

Spring/Summer 2022 ASC TUTORING POLICIES

These policies outline the structure of tutoring sessions as well as students' responsibility for their own learning and contributing to a collegial learning environment.

1. Tutoring sessions are 50 minutes in length and they start at 10 minutes past the hour.
Each week students are permitted to pre-register for one 50-minute session per class. When space permits, students may join additional sessions by contacting the Virtual Tutoring Centre front desk (tutoring.trsm@ryerson.ca). A maximum of five (5) students can be assisted at a time by one (1) APH during virtual group tutoring.
2. If students are unable to attend a tutoring session, they are expected to cancel their session using the [online booking system](#) as soon as possible (or at least two (2) hours in advance). If students fail to attend two (2) pre-registered sessions without advance cancellation, they will be required to speak with a member of the Tutoring Centre staff to discuss booking privileges.
3. If students do not arrive by ten (10) minutes into the session (twenty minutes after the hour) the spot may be given to another student. Likewise, if arriving in the last twenty (20) minutes of a session, students may be asked to register for the next available session.
4. Student relationships with tutors are professional only. It is not appropriate to ask for a tutor's contact information to talk or meet outside of virtual tutoring or ask to copy their notes. Students should direct questions about course content to their Course Instructor. Questions about the tutoring program should be directed to tutoring.trsm@ryerson.ca.
5. Tutoring does not replace instruction in class. Students are responsible for keeping up with course content, including attending virtual classes and/or watching lecture or tutorial videos. Tutors (Academic Peer Helpers, APHs) will not be teaching missed class content.
6. Students are responsible for preparing for the tutoring session, including completing the Tutoring Questionnaire before each virtual tutoring session to provide specific content and questions they would like to see addressed in the session and familiarizing themselves with course materials.
7. Students agree to complete a [feedback form](#) at the end of each tutoring session.
8. Students are responsible for having their own supplies, such as: device for connecting to Zoom, headphones/microphone for participating in sessions, calculator, textbook, paper, etc.
9. If students lack any necessary tech items, they should contact the [TRSM Student Help Desk](#) for support.
10. Students are responsible for familiarizing themselves with the general features of Zoom, including: mute, video enabling, "raise your hand" feature, and chat function, using tip sheets available on the [Ryerson Zoom website](#) to assist.

11. Tutors are not able to assist with material that will be graded, such as assignments, quizzes, take-home tests, etc. because it is against [Ryerson Senate Policy 60: Academic Integrity](#).
12. Students are partly responsible, along with their peers, to create and maintain a welcoming and accepting learning environment. They are expected to conduct themselves in accordance with the Student Code of Non-Academic Conduct as outlined in [Senate Policy 61](#). If students breach the policies of the Student Code of Non-Academic Conduct, virtual Tutoring Centre staff will report and investigate the incident as well as take the advice of the Student Conduct Officer regarding tutoring registration privileges.
13. Students agree to read the ASC's tip sheet on [Netiquette](#) to prepare themselves for successful and respectful virtual tutoring sessions.
14. The Virtual Tutoring Centre works to maintain safety and quality assurance by recording and securely storing tutoring sessions. **Attendance at these events is consent to such recordings.** In addition, a member of staff from the Tutoring Centre may enter the Zoom session at any time to observe the APHs tutoring and/or check to see if students want to continue to the next session. **Students are not permitted to take screenshots or recordings of virtual tutoring sessions without consent of the ASC Virtual Tutoring team.**