



## CLASS Individual Tutoring Policies and Procedures

- 1) Individual tutoring sessions are one-on-one sessions with a knowledgeable peer about specific course content. Tutors are not expected to be experts in the field or know all the answers.
- 2) Individual tutoring is not for homework help and tutors will not assist students on homework due to academic integrity.
- 3) Tutoring is not a replacement for going to class. Do not miss a class and think that tutoring will be an equivalent resource.
- 4) Students looking for help on papers, editing and proofreading should register for a session with the Writing Center.
- 5) Students should bring course materials (syllabus, textbook, calculator, notes, pens/pencils) to the tutoring session.
- 6) Students will be billed to their bursar account for their session, unless they use a voucher code provided by an office on campus.
- 7) Students have up to 12 hours prior to an appointment to cancel. If a student cancels after the 12 hour mark, it will be counted as a no-show. All no-shows will be charged to the students bursar account (even if a voucher was used to schedule the appointment). If you have documentation from Student Outreach and Support ([studentsupport@syr.edu](mailto:studentsupport@syr.edu)) that excuses you from a session, you have 72 hours (three days) from when the session was to occur to get documentation to [class@syr.edu](mailto:class@syr.edu), otherwise your bursar account will be charged.
- 8) If you must cancel a session, cancel the session on Penji (see Session Cancellation document).  
**NOTE: Canceling a session by declining an Outlook calendar invite WILL NOT cancel the actual session.**
- 9) Students will be billed for sessions on a rolling basis. It will appear on your bill labeled as Individual Tutoring.
- 10) Each session will be a maximum of one hour. Every session will be billed as one hour.
- 11) Once a voucher code is used, it is void unless the session is cancelled before it becomes a late cancellation. Any falsified or redeemed codes will not be valid and the charges will go on the student's bursar account.