Welcome to the
SSS Tutoring Program

Front Office Phone: 701-231-8028
Address: 335 Ceres Hall Dept. 5270

TRIO Office (335) and Accessible Tutoring Room (339A)
Open: M-F 8:00am-5:00 pm

Tutoring and Learning Center (404)
Open: M-TH 8:00am-7:00pm
F 8:00am-5:00pm

Students will:
- Receive one-on-one, individual tutor assistance.
- Schedule appointments which will help with time management and organization skills.
- 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, etc. 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:
- 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 you need to cancel.
- 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 time 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 your tutor appointment.
- **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.

How to Make an Appointment:

- **First time users:** please consult with your SSS Advisor. Go to: http://www.ndsu.edu/trio/student_support_services/
- Click on the “Tutor Trac” link on the right side bar
- Your login is the same as Blackboard.
- Choose Center: TRIO /Student Services. You can then search for a tutor.

North Dakota State University does not discriminate on the basis of age, color, disability, gender expression/identity, genetic information, marital status, national origin, public assistance status, race, religion, sex, sexual orientation, or status as a U.S. veteran. Direct inquiries to: Vice Provost for Faculty and Equity, Old Main 201, 701-231-7708 or Title IX/ADA Coordinator, Old Main 102, 701-231-6409

Your First Tutoring Session:

- **First time users:** please consult with 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), you and your tutor will sign into the kiosk. If this is your first time, you can ask an 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 and your tutor will sign out of the kiosk.

Tutoring Policies:

- **Maximum of 1 hour 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 Policy:**
  - If you do not **Sign In** within 15 minutes of your tutor appointment, Tutor Trac 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. This is required.
- **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 the No Show Policy.