No-Show and Tardiness Policies

Essential Principles for Understanding this Policy:

1. Weekly tutoring hours are based on the amount of student usage at that institution.
2. Tutoring hours are **contractual**. Providing fewer hours than required is a breach of contract.
3. The tutoring hours provided by a tutor and/or their institution during a given quarter or semester must be equal to or above those required by the contract. For institutions at the lowest usage threshold, the *minimum* required weekly tutoring hours are:
    a. Five hours per week during the fall, winter and spring terms
    b. Three hours per week in the summer.
4. **If an institution is contributing exactly the minimum number of required weekly tutoring hours, eTutoring hours cannot be lost or deleted. They can only be moved.**

A List for Coordinators

The purpose of this document is to:

1. Increase communication among all eTutoring parties (tutors, coordinators, director).
2. Decrease the number of missed shifts and the frequency of tardiness across the consortium.
3. Make tutor responsibilities as clear as possible.
4. Reduce the number of student complaints.

Notifying the WeTC Director of scheduling issues

If a tutor knows they will be late, that their current eTutoring schedule contains errors, or that they will miss a shift, they must fill out the scheduling form as soon as it is possible to do so. If the tutor can't fill out the scheduling form, they may email the director instead (sbergfeld@sbctc.edu).

If the director receives notification of potential tardiness or a missed shift *at least 48 hours before the tutor's shift (especially on weekends)*, the schedule can be changed, resulting in no noticeable change in the services available to students. Tutors notifying the director of emergency changes to upcoming shifts will be given the benefit of the doubt; tutors failing to notify the director will face the penalties for missed shifts listed below.

Consequences for Tardiness and Missed Shifts when the Tutor Fails to Contact the Director

The sections below list the consequences for single and repeated instances of tardiness and missed shifts ***ONLY when the tutor fails to notify the director***.

Live Tutors' Tardiness Policy (when tutor fails to notify director)

Tardiness policies apply to live tutors only.

Revised 11/17/25; changes highlighted yellow

Definition of Tardiness: Logging in and clocking in to eTutoring *more than 5 minutes* after the beginning of one's scheduled shift OR leaving more than 5 minutes before the END of one's shift.

1. **The First Instance**
    a. First Warning: The director will notify the tutor and the Institutional Coordinator (IC) of the issue and ask the tutor not to be late again.
2. **The Second Instance**
    a. Second Warning: The director will send an email to the tutor and the IC reminding them both of the tardiness issue and repeating the request that the tutor not be late again.
3. **The Third Instance**
    a. Probationary Period: The director will notify the tutor and the tutor's IC of the tutor's repeated tardiness. The tutor can then choose to:
        i. Enter a **two-week probationary period.** If the tutor is on time to all of their shifts, they will once more become a tutor in good standing with the Consortium. If the tutor is tardy during the probationary period, they will be asked to leave the consortium and the IC will be asked to find another tutor to fulfill the institution's commitments to the consortium.
        ii. Give the director and the IC their two weeks' notice.

No-Show Policy for ALL tutors (when tutor fails to notify director):

No-Shows include:

a) Not logging in or clocking in on the day of one's scheduled shift.
b) Logging in and clocking in at the appropriate time (or for the correct number of hours) but not completing any tutorials. The only exception to this rule is a shift worked during weeks that traditionally have very low usage. (Because this depends on usage, which varies by week and by subject, these incidents will be judged on a case-by-case basis).
c) Missing *more than a half hour* of one's scheduled shift, whether it's a result of logging out early, logging in late, or logging out in the middle of one's shift and then logging back in.

Consequences for No-Shows

1. **The First Instance**
    First Warning: The tutor and the tutor's IC will be notified of the missed shift. The tutor will be asked to reschedule the shift using the scheduling form. You are *required* to reschedule missed shifts.
2. **The Second Instance**
    The tutor will enter a **four-week probationary period.** If the tutor is on time (live tutors only) and completes every scheduled shift during the probationary period, they will once more become a tutor in good standing. The tutor will also be asked to reschedule the missed shift using the scheduling form.

3. **The Third Instance**
   The tutor will be asked to leave the consortium and the IC will be asked to find another tutor to fulfill the institution's commitments to the consortium.

