining to the student's learning needs, academic status, grade, and/or progress in the course(s) for which the student is receiving tutoring. If the student chooses to not permit tutors and faculty to share the afore-mentioned information, it is the student's responsibility to mark the appropriate box on the *Student Statement of Agreement: ACE Tutoring Contract*.
3. **Attendance is expected.** The student and assigned tutor will meet weekly. Sessions will take place weekly on the same day and at the same time throughout the semester—until the student notifies the assigned tutor or ACE staff that the student no longer needs the tutor's help.
4. **Changes can be requested.** If a student or tutor feels that the tutoring relationship is not working out, either party may consult with the Coordinator of Tutoring to request a change.
5. **Communication is crucial.** Although students may withdraw from tutoring at any time during the semester, they are required to notify the tutor, the Coordinator of Tutoring, or ACE staff before doing so. If the student stops attending tutoring without notifying staff, the student may jeopardize his/her opportunity to receive future tutoring services during the semester.
6. **Check my.bc3 email often.** Students and tutors are expected to communicate via college email.
7. **Sign up for next week's appointment—NOW!** It is the student's responsibility to self-schedule the next week's tutoring appointment by signing up in the appointment book. The best time to sign up is after the tutoring session is over and before the student leaves the ACE. If the student does not sign up in the appointment book at least two business days in advance to confirm the next regularly scheduled appointment, the tutor is NOT obligated to show up for the session.
8. **A student's failure to sign up for a weekly tutoring appointment is documented by staff.** If the student fails to sign the appointment book at least two days in advance of a regularly scheduled appointment within a specific tutor's schedule **three** times during the semester, the student will be removed from that assigned tutor's schedule and must reapply for future tutoring services. **When this situation occurs, the student will likely be assigned to a new tutor.**
9. **Tutoring works when students work. The tutor is not permitted to do the work for the student.** The tutor's job is to help the student to become an independent learner. The tutor will clarify course content, offer study skills tips, and may provide additional practice exercises or work sheets when appropriate.
10. **Students will be prompt and prepared for tutoring. They will show evidence of having attempted assigned homework at the start of the tutoring session.** Prepared students are those who read course material in advance, have specific questions and concerns ready to discuss with the tutor, and attempt or complete homework assigned by the teacher or the tutor. Students who are often unprepared for sessions may be suspended from tutoring.
11. **The student will attend class.** Tutoring is not a substitute for class attendance or communication with the instructor, who should always be the student's first avenue of information and assistance. Failure to attend class is grounds for suspension from tutoring.
12. **The student will give a copy of the course syllabus to the tutor at the first or second session.**
13. **The ACE does not guarantee one-on-one tutoring.** The student may be grouped with other students who are taking the same course and have the same instructor.
14. **All College and ACE policies must be followed by students and staff** including statements, guidelines, and policies addressing matters of confidentiality, plagiarism, the use of cell phones in the ACE, and the BC3 Acceptable Use of Information Systems. All college policies are printed in their entirety in the current BC3 Student Handbook and online on the BC3 website.

NO-SHOW/CANCELLATION POLICY

- **Sign up! Show up!**
- **No-Shows are no-no's. Avoid them!**
 - A **No-Show** is recorded when a student signs the appointment book confirming his/her tutoring appointment and without notifying tutor or staff--**does NOT show up** for the scheduled appointment.
 - A **No-Show** is also recorded when a student cancels a scheduled appointment less than one hour before the start of the appointment.
- **Cancellations are counted. The fewer, the better!**
 - A **Cancellation** is recorded when a student calls off a scheduled appointment by notifying the tutor or staff more than one hour before the start of the appointment.
 - ACE policy considers **two cancellations** of scheduled appointments within one tutor-tutee partnership to be equal to one **No-Show**.
 - **2 Cancellations = 1 No-Show**
- **Avoid suspension!**
 - **Multiple No-Shows and Cancellations** documented within a tutor-tutee partnership for a specific course will result in the student's **suspension** from tutoring **for that course** for the semester. Note details below.
 - **2 No-Shows = Suspension**
 - **1 No-Show + 2 Cancellations = Suspension**
 - **4 Cancellations = 2 No-Shows = Suspension**
- **No-Shows and Cancellations of each tutee are documented and counted.**
- **Students who no-show or cancel will be automatically notified through their my.bc3 email when a no-show or cancellation has been recorded.** Upon receiving a no-show or cancellation notification, the student must contact the tutor immediately to schedule the next appointment.
- **The student who receives multiple no-show or cancellation emails is likely to be suspended.** See guidelines above. Concerns about suspension should be directed to the coordinator ASAP. Please schedule an appointment to discuss.
- **Students enrolled in tutoring are expected to check their my.bc3 email often.**
- **To cancel a scheduled appointment or to reschedule a missed appointment, the student must contact the tutor directly via the tutor's college email.** If the student cannot reach the tutor, then the student should contact the ACE staff at 724-287-8711, Ext. 8232 or 8351 or a coordinator at Ext. 8395, 8165 or 8342.
- The student's signature on the **Student Statement of Agreement** verifies that the student understands the **No-Show/Cancellation** policy and the consequences that will result when the student fails to follow the policy.

TAKE HOME TEST POLICY

Instructors may occasionally administer take-home tests. However, ACE policy prohibits a tutor from helping a student with the completion of a take home exam **or a graded worksheet worth points** without the written consent of the instructor. The instructor's written consent must be filed with the Coordinator of Tutoring. While tutors are permitted to work with students on problems that are clearly marked as review on study guides, the ACE encourages the use of examples from the class text as the best source of explanation. Questions about the Take Home Test policy should be brought to the attention of the Coordinator of Tutoring.