Your First Tutoring Session:

- **First time users:** please consult with TRIO office staff 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 on the computer. 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

Welcome to Our SSS Tutoring Program

Phone: 701-231-8028
Address: 335 Ceres Hall
TRIO Office and Accessible Tutoring Room (339A)
Open: M-F 8:00am-5:00 pm
Tutoring and Learning Center (404)
Open: M-TH 8:00am-7:00 pm F 8:00am-5:00 pm
**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 academic success
- 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” tutor appointments with classes as it could cause you to be late or miss an 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 or your SSS Advisor
- Go to:
  - 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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