

FAQ for students (tutees) seeking a tutor's assistance

1. When should I seek the help of a tutor?

As soon as you feel you need additional help. If you wait too long, even a tutor will not be able to help you. Keep in mind tutors who are also students may be busy prior to mid-terms and examinations, so their availability may be low during these peak times.

2. What type of tutoring is available?

You can be tutored in any academic course provided there is a tutor available for that course.

3. What are my tutor's qualifications?

The minimum qualification of a tutor is a grade of B+ or higher in the course he/she is tutoring. Tutors may possess a major or minor in that subject matter area or hold an undergraduate or graduate degree in that field.

All the tutors listed on the Tutor Registry have also completed the Learning Assistance Centre's 6-hour Tutor Training Workshop.

4. What information do I need to know to help me in choosing my tutor?

Before committing to an initial meeting, call or email the tutor and ask some questions. Possible questions include:

What is your hourly rate?

You can expect a tutor to charge \$9-25/hour. (see FAQ's #10 & 11)

When are you available to meet?

Where should we meet?

You will want to meet in a mutually convenient PUBLIC place for safety reasons.

How long is a tutorial session?

Tutor sessions rarely exceed 2 hours if they are once a week. (see FAQ #9)

How long have you tutored this subject?

What is your approach to tutoring?

5. What should I expect from my tutor?

You can expect the tutor to be respectful, supportive, and accepting of your questions and concerns.

You can also expect your tutor to keep sessions confidential. You should be able to feel free to communicate your concerns.

A tutor should provide explanations, suggestions, and clarification. A tutor should challenge you to work during tutorial sessions as this is the way learning takes place. By having opportunities to practice with tutor feedback, you will come to understand the course material.

6. What should I not expect from my tutor?

You should not expect your tutor to do assignments for you or offer him/her extra money to do your assignment. This is a breach of academic integrity. A tutor's role is to assist tutees in their learning.

7. What if I decide this tutor is not the one I can work with?

You should feel free to interview other tutors until you find one with whom you feel comfortable.

8. Where should we meet for tutorial sessions?

Meet in a public place such as the library, empty classroom, cafeteria, or coffee shop. If you meet in a public setting, you can ensure your personal safety and that of your tutor.

9. How long should a session be?

The length of a tutoring session is up to you and your tutor. Tutor sessions typically last one hour and several sessions may be necessary.

10. What does tutoring cost?

The cost of a tutor's services can range from \$9-25/hour depending on the tutor's qualifications. The price for a tutor session is set by the tutor.

11. What is the expected method of payment?

The expected method of payment should be arranged with the tutor. Usually cash or cheques are acceptable and tutors are paid at the end of each session.

12. What are my responsibilities to the tutor if any?

You should be punctual for tutorial sessions and come with specific questions about the course material. Bring extra materials, course notes, textbook, or lab manuals as required. You should communicate to your tutor what you will need help with prior to your next appointment.

13. What do I do if there are no tutors available for my subject?

You can participate in a group study session, consult with your professor for the best way to get help with your course material or consult your teaching assistant. You can make an appointment for individual help with study skills at the Learning Assistance Centre. Also, the Virtual Learning Commons is available to help you locate other students with similar needs.

14. What is the policy in case I need to cancel an appointment?

Tutors may have specific policies and you should ask your tutor what they are before your first session. However, you should notify your tutor as soon as you know that you will be unable to attend a session and if communicating by email, one hour's notice is not a suitable notice. If you consistently cancel or don't show up for your appointments, the tutor may refuse to schedule more appointments.

15. Is there a forum where I can make complaints about my tutoring experience?

Since U1 cares about the quality of the tutoring services we recommend, an evaluation form has been provided for you to complete. Please take the time to complete the Tutor Registry Student Satisfaction Survey located at

<http://myuminfo.umanitoba.ca/index.asp?sec=290&too=600&eve=29&fid=653>

Please address comments, specific concerns, suggestions or praise regarding the tutor registry to

Jon Malek
201 Tier
Phone 480-1481
malek@cc.umanitoba.ca

Sources

About the tutor registry (2002). Ryerson Student Services. Retrieved August 25, 2006 from <http://www.ryerson.ca/tutor/2002old/tfaq.html>

Add yourself as a tutor. Tutor Registry. University of Victoria. Retrieved December 12, 2006 from <http://www.careerservices.uvic.ca/tutor/index.php?mode=newtutor>

Find yourself a tutor. Tutor Registry. University of Victoria. Retrieved December 12, 2006 from <http://www.careerservices.uvic.ca/tutor/index.php?mode=newtutor>