



TRIO  
STUDENT SUPPORT SERVICES

### **Tutoring for Student Support Services**

- **First time users:** please consult with your SSS Adviser for assistance
- 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 1.5 hours of tutoring per subject per day.**
- Tutoring is not to exceed a total of 10 hours of tutoring per week or a max of 5 hours per subject per week

### **No Show/Cancellation Policy:**

- After 3 “no shows” your tutor privileges will be placed on hold and any future tutor appointments will be canceled. You will not be able to resume tutoring until you meet with your SSS Adviser
- Cancellations must be made 24 hours or more 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 with the same consequences as the no show policy

### **How to cancel appointments:**

- Log into SSC and choose the appointment you would like to cancel. Choose a reason and click save.
- You and the tutor will receive a text or email notification of the appointment cancellation
- Familiarize yourself with SSS tutor policies
- Each student is allowed a maximum of 5 cancellations during the semester
- We understand things come up (illness, car problems, etc.) However, unexcused absences are not acceptable. Late cancelling and/or “no showing” an appointment is taking away time from another student
- **Tutoring is a privilege and SSS reserves the right to rescind tutor privilege at any time**