

step Conduct for Tutoring

*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. 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.
3. **Bring your course materials!** Effective tutoring happens when students bring textbook, notes, writing utensils, calculators, etc.
4. 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.
5. 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.
6. **If you would like a second (consecutive) appointment, come back after your first appointment** to check in for the next appointment. 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). Students may be limited to 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.
7. **Tutors cannot do your homework for you.**
8. **Tutors may not be booked with the same tutee for more than a one-hour block** on any evening.
9. **Tutors cannot help with subjects outside of our posted class list.** Tutors may be able to help with foundational content from upper-division classes, but priority will be given to students enrolled in classes from our posted list.
10. 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.

STEP reserves the right to refuse service to students if any of these guidelines have not been followed.

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