Rules & Guidelines
to use STEP

We want to provide a helpful and accessible service to all students at UW. All students will be expected to adhere to these guidelines to use STEP.

1. Remember our front desk and tutors are working hard to provide all students with an opportunity for free tutoring. Please show our staff respect and consideration.

2. STEP is free to UW Students that have a W#. Students from LCCC, high schools, and community members unfortunately cannot use STEP at this time.

3. We want to help you with your academics – and our goal is to help you become an independent learner. All tutors will aim for you to do at least 80% of the work in every tutoring session.

4. Bring your course materials! Effective tutoring happens when students bring textbook, notes, writing utensils, calculators, etc. While STEP does have some textbooks for tutors’ use, an updated textbook is not available for all classes.

5. On occasion, you may need to wait a few minutes extra while a tutor is wrapping up with his/her tutee. If the tutor goes over his/her allotted time, staff will check on their progress.

6. On the waitlist? Be sure to report back to the front desk at the time quoted by receptionist. We cannot hold appointments for longer than 5 minutes. Please wait by the front desk area until you are given the pink card for your tutor.

7. If you would like a second (consecutive) appointment, come back after your first appointment to check in for another session. To ensure that all students have equal opportunity, students cannot book two sessions in a row in advance (even if they are in a group of students).

8. Students are limited to a maximum of four appointments per night. It may be helpful for you to work on your own for 30+ minutes before starting another tutoring appointment, to better recognize your understanding and any gaps in knowledge. Our staff may recommend this to you.

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9. Groups of two or more may receive an hour-long tutoring session. All members of a group must check in with reception.

10. Tutors will not do your homework for you.

11. Tutors may not be booked with the same tutee for more than a one-hour block on any evening. It is at the coordinator’s discretion to determine if a session is productive and merits a third half-hour block with a tutor.

12. Tutors cannot help with subjects outside of our posted class list. Exceptions:
   a. Students studying for the MCAT, GRE, or other preparatory exams may utilize STEP but must bring their own study materials/prep guides.
   b. Students in an upper-division course seeking help with foundational content must contact the STEP manager (see below) to request an exception. Exception requests must be placed before 5pm on the day tutoring is being requested.

13. Please fill out a survey as you leave. Surveys help us recognize areas for improvement and give your tutor valuable feedback.

14. Be clear about what class you’re requesting help for. Students who misrepresent what class they’re seeking support for may not return to STEP.

15. Sometimes tutees and tutors just don’t click. Please let us know if you have concerns about any of our staff. Similarly, if STEP staff has a concern about a student, s/he may be asked to visit with the STEP coordinator.

It is at the on-site coordinators’ discretion to determine if any of these rules or guidelines have been violated. Coordinators may refuse service to students if these rules have not been followed; students may be asked to speak with the STEP manager before they can return to STEP.

Questions, concerns, or suggestions? We want to hear from you! Please contact Jess Willford, Manager at stepatuw@uwyo.edu.