A List for Tutors (please read these carefully)

1. Do not fill out the scheduling form to move a shift you missed in the past. **The scheduling form does not work retroactively.**
2. Do not show up late to a live/Zoom shift. Working beyond your scheduled time doesn't make up for the fact that you were late or that students expected you to be there at a particular time and you weren't.
3. Live tutors must be *logged in, clocked in, present, and available* in their Zoom rooms for the entirety of their scheduled shifts, regardless of the number of students in the Zoom room.
4. Do not miss any part of your shift (or the entire thing) and attempt to make it up by logging in and working the next day, whether you are a writing tutor or a live tutor. You are accountable for the shifts listed on the weekly calendar on eTutoring, *exactly* as they appear. If the schedule on the app is incorrect, contact the director **immediately**.
5. All writing lab shifts must be completed by 11:59 PM (local time) on the day they are scheduled.
6. Do not take any holidays off without asking permission from both your institutional coordinator and the director. This includes school breaks and most federal holidays. The WeTC is open year-round with the exceptions of July 4, Thanksgiving Day, and the days between the last day of the fall semester (usually around December 23) and the first day of the winter quarter (usually around January 2). You must work all other holidays and breaks unless you arrange to move those shifts ahead of time, using the scheduling form.
7. Please contact the director and your IC at least two weeks before you want to stop working with the consortium. Finding and training a new tutor takes time, and the services we provide for students need to proceed as usual. Please extend this kindness to the consortium and give us adequate notice before resigning your position.

Tutor Emergencies: Protocol for Contacting the Director

Explanation of Issue

A tutor encounters an emergency that will prevent him/her from making it to a scheduled shift on time. Such emergencies may also cause the tutor to miss the shift partially or entirely.

Resolution

1. The tutor should immediately contact the director at sbergfeld@sbctc.edu so the shift can be changed and student expectations effectively managed.

2. The director will contact the tutor at a later date to schedule a make-up shift during a peak week (or within a week of the original shift if that shift was originally scheduled during a peak week).
3. If such absences are deemed excessive (judged on a case-by-case basis), the director may ask the tutor to change their eTutoring schedule, making it easier for the tutor to avoid absences. Tutors who are late or absent too often may also be asked to reduce their eTutoring hours.

Rescheduling Shifts: The Complete Details

Explanation of Issue
A tutor needs time off and knows exactly which upcoming shifts they need to reschedule.

Resolution
Non-Peak Week Shifts:

1. Reschedule any **non-peak week shift** for a peak week by filling out the scheduling form and selecting "Move non-peak-week shifts to peak weeks…" when asked.
2. If you can't move your **non-peak week shift** to a peak week because of a clause in your employment contract with your school, fill out the scheduling form and select "My shift change request doesn't fit any of the parameters in the options above" when asked about the type of schedule change you would like to make.

Peak Week Shifts:

1. If you would like to reschedule a shift that falls DURING a peak week, you may move it to another date and time *within the same week* by selecting "Move peak week shift(s) within the same week…" on the scheduling form.

Rescheduling FAQs

A. What is a "peak week?"

Answer: A peak week is a week when student usage of the app is higher than normal. In other words, our tutors are busiest during our peak weeks. Peak weeks are subject to change but they generally fall during the following times:

a. October 10th through December 15th
b. February 10th through March 20th
c. May 20th through June 10th

Lists of this year's upcoming peak weeks may be found at the top of the scheduling form.

B. How does the scheduling form actually work?

Answer: Each time a tutor fills out the scheduling form, Google immediately inserts the tutor's responses into a spreadsheet. Google then sends an email to the director, notifying her of the schedule change request. **All schedule changes are made by the director; the form cannot and does not make any schedule changes.** Each change is approved and arranged by the director of the WeTC. This is why tutors should fill out the scheduling form as soon as they become aware of the need to move a shift and give at least 48 hours' notice.

C. How do I know if my change was approved? Will I get confirmation of some kind?

Answer: **No, you will not receive confirmation.** In order to see if your change was approved, log into eTutoring and check the schedule. If the change hasn't been made, wait a day or so and check again. The director may be occupied with other tasks or meetings, so please wait at least a day before emailing the director about your schedule.

D. What if there is an emergency and I can't find the scheduling form or fill it out? What do I do?

Answer: In an emergency, email the director at sbergfeld@sbctc.edu and inform her that you'll have to miss an upcoming shift because of an emergency. The director will remove the shift from the schedule and contact you at a later time to reschedule it. To prevent this from happening, please consider bookmarking the scheduling form.

E. I missed my shift yesterday, so I just went straight to the scheduling form and moved it to later in the week. That's OK, right?

Answer: No. The scheduling form is not a retroactive excuse and should not be treated as such. If you do not notify the director of a possible missed shift *before* it occurs, you will face the consequences outlined in the No-Show and Tardiness Policies document, even if you fill out the scheduling form right after you miss your shift. All scheduling form submissions are time-stamped and any attempt to move a shift after it has already occurred, without notifying the director beforehand, will be treated as a missed shift with all of its attendant consequences.

