

Tutoring Centre Student Policies

Appointments should be made in advance using the Tutoring Centre's **online booking system**, <http://mywco.com/tutoring>

1. Appointments are a maximum of 60 min per session, up to 120 min per day. Appointments cannot be booked back-to-back. Students may book up to 2 hours per subject, per week. Subjects are defined as English, Business Math, Math, Chemistry and Computer Programming.
2. The centre has drop-in hours: please review the drop-in times for each campus on our online booking system: <http://mywco.com/tutoring>
3. Drop-in tutoring sessions are a maximum of 15 min per session. Drop-in tutoring sessions are reserved for single questions, or short exercises. Students are encouraged to book a tutoring appointment should they require more time.
4. Appointments must be cancelled through our online booking system, via email at tutoring@sheridancollege.ca or by phone, up to 12 hours prior to the scheduled time of the booked appointment.
5. A student's failure to attend three appointments without providing notice will result in a one-on-one discussion with a Tutoring Centre Associate (TCA) or the Tutoring Centre Manager (TCM) to develop strategies for effectively cancelling appointments. Repeat occurrences may result in the loss of tutoring for a time determined by a TCA or the TCM.
6. Students should be prepared to present their student ID when arriving to their in-centre appointment.
7. Students should bring related course materials to the appointment. Questions or the goal of the tutoring appointment should be made clear to the tutor when booking the appointment or in-person, at the start of the appointment.
8. Leave the centre promptly following tutoring appointments.
9. Avoid interrupting tutors/tutees in other tutoring appointments.
10. Please use Lynda.com through Sheridan Library's database for learning basic computing skills.

11. Note to students seeking English tutoring:
 - a. The Tutoring Centre does not provide a proofreading service; however, tutors will work to provide students with the skills to proofread their own work.
 - b. The Tutoring Centre maintains a no pen-to-paper rule when reviewing writing assignments.
 - i. Tutors may use a highlighter, resources, materials and a grammar/syntax corrections form provided by the Faculty of Humanities and Social Sciences (refer to appendix).
 - c. Respect that English tutors provide feedback on up to 25% of a piece of writing or an assignment, as a tool to help proofread work.
 - d. Understand that if there is time remaining in an appointment after up to 25% of an assignment or piece of writing has been reviewed with the tutor, the tutor can end the appointment unless the student comes prepared with a different assignment or piece of writing to work on.

12. Tutoring appointments for Academic Integrity Remediation or for help with citations (APA, MLA, etc.) can be made with a Reference and Citation Specialist. Citation Specialists are Library staff equipped to help students in this area of study.

13. Food and Drink: Students are welcome to enjoy beverages and cold snacks. No hot or odorous foods permitted.

Group Tutoring

1. Group tutoring is a drop-in tutoring time reserved each week for students with questions regarding basic computing skills, Java, Accounting, ESL/Conversation skills, Presentation Skills and more. Subjects and times vary per campus. Please refer to the Tutoring Centre's website for a schedule, under "Learning Assistants/Tutors>Group Tutoring Schedule" or by clicking [here](#).
2. The maximum number of students per group tutoring time varies per campus. Tutors will do their best to accommodate all drop-in students, but may have to ask some students to book an appointment in the centre if the group tutoring room is at capacity.
3. Group tutoring sessions are interactive. Students may be expected to converse and work with one another, especially in ESL/Conversation Skills practice and Presentation Skills practice.

Peer Tutoring

1. Peer tutoring provides support for subjects in addition to those covered in staff tutoring appointments. Students can request peer tutoring for up to 3 different subjects per semester. Students receive 10 hours of tutoring per subject, per semester for a matching fee of \$40.
2. Once a student is matched with a peer tutor, the student is expected to initiate contact with the tutor.
3. If a student does not use all of his or her 10 hours allotted with the peer tutor, the student forfeits the remaining hours. A student cannot receive a refund for their peer tutor match in a following or subsequent semester.
4. If a student is registered with ALS, he or she may be eligible for more peer tutoring hours. Please contact a Tutoring Centre Associate for more information.

Online Tutoring

The following additional policies should be followed when Online Tutoring is available to Sheridan students:

1. The centre's online tutoring is asynchronous. While students do need access to a computer to book their appointments and upload their writing, students do not require additional equipment such as a microphone or camera for the appointments.
2. Appointments are a maximum of 30 min per session, up to 60 min per day. Appointments cannot be booked back-to-back. Students may book up to 1 hour of online English tutoring per week. Tutors respond with feedback within two hours of the student's booked appointment time.
3. Students must upload their work for review by a tutor to their appointment time slot or email it to the tutor in advance of the appointment.
4. If the tutor receives no student work within 15 minutes of the appointment time, the tutor will cancel the appointment.
5. During the reserved appointment time, the student is expected to be available via email for the tutor to confirm receipt of materials.
6. Tutors make comments on student work, not correct or grade it. Students are encouraged to apply the tutor's feedback to the remainder of their assignment.

Appendices

Topics covered in each subject group.

Business Math	Computer Programming	English	Math	Chemistry
-Statistics -Finance* -Accounting*	-Java 1 and 2	-Reading -Writing -Speaking -Basic Computing	-Discrete -Applied -Physics*	-Chemistry 1 and 2 (PGASH)

*Tutor specific