



AMERICAN UNIVERSITY

W A S H I N G T O N , D C

Peer-Assisted Student Support (PASS) Program, Student Academic Services Tutoring Policy

1. Students must arrive to their scheduled appointment on time.
2. If students need to cancel their appointment, they must do so, at least three (3) hours prior to the appointment.
 - a. Students must email tutoring@american.edu or their Tutor to cancel their appointment within the three-hour window.
3. If students are five to ten minutes late to their tutoring appointment, they will be marked as missed and receive a NO-SHOW notification.
4. If a student accumulates three (3) NO-SHOW appointments in a semester, their online tutoring access, WOnline, will be disabled. To reactivate their WOnline account, the student must contact Student Academic Service staff at tutoring@american.edu.
5. Students must come to tutoring prepared with lecture notes, assignments, textbooks, and any necessary tools to receive assistance.
6. Do as much of your work as you can before arriving to tutoring sessions.
7. Students should review assignments, clarify concepts that are confusing, coordinate when assignments are due and develop timelines to complete their work successfully.
8. Come ready to work. Turn off or silence your cell phone.
9. Leave enough time to get help and learn. Come to tutoring when you will have enough time to use the information from your Tutor to make your work better.
10. Students will be an active participant in tutoring. Tutors will not do your work for you or give you answers.
11. Ask questions and listen to suggestions. Be patient and considerate with regards to yourself and your Tutors.
12. Tutors are not to work on homework that will be turned in for a grade or take-home exams. Tutors are to provide similar problems as examples but are not to assist on solving work to be graded.
13. Disrespectful behavior towards Tutors and staff will not be tolerated. If reported, you will be asked to meet with Student Academic Services staff.
14. Students are expected to follow the AU Student Conduct Code in tutoring sessions and in all Student Academic Services.