

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

- 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. Time limits may be imposed at managers' discretion.
- 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. Further consequences will be imposed at managers' discretion.

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.