

# NYU - SUNS High School Volunteer Tutoring Program: **Guide for tutors (NYU students)**

First, thank you so much for volunteering your time to help out high schoolers around the city! We are so excited to guide you through this process so that you can provide the appropriate resources and stay within the **ethical and safeguarding guidelines** that are essential for working with younger people. Please read every word of this document carefully, as it contains the information you need to get your **service hours** and some **very important rules** you will be responsible for knowing.

We recommend you download this document so you have easy access to the form links and SUNS contacts.

Sections of this document:

- The training and matching process
- First contact with your student
- Scheduling and canceling meetings
- NYU engage service hours requests
- Safeguarding and academic integrity rules
- Feedback and important contacts

# The training and matching process

Once you have signed up using [our interest form](#), we will send you a training video with some basic tutoring guidelines. It is essential that you watch this video, otherwise you will not be approved or entered into the matching process. (We can see if you watched the video). You will also have to pass a quiz on the contents of this document. (You have unlimited attempts! We just need to know you are aware of the policies).

- Feel free to share the interest form (linked above) to any students you know who might be interested. We really appreciate this!

We will do our best to match you with a student as quickly as possible, and you will be notified by email as soon as this occurs (including their contact info)!

## First contact with your student

Once you have your student(s), you must reach out within 48 hours with your first email, and Bcc [nyusuns@gmail.com](mailto:nyusuns@gmail.com) for our records. You do not need to include us in further correspondence unless you feel it is necessary.

In your first email please include:

- An introduction. This can include information about your long-term career goals, academic interests, activities on campus, and any hobbies or interesting facts about yourself! It is totally up to you what you want to introduce.
- Your preferred pronouns (and ask for theirs)
- The best potential **regular, weekly** meeting times based on your schedule (you are welcome to use when2meet - <https://www.when2meet.com> - or similar sites if you like)
- Your preferred meeting duration (1 hour minimum per week, but this is up to you and the student)
- **Ask the student what content they would like to start with and if they would like you to come ready with practice problems or other resources (this gives you a chance to review the content, too)**
- Ask the student if there's anything specific about them that they feel you should know (we will also give you any information they gave us)

# Scheduling and Canceling meetings

Once you have agreed on your regular, weekly schedule, please let us know by filling out this form: <https://forms.gle/WQKLXGpiCvWENYMG9>

- There may be pairings that cannot have a regular schedule for whatever reason. This is totally fine but you need to let us know, just write that in the form where it asks for the schedule. For your student's convenience, it is **highly preferred** that you make an effort to give them a regular schedule.

If you need to cancel a regular meeting, please **promptly** fill out this cancellation form (<https://forms.gle/tGVRobsLA6kGbWR58>) so that we know everything is still going smoothly with your student. You can feel free to schedule a meeting outside of regular times, just submit the appropriate NYU Engage Service Hours request so we know (see below)

## NYU Engage Service Hours requests

After **each** session, in order to verify your meeting and receive **service hours**, you need to submit a request on the NYU Engage platform. **Instructions for submitting these requests can be found here:** [📘 NYU Engage Tutorial](#)

We will approve your hours as soon as possible, usually within 48 hours. We also use these requests to monitor if meetings are happening regularly and according to your specified schedule, so if 48 hours have passed since your selected meeting time and you have not submitted an NYU Engage request or a cancellation form we will check in with you. Please submit these requests in a **timely manner**, as we don't want to waste anyone's time with unnecessary check-ins.

# Safeguarding and Academic Integrity

As undergraduates working one-on-one with high school students it is important to be aware that you are on the upper end of a power imbalance. These students are looking to you for advice not only about studying and course content, but also as mentors. We want you to enjoy your time as tutors and develop fun and constructive relationships with your students, but we will not stand for any kind of inappropriate contact. **If we feel there is any reason to believe a problem is occurring, you will be barred from future participation in the NYU - SUNS tutoring program.** We have included a set of ground rules commonly used in these settings:

- **You must not directly complete any homework or assignments for your student; this includes verbally completing their assigned questions.**
  - This doesn't mean they can't talk about assignments with you, but you need to find a way to help them get to the answer themselves. This is a lot harder than just working problems for them, but you can always make some practice problems! You aren't really helping them if you give them the answers, and as undergraduates you are well aware that this is **academic dishonesty**. Your student could get in trouble at school.
- **You must not engage in conversation about highly personal topics including family dynamics and romantic or sexual relationships, or enforce your own religious, political, or economic opinions.** Students may want to talk about personal things, and it can be great for developing the tutor-student relationship, but exercise caution here and make sure you don't make your student uncomfortable. You can always redirect the conversation back to the lesson topics!
  - We at SUNS will be jointly responsible with you in the case that inappropriate contact occurs. Beyond putting your student in an uncomfortable or dangerous position, you put the entire NYU - SUNS program at risk. Angry (and justifiably so) parents are not something you want to deal with, and neither do we, so please be careful.
  - If you find yourself worrying whether your student(s) are experiencing abuse, please report this immediately to the Community Service Chair (Alexandra Clements: [aec9646@nyu.edu](mailto:aec9646@nyu.edu)). It is not your mandate, or ours, to resolve these issues, but there are anonymous reporting structures in New York State and we should take any opportunity we can to help our students.

- **You also cannot accept or give gifts**, as lovely as that might be, because you are a volunteer providing a free service.

## Feedback and SUNS contacts

This is a new program and we look forward to hearing feedback from both you and your students about how we can improve! You can fill out an anonymous form here:

<https://forms.gle/SCkN4b7H7sTnmp9E7>

We are especially interested in hearing if you would like more teaching resources, or if you found some that could help other tutors! You can put that in the feedback form too.

If you have urgent questions or concerns feel free to contact the SUNS email:

[nyusuns@gmail.com](mailto:nyusuns@gmail.com)

You can also contact Alex Clements, (the Community Service Chair) directly if you like:

[aec9646@nyu.edu](mailto:aec9646@nyu.edu)

You can also contact Lori Campbell (the External Communications Chair) if you like:

[lc5196@nyu.edu](mailto:lc5196@nyu.edu)