On Being Tutored
Student Information and Responsibilities

1. **Complete all reading assignments and attempt as much of the written assignment as possible on your own before meeting with your tutor.** This will help you and the tutor make the best use of your limited tutoring time. The tutoring time is not a study session to read your textbook or begin your assignments.

2. **Mark the parts of your textbook or class notes that need clarification.** Try to determine as specifically as possible what you do not understand and write down specific questions to ask the tutor. Think about how you would like the tutor to assist you, such as clarify a concept with examples, check your understanding of the material, demonstrate a general problem solving approach or help you to organize the material. Inform the tutor of how you feel you can best be assisted so that the tutor can do their best within the Center’s policy.

3. **If you are scheduled for an appointment, be on time.** If you are ten minutes late for your appointment without calling, your appointment will be canceled. *Remember that the tutors are students just like you and are subject to the same kinds of illnesses and emergencies that you might experience.* For that reason, if you have to make a special trip to campus only to meet your tutor, call the Center Supervisor desk to see if any messages have been received regarding the tutor being absent or late. If you need to cancel your appointment, please call the Desk at (909) 593-3511 x 4342 as soon as possible, so the assigned tutor does not make a trip to the center needlessly. The Center’s telephone is equipped with a 24-hour answering machine to receive your telephone messages.

4. **Bring your course syllabus, textbooks, lecture notes, handouts, your completed or attempted assignments and any other necessary materials and supplies such as paper and pencils.** Neither the Learning Enhancement Center nor the tutors have copies of all textbooks, lecture notes, old exams, solution manuals or extra supplies.

5. **Report to the Center Supervisor at the scheduling desk before seeing a tutor.** As a University program, collecting and reporting information on student use are essential to justify our continued operation. Each time a student does not report to the Desk before seeing a tutor or does not sign a contract log, that student is not counted and the number of students using the Center who can be reported is reduced. Each student assisted does count.
6. **Understand that you must do your own work and that the tutors will try their best to guide you, encourage your participation and efforts, offer suggestions and explain or demonstrate what is confusing to you to enable you to do your own work.** Our policy discourages the tutors from doing the students’ work in such ways as reading, translating and summarizing the textbooks, repeating a lecture, writing or proofreading papers, providing only solutions or answers, solving or answering entire problems or questions sets or assisting with take-home exams, quizzes or extra-credit problems. *Please do not place the tutors in an awkward position by asking them to do these things. Remember that ultimately you will be the one expected to take the test or perform the task, not the tutor.* With the aid of the tutor, take what is presented in the textbook and notes and select what ideas, information or skills that are important. Take advantage of all opportunities provided by the tutor to participate in your own learning (e.g., question, discuss, summarize, recite, write, problem-solve, calculate, etc.).

7. **Please be patient.** The tutors will be doing their best under sometimes trying conditions to answer your questions. The tutors are students like you, so do not expect them to instantly know every answer or solution to all your questions or problems. Remember that the tutors may have had different instructors and different textbooks, so do not be critical of the tutor if they ask to refer to your textbooks or notes. If a tutor is not specifically addressing your questions or problems, politely let the tutor know. The tutor may have misinterpreted your question. Feel free to ask the tutor to repeat or clarify when necessary.

8. **Share responsibility.** Be courteous to the tutors, Center Supervisors and other students in the Center. Repeatedly not coming prepared or not participating in the session or intimidating a Center Supervisor, or a tutor (e.g., making unreasonable demands for service, interrupting or dominating sessions, verbally or sexually harassing others, etc.) are grounds for being refused tutoring for a particular appointment or for the remainder of the semester. When tutors are not at work in the Learning Enhancement Center, please respect their privacy and do not ask for extra tutoring.

9. **Expect good service.** Just as the tutors and Center Supervisors need to be treated in a friendly, respectful and patient manner, you also have the right to be treated the same by both the tutors and Center Supervisors. If you encounter a problem, try to resolve it calmly with a tutor or Center Supervisor. If the problem cannot be solved, ask to speak to the Director or the Assistant Director of the Learning Enhancement Center.

*Adapted from California University of Los Angeles Learning Resource Center*