



Common Expectations for Tutees

Our peer tutors are proficient in their courses but are not experts.

- All tutors will work with you in finding the answers, but you must use your professor's office hours as another resource.
- Remember that tutoring supports your learning in the classroom; it shouldn't replace going to class.

Attempt your homework before meeting your tutor.

- Come to your session prepared to ask questions.
- Be an active participant in the tutoring session.
- Let the tutor know what you are hoping to achieve in the tutoring session.

The tutor guides you through your learning process.

- They do not teach or reteach you the course material.

Refrain from asking your tutor to check if your homework, take-home exams, quizzes, or projects are correct or assist with completing your exams and quizzes.

- You should bring your textbook, notebooks, and other materials to your session.
- Keep in mind your tutor will not assist you with specifics regarding a test or quiz.
- You and the tutor will work with the formulas or practice problems in the book.

You must adhere to the Honor Code and academic honesty during your session.

How many scheduled or drop-in sessions you can attend per week is up to the specific center.

- Ask a tutor or staff member within the center about their scheduling/drop-in policy.
- You can utilize drop-in sessions (if available) or your professor's office hours if you need additional session time.

We expect you to honor all scheduled sessions except in case of an emergency.

- If you need to cancel a session, do so per that specific center's cancellation policy.

Tutoring centers often have more than one student receiving assistance.

- You are expected to be mindful of other students. Any other distracting, unruly, or disrespectful behavior will not be tolerated, and you could be asked to leave the session.

Academic Success Initiatives



Common Expectations for Tutors

As ODU employees, we must adhere to ODU Service Standards. These standards play out within a tutoring center.

- ODU employees are **professional** and must meet the needs of our ODU students while being **ethical** by adhering to standards of service. A tutor does not complete a tutee's work and ensures that the honor code is maintained. Our tutors maintain the confidentiality of any personal information of their tutees; the tutors abide by all FERPA guidelines. As a tutor, guide your tutees through the learning process and help them become independent learners. Help them learn from examples, engage, and practice the course material, and summarize concepts. Explain what skills and strategies are necessary to comprehend the material.
- ODU employees are **respectful** and strive to demonstrate patience, compassion, and concern. Within a tutoring center, you should keep the atmosphere relaxed but structured and conducive to learning. Strive to build a rapport and a positive tutor-tutee relationship.
- ODU employees strive to be **responsive** by providing accurate and timely service. As a tutor, arrive on time and be prepared for your session. Honor all scheduled appointments, except in times of emergency, and cancel any appointments as soon as possible, per your center's policy.
- ODU employees hold to **ethical** standards by adhering to university policies and procedures. As a tutor, respect and maintain confidentiality by following FERPA guidelines.
- ODU employees are **knowledgeable** by possessing the skills and expertise necessary to provide accurate information.
- ODU employees are **collaborative** when they partner and work with other offices. As a tutor, know the limits of your knowledge, skills, and abilities and how best to help the student. You should make appropriate referrals to other campus resources when needed.
- ODU employees strive to be **responsive** when they seek to improve efficiency. Within a tutoring session, set goals and do your best to accomplish those goals. Assist in managing the pace of the session but be attentive to your tutee's needs and concerns.
- Serve as a role model and help your tutee learn how to be a successful student.

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