Welcome to STEM Tutoring through the Academic Enhancement Center at the University of Rhode Island. We know there is a lot of information in this document, but we ask that you review and abide by the policies below for the best possible tutoring experience. Thank you!

**Small Group Tutoring (Weekly Tutoring Groups and Occasional Appointments):**

- All students in the group should be taking the same course with the same instructor.
- Groups are not offered for labs; please see your TA/instructor for assistance with lab assignments.
- Students may cancel their own sessions up to 24 hours in advance through their main page on TutorTrac. If a student needs to cancel a session within 24 hours of the start time, they must contact the AEC at 401-874-2367 or aec@etal.uri.edu.
- Attendance will be taken by swiping in/out of each session. Students who accumulate **more than three unexcused absences** are subject to the loss of appointment privileges for the rest of the semester.
- NCAA student-athletes who will miss a group meeting due to competition travel should bring a travel letter to the tutor the week before they will be missing a session.
- Groups do not meet during university holidays (e.g., Spring Break) or in the event of a weather closure.
- Please be responsible by attending class lectures, arriving on time to tutoring, bringing materials, and being prepared to work together.
- Groups are intended to help you master content through active learning; though this may occasionally involve talking through homework problems, homework help is not the main purpose of the group.
- No graded take-home quizzes or exams may be worked on during group times.
- Please respect that our tutors are students, too, and need their own time to study. Please do not request their personal contact information to ask questions outside of your tutoring time. If you would like additional assistance outside of the group, please check out our other services, including drop-ins, at uri.edu/aec.
- Additional students may be added to your group if the group is not yet full (6 students total).
- We encourage students to attend ALL Weekly Tutoring Group sessions, even if you just had an exam. This is a great way to reinforce the exam material or jump ahead to new information!
- For accessing Roosevelt after 4:30pm, please use the handicap accessible door on the basement level, parking lot side of the building.
- Students are welcome to borrow resources from the reception desk (ie. laptops, scientific calculators, microscopes) while working with a tutor. These resources can be borrowed for up to 3 hours and must not leave the AEC at any time.
- These policies and expectations apply to every student engaged in the tutoring process. The AEC Staff reserve the right to revoke tutoring privileges at any time.

**Drop-In Center:**

- Students are permitted to utilize the drop-in center as much as they would like while the center is open.
- The drop-in center is only to be utilized during drop-in hours (the space is utilized in other ways during non-drop-in hours).
- Students must swipe in and out of each drop-in center visit (a kiosk is located in the center).
• Take-home exams, quizzes, and other assigned work is NOT permitted in the drop-in center.
• Students can take a red cup and green cup once they enter the drop-in center. The red cup will indicate if you have a question and need a tutor’s assistance. The green cup will indicate that you are working on your material and do not currently have a question.
• Students are welcome to borrow resources from the reception desk (ie. laptops, scientific calculators, microscopes) while working with a tutor. These resources can be borrowed for up to 3 hours and must not leave the AEC space at any time.

Online STEM Tutoring:
• Complete the Online Learning Agreement Form prior to your first online session.
• Students may cancel their own sessions up to 24 hours in advance through their main page on TutorTrac. If a student needs to cancel a session within 24 hours of the start time, they must contact the AEC at 401-874-2367 or aec@etal.uri.edu.
• Attendance will be taken by signing into the virtual session generated on each student's homepage on TutorTrac. Students who accumulate more than three unexcused absences are subject to the loss of appointment privileges for the rest of the semester.
• Acknowledge that all tutoring sessions are recorded for quality and closed captioning purposes.
• Log into the session on time.
• Ensure that all technology works prior to the session.
• Attend online tutoring sessions regularly (for weekly sessions only).
• Participate and communicate.
• Be aware of the tutor’s role (example: not answering questions during online exams).
• Be respectful (especially minimizing background noise during the session).
• Complete email surveys and give feedback about your online tutoring experience.
• These policies and expectations apply to every student engaged in the tutoring process. The AEC Staff reserve the right to revoke tutoring privileges at any time.

If at any time you have questions or concerns, you can contact the Academic Enhancement Center at 401-874-2367 or aec@etal.uri.edu. If you have any feedback you would like to share about your tutoring experience, please feel free to contact us personally.

Sincerely,

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