The Tutee Memorandum of Agreement outlines the guidelines governing the ODI Tutoring Program for all program participants. Please read the following information carefully. If you have questions or concerns regarding the terms of this agreement, contact the Tutoring Program office by phone at (614) 292-0964 or via email at odi-tutor@osu.edu.

**Tutoring Program Registration**

The Tutoring Program in association with the Office of Diversity and inclusion, Scholars Program, uses the web based scheduling system “GradesFirst”. Student participants are required to complete program affiliated registration and training in order to request tutor appointments on GradesFirst. Students must register ONCE each academic year.

For additional information regarding tutoring program registration and training, please visit the Tutoring Program website at www.odi.osu.edu/tutoring or contact the office by phone or email.

**Requesting Tutor Appointments**

Only registered students with a GradesFirst account may submit requests for tutor appointments. A request for an appointment does not guarantee a tutoring session will be scheduled. The tutoring program's ability to accommodate a request is based on course offerings, tutor availability and student demand.

**General Guidelines for Submitting Appointment Requests:**

1) Participants may request a tutor for any course on the approved Course Offerings Table. The Course Offerings table can be found on the Tutoring Program website. Our program will work to accommodate any tutor appointment requests for courses which are not listed on the Course Offerings Table.

2) Submit all tutor appointment requests at least 5 business days in advance to allow program staff time to schedule and confirm each tutoring session. Please keep in mind, our office is closed on the weekends, and tutors do not work on university reading days, during finals week, winter and spring break, or on university designated holidays.

3) On your Gradesfirst home page click **“Request Tutor Appt”** next to the class for which you would like to request a tutor appointment. This will open the **“Request a Tutor”** window. In the window, enter ALL availability for the week of the appointment request including days and blocks of time for which you are available. The office may not be able to accommodate appointment requests submitted with limited availability.

   **Special Note:** Tutors typically meet with students Monday thru Friday between 9:00 am and 8:00 pm. Tutors are also available on Saturdays and Sundays.

4) Next, type any requests for specific tutors or special accommodations in **“Request a Tutor”** window.

5) Click **“Send Tutor Request”** to complete your appointment request.

6) You may submit up to 2 tutor appointment requests at one time per a course. The office will schedule 1 tutor appointment for each course request submitted on the system. Our office does not schedule weekly standing appointments.
Scheduled Tutoring Sessions

1) All tutor appointments will be scheduled for 1 hour.

2) Tutoring sessions will take place at a site approved and selected by the Tutoring Program. Sessions are not permitted to take place at the tutor or tutee’s place of residence under any circumstances.

3) Students will receive automated confirmation and reminder emails for all scheduled tutoring sessions.

Program Expectations, No Shows, and Cancellations

1) **No Shows:** Program participants are expected to attend all scheduled tutoring sessions and attend on time. Failure to attend a scheduled session will result in a “No Show.” 2 “No Shows” during the academic term will result in termination of tutoring program privileges for the remainder of the term. The Tutoring Program will inform students via email when a “No Show” has been issued. Students may contest a “No Show” within 10 days of the issue date via email correspondence. The Program Manager has the discretion to determine whether or not a student will be terminated from the program based on his or her no show history.

2) **Cancellations:** Students must inform the tutoring program office via phone or email at least 24 hours in advance when cancelling a scheduled session. If the tutoring session is scheduled on the weekend, participants must also email or call the assigned tutor. Failure to inform the tutor and/or the tutoring program office of a session cancellation 24 hours in advance will result in a “No Show.” Multiple cancellations during the academic year may result in termination of tutoring program privileges.

3) Participants must sign in and out on the Tutor Timesheet accurately and for the exact times the tutoring session took place. Fraudulent activity will be forwarded to the OSU Police Department and/or Judicial Affairs.

4) Students must prepare for every session with questions and/or problems to work on with the tutor in advance. Participants are also expected to bring all necessary materials for a successful session including writing utensils, textbooks, course notes, and syllabi. Participants will not bring other students to the tutoring session.

5) All tutoring session attendees, including tutors, will refrain from using electronic devices during the session.

Tutor Responsibilities

1) The tutor is not a Professor or TA. Students must continue to attend lectures, recitations, and labs when using tutoring services. It is at the discretion of the program manager to determine whether a student who is not attending class will be permitted to utilize tutoring services.

2) The tutor’s role is to guide and assist the tutee. The tutor will not complete homework for program participants. Additionally, he or she may not know all the answers all the time.

3) The tutor should create an environment conducive for learning. Please inform the Tutoring Program of any issues that arise during the course of the academic term related to tutor behavior or knowledge of the course subject.

Tutor / Program Evaluation

1) Tutoring Program staff will occasionally observe tutoring sessions for evaluation and assessment. Each program participant is also expected to complete an electronic Tutor/Program Evaluation for scheduled tutoring sessions.