Welcome to Online STEM Tutoring via the Academic Enhancement Center! Through WebEx, you'll have an opportunity to study together with other students in your class and an AEC trained tutor in a virtual setting. To get the most out of your group, please abide by the policies below. Additionally, we have sent you a Google form Learning Agreement that we ask you to complete as soon as possible to better understand the expectations of an online tutoring session. 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.

The expectations below and in the online learning agreement are:
1) Acknowledging that all tutoring sessions are recorded for quality and closed captioning purposes.
2) Logging into the session on time.
3) Ensuring that all technology works prior to the session.
4) Attend online tutoring sessions regularly (for weekly sessions only).
5) Participate and communicate.
6) Be aware of the tutor’s role (example: not answering questions during online exams).
7) Be respectful (especially minimizing background noise during the session).
8) Giving feedback about the student’s online tutoring experience.

Cancellation Policy

- Students may cancel their own sessions up to 24 hours in advance through their main page on TutorTrac (aec.uri.edu). If a student needs to cancel a session within 24 hours of the start time, they must contact the AEC at aec@etal.uri.edu.
- Any sessions that are cancelled within 4 hours of the start time will count as a miss (unexcused absence). Students may contact the AEC at aec@etal.uri.edu for any special circumstances.
- If a student wishes to be removed completely from a weekly tutoring group, they must fill out the Google form linked on their main page of TutorTrac.
- Students must arrive to sessions on time. Tutors will only wait for 15 minutes from the start of the appointment time. If 15 minutes has passed and the student has not arrived, it will count as a miss.
- 3 appointment misses may result in the loss of appointment privileges for the current semester. Students wishing to regain appointment privileges should reach out to an AEC staff member at aec@etal.uri.edu.
STEM Online Learning Agreement Between Student and Tutor/AEC

How to Log In for Your Appointment

- Please ensure you are able to log into TutorTrac. If you experience difficulty please reset password via password.uri.edu and change "all other than ecampus". Logging into TutorTrac will be vital to participating in your tutorial sessions.
- Please evaluate your technology. These sessions can be conducted by cell phone but the ideal set up is a laptop with a webcam & microphone. Additionally, please confirm you have a source of available, reliable WiFi.
- Familiarize yourself with WebEx by watching these helpful videos: https://help.webex.com/en-us/8bzter/Cisco-Webex-Meetings-Video-Tutorials