**Student Rights:**

*All students have the right to a clean, comfortable, accessible environment in the Academic Success Center.

*All students have the right to be treated with respect and consideration.

*All students have the right to be treated as individuals.

*All students have the right to have matters of confidentiality respected by tutors and staff.

*All students have the right to be assisted by a tutor for a maximum of two 50 minute sessions per subject per week. Students with an MOA on file in ASC can receive three 50 minute sessions per subject per week.

*All students have the right to the attention of their tutor for the duration of tutoring sessions.

*All students have the right to expect that their sessions will begin on time. Tutors and tutees are expected to communicate regarding any delays in a timely manner and provide a minimum of 24 hours’ notice for cancelations.

*All students have the right to work with tutors skilled in the subjects being tutored.

*All students have the right to work with tutors who are focused and prepared.

*All students have the right to make the final decision regarding their work.

*All students have the right to learn strategies for effective study and exam preparation and to be directed to more resources as needed.

**Student Responsibilities:**

->Keep ASC tidy. Bring only covered drinks into the Center; no food is allowed. All appointments must occur in the Center unless otherwise approved by a Center Supervisor.

->Tutors, staff, & faculty will treat students with courtesy and patience. Students are expected to treat others with the same respect.

->Tutors will encourage students and will not question or judge students’ intellect or motivations. Students are expected to extend the same courtesy to fellow students.

->Tutors & staff are trained in confidentiality issues and will not discuss individual students with friends, family, or other students. Students are expected to extend the same courtesy to fellow students whom they encounter in ASC.

->ASC ensures that tutors are scheduled for appointments and walk-in assistance. However, we ask that students understand that tutors may not be available in all subjects at the time of request. All appointments are subject to availability.

->Tutors and tutees will give their full attention to the tutoring session. Phones should be silenced and other distractions should be eliminated. Do not bring friends to one-on-one sessions.

->After 15 minutes have elapsed, appointments may be canceled and tutors may be assigned to work with other students. Recurring cancelations or tardiness may result in suspension of tutoring access until meeting with an ASC staff member.

->ASC hires tutors with excellent academic records and faculty recommendations. However, tutoring is not a substitute for attending class. Students are not allowed to use ASC services during class time.

->Tutors will seek out appropriate resources to assist students. Students are expected to come prepared and to bring textbooks, syllabi, and assignments to their tutoring appointments.

->Students are responsible for their own work. Tutors are not allowed to do homework for students, nor are they allowed to help on quizzes and exams.

->Tutors are trained in learning styles and strategies. ASC staff is available to offer further suggestions and resources. Students are expected to take responsibility for seeking out additional help when they require it.