

Academic Learning & Tutoring Center

Policies, Guidelines & Expectations

Learning Community Guidelines

Our general expectations can be summed up in 3 simple tenets:

1. **Show Respect**
2. **Participate & Contribute**
3. **Exhibit Scrupulous Academic Integrity**

Learning Studio Guidelines

- The Reception Person is in charge of the Learning Studio. Please report any problems and follow their directions.
- **Clean up your space before you leave:** throw trash away, collect all your belongings, put markers and supplies back in the basket, and return any textbooks or materials you borrowed.
- Use your inside voice and do not disturb others who are studying or tutoring.
- If you have not reserved a mini-studio, you may be asked to move.
- **Emergency procedures:** Follow the directions of ALTC staff, library personnel, or TUPD. Exit up the stairs closest to the library exit. Do not use the elevators.

Scheduling Appointments

By creating an appointment with the ALTC, students agree to these expectations.

How to Schedule

- Download the **Penji app** and sign in with your Tulane credentials.
- Appointments can be made up to 2 weeks in advance and must be requested at least 48 hours in advance.
- Your request is not official until your tutor/coach accepts it. You'll receive email notification when accepted.
- If your tutor/coach has not responded less than 24 hours before the appointment, email **ALTC@tulane.edu**
- Submit a meeting agenda with your desired learning goal when requesting appointments. Be as specific as possible.

Appointment Details

- Appointments are 60 minutes and can be in-person, virtual (Zoom), or asynchronous.
- Back-to-back appointments are not allowed.
- Students are limited to 120 minutes of coaching per week.
- The ALTC is closed for all University Holidays. In case of university closure, all appointments will be automatically cancelled and rescheduled.

Asynchronous Appointments

- Select 'Asynchronous' in the app and choose a date/time for when you want to receive feedback.
- Once accepted, submit your paper, prompt, rubric, and relevant materials through the chat function within 2 hours, or the appointment will be cancelled.
- Your coach needs at least 48 hours to analyze your paper and may contact you for additional time if extensive work is needed.
- Coaches will provide notes through comments or a feedback form—they will not make changes to your paper.
- If your paper requires more than an hour to analyze, your coach may request a second appointment.

Cancellations & No-Shows

A no-show will result in the cancellation of all subsequent recurring appointments and a ban on new appointments for 14 days.

- If unable to attend less than 24 hours in advance, you may request a reschedule. Rescheduling is not guaranteed, and is subject to appointment availability.
- You will only have the opportunity to reschedule without charge if you communicate at least 4 hours **before** the session begins.
- In cases of illness or family emergencies, email your tutor/coach before the missed session.
- If you don't arrive within 10 minutes of your scheduled time, you'll be marked absent.

If Your Tutor/Coach is Late or Absent

If your tutor/coach does not show up or is more than five minutes late, please email **ALTC@tulane.edu**. We take tutor/coach no-shows and tardiness very seriously.

Inclement Weather & Disruptions

If inclement weather, internet, or power outages disrupt your session, your tutor/coach will reschedule as quickly as possible. If diagnosed with COVID or other infectious disease, contact your tutor/coach immediately to reschedule or move the appointment online.

Tutoring Services

Academic Integrity

Important: The ALTC cannot provide help on assignments that will be graded, such as homework and take-home tests. Tutors cannot share their personal notes with students. Both practices violate the Academic Code of Conduct and can result in penalties for both tutor and student.

Supplementary Support

Tutoring at the ALTC is additional support designed to accompany a student's regular class attendance. The ALTC provides academic guidance but is not a replacement for formal instruction. Students should not rely solely on tutoring to achieve their goals.

Writing Center Services

Writing Tasks We Support

Writing Coaches can assist with a variety of composition tasks, including:

- Academic essays
- Articles for conferences or publications
- Honors Thesis, Master's Thesis, Dissertations, or comparable papers
- Grant applications
- Graduate school application essays
- Personal statements
- Creative writing
- Presentations with a compositional component

Preparing for Success

To maximize your session, indicate what stage of the writing process you're in and what help you need. Upload your draft, prompt, rubric, or other relevant materials once the appointment is confirmed.

- Writing coaches will not write your paper for you. They will help you think through your draft, ask clarifying questions, and point out strengths and areas for improvement.
- Leave time to edit your work before your submission deadline.
- Writing coaches can help with sentence-level writing but are not copy editors. Their primary focus is on improving clarity and persuasiveness through organization, evidence, and analysis.
- Be engaged and responsive during the session. Learning is an active process requiring focus, practice, and purpose.

Respectful & Inclusive Environment

The ALTC is committed to maintaining an inclusive and welcoming environment. We do not tolerate rude or hateful speech, actions, or correspondence under any circumstances. Both students and tutors/coaches must be respectful at all times. Tutors/coaches reserve the right to end a session if a student behaves disrespectfully.

- The ALTC abides by Tulane's Code of Conduct (<https://conduct.tulane.edu/code-conduct-new-site>)
- The ALTC abides by Tulane's Code of Academic Conduct (<https://college.tulane.edu/academic-integrity>)

Using AI in Academic Work

Always follow the AI policy established by each individual professor. Read syllabi and assignment instructions closely. If necessary, ask your professor to clarify their expectations for AI use or non-use.

All students should be familiar with the **Newcomb-Tulane College Code of Academic Conduct**.

Questions to Ask Yourself

- What resources, beyond my own intellect, am I using to complete this work?
- If I am receiving outside assistance composing or revising this work, is that assistance helping me do the work myself (e.g., peer review, Writing Center tutor, AI tool that flags errors), or is it doing the work for me (e.g., friend writing the paper, paid consultant, AI tool writing the paper)?
- If I am receiving outside assistance with grammar, is that assistance helping me do the work myself (e.g., thesaurus, dictionary, handbook, Writing Center tutor, professor), or is it doing the work for me (e.g., Grammarly, ChatGPT)?
- Am I using resources and outside assistance in a way that is appropriate for the task I am completing?
- What is the appropriate citation practice in this class for acknowledging the additional resources I am using?

Questions or Concerns?

Email us at **ALTC@tulane.edu**