Tutoring Policies – Accelerated Learning Lab
Student Support Services, John Brown University

Tutoring services are available free of charge to students who are participants in the SSS Program at John Brown University and include the use of the Accelerated Learning Lab and trained Learning Coaches. Services are available either on an individual appointment or drop-in basis. These services are a valuable resource and we want to be as helpful as possible to all students who want to use them. To ensure this, the SSS has established the following policies and procedures. Be sure to carefully read the policies and procedures outlined below.

1. Students must be currently registered students enrolled in the course for which they desire coaching and must be SSS participants to use the Accelerated Learning Lab and obtain a personal learning coach.

2. Students may obtain the help of a learning coach in three ways
   a. Drop-in help is available for all SSS students according to the semester schedule which can be found posted in the Accelerated Learning Lab and online on both Blackboard and the Accelerated Learning Lab website.
   b. One-time appointments can be scheduled with available learning coaches through the Online Scheduling Software available on Blackboard.
   c. Reoccurring appointments can be made through your SSS Advisor, a ALLab Greeter, a Learning Coach or by filling out a Tutor Request Form

3. Participants are eligible for up to 3 hours of coaching per week based on the recommendation of your SSS Advisor and the availability of coaches.

4. Participants are expected to attend all scheduled sessions except in cases of serious illness or emergencies beyond their control. Appointments can be cancelled from the Online Scheduling Software up to a day in advance. Let your coach know as soon as possible if you will be absent from your scheduled session.

5. Participants are encouraged to discuss their individual needs with their coaches and consider other time commitments when scheduling appointments.

6. Excused absences – a session must be cancelled at least 4 hours in advance in order to be an excused absence. Accumulation of 4 excused absences in a semester will result in suspension of tutoring privileges until you have had a conference with your SSS advisor. Coaches should contact the Program Coordinator when 4 cancelled appointments have accrued.

7. Unexcused absences – no shows or sessions cancelled with less than 4 hours advance notice will be unexcused absences. Two unexcused absences in a semester will result in suspension of your tutoring privileges and being locked out of the Scheduling Software until you have had a conference with your SSS Advisor. Coaches should contact the Tutoring Coordinator when 2 unexcused appointments have accrued.

8. Students who have lost tutoring appointment privileges may still use drop-in hours

9. Learning coaches are required to wait 15 minutes for a student with an appointment. If you will be later than that for your appointment, please contact your coach. Otherwise you will be marked as a no-show.

10. Drop-in sessions are on a first-come basis and are limited to 60 minute sessions.

11. You are expected to come to all sessions on time and be prepared, having had attempted your homework and/or having problem areas or areas of difficulty ready to discuss with your learning coach.

12. Learning coaches are not allowed to correct your homework, edit papers or give you answers. Coaches may not help students with take-home tests or make-up tests. Coaches can help you review your own work and can explain concepts that are difficult for you.

13. SSS will work to find learning coaches qualified to assist in requested courses; however, the available coaches change each semester and there may be shortages of help in some courses. Group assignments may be made in courses with learning coach shortages.