

Utica College Learning Commons  
**Tutor Code of Conduct & Contract**  
*January 22, 2020*

**TO BE COMPLETED BY ALL TUTORS:** Please place a check mark next to each statement indicating that you have read it and understand what is being asked of you in this job. Sign and date this form at the bottom and return it to the Director of Learning Commons.

1. As a tutor, I need to **be available to student clients** in need of tutoring assistance. In accordance with this policy, while on duty:
  - ☐ I will wear my identification badge at all times or pin the badge to my tutor sign so it is easily visible.
  - ☐ Drop-In Tutors only: while waiting for a client to arrive, I will refrain from becoming absorbed in my cell phone, social media, or my own assignments, which includes working with other tutors during a shift.
  - ☐ I will not use my cell phone, laptop, or computers for personal issues/concerns while assisting clients.
  - ☐ I will not eat full meals while tutoring (snack and drinks are okay).
  - ☐ I will not invite friends to “hang out” in the Learning Commons. (Occasional casual conversation with a passing friend is okay, but extended conversations may discourage students from approaching a tutor.)
  - ☐ Tutoring tables are set up with two chairs. One chair is for the tutor, while the other is for a student receiving tutoring assistance. During my shift, no one else will sit with me except for the student client.
2. As a tutor, I am expected to **maintain a welcoming, professional learning environment**. In accordance with this policy, while on duty:
  - ☐ I will pay full attention to my client during every tutoring session.
  - ☐ I will respect my client’s personal dignity, and thereby accept every unique individual without judgment.
  - ☐ I will show respect for my client’s cultural background and personal value system.
  - ☐ I will dress appropriately (shirts w/sleeves & no messaging that could be offensive).
  - ☐ I will not comment on an instructor’s grading policy, teaching style, or personality.
  - ☐ I will not use offensive, profane, or inappropriate language.
  - ☐ I will not demean, harass, or discriminate against any person for any reason.
  - ☐ I will not be under the influence of an intoxicant.
  - ☐ I understand that my relationship to the student client is professional and not personal.
3. As a tutor, I am expected to **demonstrate professional working habits**. In accordance with this policy:  
*All Tutors*
  - ☐ I will check my email regularly, as this is the Director’s primary way of communicating with me.
  - ☐ When corresponding by email with the Director and other staff/faculty at Utica College, I will make every effort to include a greeting and sign-off in my email, as this small step conveys professionalism, courtesy, and respect.
  - ☐ I will arrive on time for tutoring appointments, not only out of courtesy, but to set a good example for my student client to follow.
  - ☐ I will have all student clients who are new to tutoring submit a Tutee Agreement Form.
  - ☐ I will submit a Tutoring Report at the end of every tutoring session.

- ☐ I may not work for more hours than my Federal Work Study or Payroll allows.
- ☐ I will maintain confidentiality and not share any information regarding tutees and tutoring sessions with anyone other than the Director. (I will contact the Director if my client shares information requiring intervention beyond my role as a tutor.)
- ☐ I will not grade assignments or discuss assigned grades.
- ☐ I will not attempt to judge the acceptability of work from the instructor's point of view.
- ☐ I will not discuss a client's achievements or abilities with faculty or other students.

*Drop-In Tutors only*

- ☐ I will clock in and clock out on a Library/Learning Commons computer for every shift that I work. If the hours I report do not match the hours on my Timesheet, I will only be paid for the hours that correspond in both places.
- ☐ I will keep accurate Timesheets, which I will submit by Wednesday at midnight on the week they are due. I understand that delays affect not only myself as the tutor, but also fellow tutors and the administrators who process payroll, and they reflect poorly on the Learning Commons as a whole.
- ☐ I will do my best to keep to my assigned schedule. If I must miss a shift, I will let the Director know within 24 hours by email. If we need coverage, I will post the availability of a shift to the app GroupMe to let other tutors know that a shift is available.
- ☐ I understand that make-up times for missed shifts must be pre-approved by the Director. I will never offer out a shift without notifying the Director first.
- ☐ If I miss a shift without notifying the Director, I will be ineligible to pick up extra hours. If I miss a shift three times without notification, I will be dismissed from my position as tutor.

*By Appointment Tutors only*

- ☐ I understand that I am required to have a set schedule, and so are all tutees.
- ☐ I understand that tutoring sessions are limited to 2 hours per tutee, per subject, per week. The schedule can either be a 1-hour session once a week, a 1-hour session twice a week, or a 2-hour session once a week. If I spend more than 2 hours per week with a tutee without written pre-approval from the Director, I will not get paid for the additional hours.
- ☐ I will make every effort to hold all tutoring sessions in the Library.
- ☐ I will fill out a No Call/No Show Form every time a student client does not show up for the session, and I will submit evidence of my correspondence with the client to the Director.

4. As a tutor, I am expected to be **mindful of my safety and the safety of others**. In accordance with this policy, while on duty:
  - ☐ If I am a Drop-In Tutor, I will tutor students only within the Learning Commons area of the Library. I will not accompany students to another part of the building or outside of the building.
  - ☐ If I am a By Appointment Tutor, I offer tutoring only in the Library building, unless using another location is inevitable for an important reason.
  - ☐ I will immediately report any unsafe condition or threatening behavior to an appropriate authority such as an on-duty Librarian or Campus Safety Officer. I will also be sure to notify the Director as soon as possible.
5. As a tutor, I will **develop professionally and promote independence and active learning** in my clients. To meet this goal,
 

*I Will:*

  - ☐ Sit side-by-side with (instead of across from) my client whenever possible.
  - ☐ Prepare myself adequately for tutoring sessions.
  - ☐ Make subject proficiency and knowledge a top priority in tutoring.
  - ☐ Strive to maintain excellence by attending tutor training sessions and tutor meetings if they are scheduled.

- ☐ Establish contact with faculty teaching the courses in which I offer tutoring.
- ☐ Negotiate tutoring goals with the student within the expectations of what tutors can offer.
- ☐ Explain concepts that other students may have difficulty understanding.
- ☐ Use alternate methods, examples, and successful study strategies based on experience and training to explain the content and help tutees understand the material.
- ☐ Practice strong communication skills (active listening and questioning).
- ☐ Help my student clients identify patterns in their writing or content.
- ☐ Understand that a client's work should reflect their own ability—not mine.
- ☐ Give positive reinforcement to help other students become more confident in their own abilities.
- ☐ Help student clients become more independent as they progress through their studies.
- ☐ Encourage student independence, understanding that my role as a tutor is never to do the tutee's work for them.
- ☐ Understand that my ultimate goal is to assist my student client in learning how they best learn and to help the student develop the skills necessary to achieve their best learning.
- ☐ Remain flexible in my approach to student learning, respectful of learning style differences.
- ☐ Recognize that I may not have all the answers to student client questions. In this event, I will seek assistance in finding answers and/or direct the tutee to an appropriate resource for the information.
- ☐ Give all student clients respect, honest feedback, and encouragement.

*I Will Not:*

- ☐ Complete my client's homework, nor repair their papers, since that is not part of my role as a tutor.
- ☐ Assist clients with any graded assessments, such as a take-home quizzes or exams.
- ☐ Simply "edit" or "proofread" a student's work (vs. helping them to see areas of improvement).

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I have read the above Tutor Contract and understand my responsibilities. I understand that failure to comply with these requirements could result in my dismissal.

I am a (please circle):                      Drop-In Tutor                      By Appointment Tutor

Tutor's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Tutor's Signature: \_\_\_\_\_