

General Expectations Policies

Summary

The Academic Center for Tutoring of Columbus State University proclaims expectations of staff and student clients for productive tutoring appointments.

Purpose

The purpose of this policy is to outline the expectations of staff and student clients of the ACT.

Policy

Students can expect

- Interaction with a knowledgeable, courteous, and attentive staff.
- Tutors to ask more questions than offer direct answers or model learning and writing strategies, as methods for helping students continue to develop as independent learners.
- An inviting environment, where the design is comfortable and staff and fellow students respect each other.

The ACT staff members expect students to

- Arrive on time for their appointments (if applicable) with all the materials necessary for a successful session.
- Arrive at their appointments ready to engage actively with their assigned tutor.
- Avoid answering cell phones and texts, unless notified at the beginning of the session that an emergency call is expected.
- Avoid asking us to predict grades or complete class forms, unless the director and an instructor have made previous arrangements.
- Use their own EAB accounts to make appointments.

Related USG Policy

N/A

Last Update

7/28/2017

Responsible Authority

Academic Center for Tutoring