

## **Academic Support Center Student and Community Policies**

### **Planning Your Visit (Appointments and Drop-Ins)**

#### *Eligibility for Tutoring*

- Tutoring is free and available to all currently enrolled Harper students for courses they are taking in the current semester.
- Community tutoring services are available for a small fee to community members (non-Harper students).

#### *Appointments*

- Appointments are 50 minutes.
- Students can attend one appointment per day per ASC area.
- Students can have up to two appointments booked at a time. Students can book another appointment after they have completed the first one.
- Students can attend drop-ins in addition to their scheduled appointments.

#### *Drop-Ins*

- There is no time limit for drop-in tutoring. However, students who have received help should respect the idea of sharing the tutor's time and attention. If busy, drop-in tutors will circulate among students.
- Drop-in tutoring is first come, first served. There may be a wait, and tutors are busier closer to exams.

#### *Cancellations and No Shows*

- Cancellations
  - Students can cancel appointments at any time without penalty. Students can call, chat online, email, or stop by the front desk to cancel.
- No Shows
  - Appointments are marked as no shows if a student is not at the appointment or has not notified the ASC they will be late within 15 minutes of the appointment start time.
  - Consequences for multiple no shows are:
    - 2 No Shows – Student can only book one appointment at a time for two weeks.
    - 3 No Shows – Student can only attend drop-ins for one week, then book one appointment at a time for two weeks.
    - 4 No Shows – ASC Management will contact the student.

#### *Proof of Visit*

- Students can contact the front desk for proof of a visit to the ASC. Individual tutors cannot provide proof of attendance (signatures, forms, emails, etc.).

### **Preparing For Your Tutoring Session**

#### *Before Your Session*

- What To Bring
  - Students should bring their assignment, book, notes, and materials. The ASC does not provide textbooks and does not have Blackboard access to individual courses.
  - Students should have some questions ready for the tutor. Tutoring requires student participation and ownership of their work, and students should attempt their work before seeing a tutor.

- Online Appointments and Drop-Ins
  - Students should log into their Harper email for the link to online appointments.
  - Students should test out their equipment and download any relevant software before the session.
  - Students can contact the front desk for support with joining online tutoring sessions.

#### *During Your Session*

- Tutors will share study and learning strategies; guide and support students as they work through coursework; and support students at any stage of the learning or writing process.
- Tutors cannot:
  - Re-lecture or reteach missed material. Tutoring does not take the place of going to class.
  - Check homework, projects, or papers or give answers.
  - Share their personal contact information or work with students outside of their scheduled hours.
  - Assist with quizzes, tests, or exams.
- Tutors have the right to end a tutoring session if students violate ASC policy, do not participate or contribute to the tutoring session, or create an unsafe or uncomfortable learning environment.

### **Using the Academic Support Center Services and Space**

#### *Student Conduct*

- Students are expected to follow the Student Code of Conduct.
- Students are expected to maintain an environment suitable for studying and learning. Students should refrain from disrespectful and disruptive behavior.
- Students should respect ASC facilities, materials, equipment, staff, and students using the ASC.
- Students who fail to abide by established student responsibilities may be asked to leave. Harper Police will be called in the event of non-compliance.

#### *Using the Space*

- Study rooms are for studying, not personal use or socializing.
- Cell phones should be set to vibrate or silent. Use spaces away from tutoring to take calls. Headphones must be worn when watching videos, listening to music, etc.
- Food and beverages are allowed in the ASC except the Anatomy Room. Students are expected to clean up after themselves.
- Personal items should not be left unattended. The ASC is not responsible for lost or stolen items. Items left will be sent to the campus lost and found.

#### *Computer Use and Printing*

- The ASC provides print stations for students. See the desk for instructions. Students may not use staff equipment to scan, print, or copy.

#### *Visitors*

- Students' children are allowed with adult supervision. Children may not be left unattended while the student receives assistance in the ASC.
- Parents of students must wait in the reception area or public space outside of the ASC during sessions.
- Solicitation and/or selling are not allowed in the ASC.
- Tutoring spaces are reserved for Harper students and staff and CTC students.