

## **Your First Tutor Session**

- First time users: please consult with TRiO office staff member or your SSS advisor
- Tutoring appointments will be in room 404 (339A if requested)
- To know who your tutor is, there is a bulletin board in 404 with the tutor's pictures and names on it
- Once in 404 (or 339A) Sign In at the Tutoring Sign in Station at the start of your appointment; you do not need to wait for your tutor to do this. If this is your first time, you can ask a SSS Assistant or SSS tutor for help
- The first time you meet with each tutor you will go over the Tutoring Contract. This explains expectations and the attendance policy
- At the end of each appointment, you will sign out

## **Tutoring Policies**

- **Maximum of 1.5 hours of tutoring per subject per day**
- Not to exceed a total of 10 hours of tutoring per week or a max of 5 hours per subject per week
- No Show (missed appointment) Policy:
  - If you do not Sign In within 15 minutes of your tutor appointment, TutorTrac will count you as a missed appointment and send you an auto generated email
  - After 3 No Shows, your tutor privileges will be placed on hold and any future appointments will be canceled. You will not be able to resume tutoring until you meet with your SSS advisor
- Cancellation Policy:
  - Cancellations must be made AT LEAST 24 hours in advance
  - Same day cancellations (less than 24 hours) will be counted as a No Show
  - After 5 cancellations, your tutor privileges will be placed on hold. Same consequences as No Show Policy

# **Student Support Services**

## **Tutoring 101**



**TRiO**  
STUDENT SUPPORT SERVICES

**Phone:** 701-231-8028

**Address:** 335 Ceres Hall

**Main Office and Room 339A Open:** 8:00am-5:00 M-F

**Room 404 open:** 8:00am-7:00pm M-TH  
8:00am-5:00pm F

## **Students will...**

- Receive one-on-one, individual tutor assistance
- Schedule appointments ahead of time, which will help with time management and organization skills
- Work with a tutor that has taken the same class and can relate to the challenges that arise
- Improve study habits, and gain knowledge of academic material

## **Student must...**

- Be committed to their academics
- Attend class to receive tutoring
- Come prepared with course materials: textbooks, notes, handouts from class
- Use tutoring sessions to supplement class, not to replace them
- Show up on Time (Tutors are only expected to wait 15 minutes after the appointment start time)
- Arrive with an open mind and positive attitude ☺

## **How to Cancel Appointments**

- If you need to cancel an appointment, **ALWAYS** contact the TRiO office at 231-8028 or stop by 335 Ceres Hall
- As a courtesy to your tutors, send that tutor an email letting them know what happened
- Familiarize yourself with the cancellation policy (back page). Each student is allowed a maximum of **5 cancellations**
- We understand things happen (illness, car problems, etc.), however unexcused cancellations are not acceptable; Cancelling an appointment last minute is taking away a time slot that another student could have used to get assistance

## **Tips to consider BEFORE making a tutor appointment:**

- Check your schedule/planner before making an appointment
- Don't schedule "back to back" with classes as it could cause you to be late or miss a tutor appointment
- Check syllabus; most people don't have material to cover right after a test
- **Remember that one-on-one tutoring is a privilege.** Making an appointment is committing you to show up on that day and time. Only schedule appointments when you need assistance and you plan on making it to the session

## **How to Make an Appointment**

- **First time users:** please consult with TRiO office staff member or your SSS Advisor
- Go to [http://www.ndsu.edu/trio/student\\_support\\_services/](http://www.ndsu.edu/trio/student_support_services/)
- Click on the "TutorTrac" link on the right side bar
- If you reach a security screen; click "continue-not recommended"
- Your initial log in is: Username is - First name.Last name and Password is - Student ID number
- Choose Center: TRiO /Student Services; then continue scheduling appointments

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