

Three Rivers Community College Tutoring and Academic Success Centers (TASC) Policies and Procedures

Appointments are offered as staffing allows; we may not be able to offer tutoring in all subjects due to low demand or tutor availability.

We reserve the right to cancel tutoring appointments, reschedule appointments, and/or create group tutoring sessions in lieu of one-on-one tutoring sessions based upon tutor availability and/or scheduling conflicts.

Making Appointments

- *Eligibility*
 - Only TRCC students currently enrolled in a course can make reserved tutoring appointments
 - Students not currently enrolled can ONLY access tutoring on a walk-in basis.
- *Types of sessions*
 - Reserved appointments- these can be made up to two weeks in advance
 - Walk-in appointments- these are available if tutors have not been previously reserved
 - E-mail paper submission to the Writing Center (TRWritingCenter@trcc.commnet.edu)
 - Include your full name, BANNER I.D. number, instructor's name, the name and number of the course, a brief description of the assignment, and a copy of your draft attached as a .txt, .rtf, .doc, or .docx file.
 - Online tutoring or question submission at "Ask TASC," found in Blackboard Learn, via MyCommNet
- *Length of sessions*
 - Tutoring Center appointments typically last for one (1) hour and Writing Center appointments typically last one-half (½) hour. Each time slot counts as one appointment, whether it is for ½ hour or 1 hour.
- *Location*
 - The majority of tutoring sessions will take place in the TASC space (C-117)
 - Exceptions may include faculty volunteers tutoring in their offices, the need to use a computer program not located in TASC, etc.
- *Limits on appointments*
 - You are allowed a maximum of three (3) appointments per week, per subject.
 - If you feel that you need more than 3 sessions, you can try to get help on a walk-in basis.
 - Back-to-back sessions for the same subject and/or the same tutor require the consent of the specific tutor as well as the authorization of a professional staff member.
- *Scheduling future appointments*
 - All appointments must be scheduled through our computerized Tutor Scheduling System (TSS) either in person or over the phone (860-215-9082).
 - We book appointments up to two weeks in advance. You are responsible for making all your appointments.

Prior to Your Appointment

- Attend classes and attempt the assignment before coming to your tutoring session.
- Come to the session with specific questions about the assignment.

- Also, be sure to bring all of the necessary materials (textbook, notes, pen/pencil, syllabus, handouts, calculator, etc.).
- We will not teach a class to you if you have missed large amounts of material; we will not do your assignment for you; we will not sit next to you passively and watch you do your assignment.
- The more you put into your work, the more likely your tutoring session will be productive!

When you are in TASC

- *Please show the same respect and courtesy to those working around you that you want shown to yourself.*
- Food and drink are not allowed in tutoring areas.
- Clean up after yourself
 - Throw away your trash
 - Return any books or other references to where they belong
 - Leave your chair, computer, and general work area usable for the next person
- Keep conversations at a reasonable volume.
 - If it is not class-related, please take your conversation out to the hallway or elsewhere.
- Do not conduct telephone conversations in TASC
 - Please turn off your ringer before entering.
- If you are using a space for a non-tutoring related activity, we may require you to move. This includes open work areas and computer stations with specialized software.

Missed Appointments

- If you cannot keep a tutoring appointment, you should notify us as soon as possible either in person or by calling 860-215-9082
- If you are going to be late for an appointment, please contact us.
- Your tutor is only required to wait fifteen (15) minutes for you, after which time you will be marked as a “no-show” and we may give the remainder of your tutoring session’s time to any walk-ins.
 - If you miss three (3) appointments without notifying us beforehand (i.e. you have 3 “no-shows”), you will be blocked from making any more appointments until you meet with a professional staff member for counseling.
 - If you have two (2) no-shows following that first counseling, you will have to repeat the counseling procedure. Any previously scheduled appointments following the second no-show will be cancelled and you will not be able to make another appointment until two weeks after counseling.
 - If you have one (1) more no-show following the second counseling, you will lose your tutoring privileges for the rest of the semester.

Acknowledgement of TASC Policies and Procedures

My signature below acknowledges that I have read, understand, and agree to the policies and procedures of TASC. I also agree to follow the instructions of TASC staff members at all times regarding these policies.

If I do not abide by the policies and procedures outlined in this document, I acknowledge that my access to tutoring assistance may be limited or forfeited completely at the discretion of the TASC management team.

Printed Name _____

Student ID _____

Signature _____

Date _____

Student Contact Information

Students must fill out this form to be tutored: (PLEASE PRINT)

Student ID _____

First Name _____

Last Name _____

Town/City of Residence _____

State _____

Phone _____

Email _____