Holiday and Semester/Quarter Break Policy

Please read the sections below for a complete description of each holiday and break, whether tutors should expect time off, and the scheduling requests that can be made for each holiday and institutional break.

Read-Only Dates: July 4th, Thanksgiving Day, & Winter Break

Read-Only Dates:

- July 4th
- Thanksgiving Day

- The winter dates when every institution is on break: usually from about December 20th through January 1st.

Setting the app to read-only prevents students from submitting new eQuestions or Writing Lab submissions while still allowing them to log in and read their old submissions.

If you have permission from your coordinator, you may reschedule any or all of your shifts on read-only dates for any upcoming peak-week using the scheduling form.

There is no limit to the read-only shifts you can reschedule, but you are not required to reschedule your read-only shifts if you don't want to.

If you choose not to reschedule the shifts falling during read-only dates, they will simply be deleted. None of our tutors are expected to work on read-only dates, and the schedule at eTutoring will be completely blank on those dates.

An announcement is posted before each read-only period so students know not to expect to meet with tutors in Zoom. Students are also informed that they cannot submit papers or eQuestions during read-only periods.

NOTE: The day after Thanksgiving Day is NOT a read-only date. Unless you fill out the scheduling form to move that shift, you should expect to work the day after Thanksgiving Day if your regular schedule includes a Friday shift.

National Holidays that are NOT Read-Only dates:

- Dr. Martin Luther King, Jr. Day
- Presidents' Day
- Memorial Day
- Labor Day
- Veteran's Day
- Indigenous Peoples Day
- Columbus Day
- All other state/local holidays

These holidays are NOT read-only dates. **If you want to reschedule a shift falling on one of these dates, you must follow the usual rules governing schedule changes (see "Rescheduling Shifts: The Complete Details" above).**

Your Institution's Breaks (Fall, Spring, and Summer Breaks)

Because of an old eTutoring policy that was in effect when these institutions joined eTutoring, tutors from the following schools are not expected to work during the breaks between their terms:

- Chemeketa CC
- Edmonds CC
- Olympic
- Rogue CC
- Shoreline CC
- South Seattle CC
- Spokane CC
- Spokane Falls CC

After each break, **eTutors from these institutions will be scheduled to start eTutoring on the FIRST DAY of each term**. Their shifts will be scheduled throughout the term, **ending on the last day of finals.**

If a coordinator from one of these institutions wishes to implement different start and stop dates for eTutoring shifts, they must email the director with the relevant dates before each term; if no dates are sent, the director will schedule shifts on the first day of the term and the last day of finals. Coordinators from these institutions should keep in mind that their student accounts will be set to read-only during all breaks (when their eTutors are not scheduled for eTutoring shifts).

eTutors from these institutions are responsible for knowing their start and stop dates. And, like all other eTutors, they are responsible for working their shifts as they appear on eTutoring.

ALL other tutors are expected to work during their semester/quarter breaks. This ensures that each institution covers the others' breaks and that your institution does not violate the terms of its contract with the WeTC. However, because these weeks don't tend to be very busy, **if you have a commitment that will prevent you from working during your semester/quarter breaks or if you simply want time off, you may move any shifts occurring during your institution's semester/quarter breaks *to a peak week period* using the scheduling form.**

Sick Days, App Outages, Internet Outages, and Inclement Weather

Sick Days: Please check with your college regarding their policies for sick days. If possible, it's best if all tutors reschedule shifts if they are sick; this maintains the college's weekly tutoring hour commitment to eTutoring. Please notify the director (Sarah) and your Institutional Coordinator (IC) if you are sick.

App Outages & Internet Outages: If an eTutoring outage or local internet outage prevents a tutor from working their shift, they should notify the director and their IC as soon as possible. Tutors should reschedule shifts missed because of internet outages.

Tutors are excused from their shift(s) if eTutoring is down.

Inclement Weather: If local weather prevents a tutor from working their shift, they should notify the director and their IC as soon as possible. If possible, eTutors should reschedule shifts missed because of inclement weather.

Tutor Signatures

By signing this document, I acknowledge that I have read and understood everything described herein. I understand that I must contact the director as soon as I realize I will be late or unable to make it to my scheduled shift. If I fail to contact the director, miss shifts, or log in late on a regular basis, I understand that I will receive a series of warnings before being placed on probation and/or being asked to vacate my position as an eTutor.

My signature signifies my understanding that these policies are essential to the operation of eTutoring and that my employment with eTutoring depends upon my understanding of the policies detailed in this document.

_____ _____

Tutor Signature Date

_____ _____

Coordinator Signature Date