General ISC Tutoring Guidelines

- ISC Tutoring Services has a bank of private tutors to match requests for academic assistance by students.
- The student learner must speak to the professor delivering the course before s/he can apply for an ISC tutor. This is essential as the professor may have sessions available through labs and teaching assistants.
- Study rooms can be booked by visiting SFU library homepage: http://www.lib.sfu.ca/
- Tutors are not obliged to meet the student learner off-campus; however, if both parties are closer to another SFU campus such as Surrey or Vancouver, the tutor/student learner may opt to use the facilities at those campuses.
- All email correspondence will utilize SFU email addresses.
- Both tutor and student learner will keep up to date contact information: SFU email address, home phone and cell number. All information will remain confidential and will not be given without pre-approval of tutor & student learner.

Cancellation and no-show guidelines

Tutors and student learners who are unable to keep an appointment should cancel at least 24 hours in advance.
- Student learners who fail to notify a tutor about cancellation will be expected to pay for that session.
- Tutors who do not notify the student learner of a cancellation may lose future opportunities to tutor.
- Use all possible means to inform cancellation by email and cell phone messages.
- Contact Gary to inform of cancellation by Cc: email and phone call.

Requirements to be an ISC tutor

- The tutor must submit a resume and be of good academic standing if currently attending SFU.
- The ISC will preferably hire 3rd to 4th year undergraduates of good academic standing, or graduate and PHD students from SFU.
- The tutor must complete an online application form and be approved by ISC tutoring services before commencing tutorial sessions.
- The tutor must review these guidelines on “Ensuring Academic Integrity” before commencing tutorial sessions: http://learningcommons.sfu.ca стратегии академической integritы
• The tutor must keep an updated schedule of hours for availability.
• ISC tutors will be paid a $25.00 to $35.00/hour, depending on qualifications.
• All tutors must meet the ISC tutoring coordinator before beginning of tutorial sessions.
• The tutor will track the hours and the student learner will initial after each session agreeing to the time submitted. Tracking sheets will be provided by ISC Tutoring Services.

Responsibilities of the ISC tutor
The tutor is expected to…
• Be on time for tutoring sessions.
• Always treat the student learner with respect.
• Tutors will not do students’ homework or assignments for them.
• Tutors should not charge for preparation time or work done prior to tutoring sessions.
• Tutors will not complete the student learners’ homework or assignments, but tutors can help the student become an independent learner and successful student.
• Maintain confidentiality.
• Cancel at least 24 hours in advance if an appointment cannot be kept, unless it is an immediate emergency. Contact must be made as soon as possible.
• Submit an invoice to ISC for payment (A template can be requested if needed)

Responsibilities of the student learner.
• Be on time for tutoring sessions.
• Attend classes.
• Prepare for the tutoring sessions by sending questions in advance and preparing by doing as much required work as possible by attempting the problems.
• Initial the ISC Tutor tracking sheet at the end of session indicating your agreement to the time utilized for the tutoring.
• Always treat the tutor with respect.
• Cancel at least 24 hours in advance if an appointment cannot be kept.