

Academic Learning & Tutoring Center Tutee Expectations

****By creating an appointment with the ALTC, tutees agree to tutee expectations****

1. Students acknowledge that their tutoring request does not become an official appointment until their tutor accepts it. If you tutor has not accepted or declined your request less than 24 hours before the appointment is set to start, email Senior Program Coordinator for Tutoring Abigail Fer (aferr@tulane.edu)
2. **Students should submit a meeting agenda on their appointment requests with a desired learning goal** for their tutoring appointments. It is best to be as specific as possible. If unsure where to start, giving your tutor an idea of the book chapter, unit, or content area is a great place to start. This will allow your tutor to prepare materials and ensure you get the most out of your session
3. **The ALTC cannot provide help on assignments that will be graded, such as homework and take-home tests.** Additionally, **tutors cannot share their personal notes** with students. Helping with graded work and sharing notes are both violated of the Academic Code of Conduct and can result in penalties for both the tutor and tutee.
4. Tutees must notify tutors at least 24 hours in advance if they wish to cancel their tutoring session. **Cancellations less than 24 hours in advance will be subject to a no-show fee of \$25 each occurrence.** This ensures that tutors are fairly compensated for their time.
 - a. If a tutee is unable to attend a tutoring session less than 24 hours in advance, they are encouraged to request a reschedule with their tutor. If the tutor is able to accommodate their reschedule, they will not be charged. However, if the tutor cannot reschedule, the tutee will be charged the fee.
 - b. Tutees will only get the opportunity to reschedule and not be charged if they communicate with their tutor before their tutoring session is set to begin.
 - c. In the cases of illness or family emergencies, tutees should email their tutors before their missed tutoring session.
5. **If a tutee does not arrive within 10 minutes of their scheduled time for their tutoring appointment, they will be marked absent and be charged the \$25 no-show fee each occurrence.** The tutor will not wait for the student to show up after this 10-minute mark
6. Tutees who late-cancel or no-show three times within a 90-day period will not be permitted to schedule a tutoring appointment for 60 days.
7. **If a tutee wishes to contest a no-show fee, this request must be communicated by the tutee themselves. No other party can request the no-show fee to be cancelled.** The deadline for contesting a no-show fee is one month from the missed tutoring appointment.
8. The ALTC is committed to maintaining an inclusive and welcoming environment, and therefore we do not tolerate rude or hateful speech, actions, or correspondence under any circumstances. Both tutees and tutors are expected to be respectful to one another at all times. **Tutors reserve the right to end a tutoring session if their tutee behaves disrespectfully.**
 - a. **The ALTC is committed to abiding by Tulane's Code of Conduct** (<https://conduct.tulane.edu/code-conduct-new-site>) and Code of Academic Conduct (<https://college.tulane.edu/academic-integrity>)
9. If your tutor does not show up to your scheduled meeting or is more than five minutes late, please email Abigail Fer (aferr@tulane.edu). We take tutor no-shows and tardiness very seriously.
10. **Tutoring at the ALTC is to be used only as additional support, and is designated to accompany a student's regular class attendance.** The ALTC is happy to provide academic guidance, but tutees should not rely solely on tutoring to achieve their goals. **The ALTC is not a replacement for formal instruction.**