

STATEMENT OF STUDENT RIGHTS AND RESPONSIBILITIES

To receive tutoring, students must be seeking tutoring services for a Mesa Community College course in which they are currently enrolled.

Student Rights

- Students have the right to supportive, competent, and confidential tutoring.
- Students have the right to talk with the Director if they are uncomfortable with the tutors they have been assigned and discuss possible courses of action.

Student Responsibilities

- Students should come to the tutorial prepared to work with any needed books and assignments.
- Students should come on time for appointments and within the posted hours for drop-in tutorials.
- Students should do as much of the homework or assignment for the course as they can before coming to the tutorial. Tutors may help with specific homework problems or assignments. Their role is to help students learn how to do their course work, however, not to do it for them. Tutors cannot help students with take-home or make-up tests. Tutoring cannot be expected to make up for missed classes or missing prerequisite courses.
- Students should listen with an open mind to the tutor's suggestions. The Learning Enhancement Center believes that successful tutoring depends on maintaining an atmosphere of mutual respect, courtesy, patience, and accountability. Tutors can help with new approaches to learning, but it is the student's responsibility to do the coursework for the class following the instructor's guidelines.
- Students must comply with the policies and procedures of the Learning Enhancement Center, the Rules of Behavior of the Paul A. Elsner Library, and the Student Disciplinary Code in the Mesa Community College Student Handbook. Students are expected to demonstrate appropriate behavior.
- Students who exhibit disruptive, dangerous, harassing, or disrespectful behavior may be removed from a Learning Enhancement Center site by Public Safety personnel. In addition, they may be subject to suspension or loss of tutoring privileges in accordance with procedures outlined in the Student Handbook.

NOTE: If you have a disability and may require accommodations in order to participate fully in the services provided by the Learning Enhancement Center, please contact the Coordinator of Disabilities Resources and Services at 480-461-7447 so that any needed accommodations may be implemented in a timely manner. The Office of Disabilities Resources and Services is located in Building 37 SS3W.

I acknowledge that I have read the statement of student rights and responsibilities and agree to abide by the policies of the Learning Enhancement Center, the Rules of Behavior of the Elsner Library, and the Student Disciplinary Code when I am in the Learning Enhancement Center. I understand that if I violate Learning Enhancement Center or Mesa Community College policies and regulations, my privilege to use a tutor could be suspended or lost.

Learning Enhancement Center Tutoring Policies

Tutoring services are available free to the students of Mesa Community College either on an appointment or drop-in basis, depending on the site location. Our goal is to provide excellent academic support services. Free tutoring is a valuable resource, and we want to be as helpful as possible to all students seeking our services. In order to provide tutoring services in a fair and consistent manner, the Learning Enhancement Center has established the following policies.

- Students must be currently enrolled in the MCC course(s) for which they are requesting tutoring.
- Students must sign in and sign out using TutorTrac.
- Students must complete the Student Entry Form accurately and agree to its provisions the first time they come in for tutoring
- All Learning Enhancement Center tutoring must take place at our established sites within our regular hours of operation in accordance with the tutors' approved schedules.
- At the Elsner Library Center, students are currently allowed a total of one hour of scheduled appointment time per week per subject, either as one 1-hour session or two ½ hour sessions. Students may make only one appointment per subject at a time. Students who keep their scheduled appointments during the week may make another appointment for up to 1 hour per subject for that week for a maximum of two hours per subject per week (at times, the Director may restrict or eliminate this policy). Students may select the time and the tutor they would like within the choices available subject to the Director's approval. Students may not schedule appointments with the same tutor back-to-back.
- Students must make appointments in person. The tutoring schedule opens each Wednesday morning for appointments the following week
- Tutors are required to wait for 10 minutes for students with appointments. After 10 minutes, the tutor is free to work with other students on a drop-in basis. Students should check in at the Front Desk when they arrive for their appointments and wait outside the tutoring room until the tutor is free. Only tutors and the students they are scheduled to work with at that time are allowed in the tutoring room.
- Students are expected to keep their appointments with tutors. That time has been reserved for them. Students who are unable to keep appointments should cancel at least 2 hours in advance. Having more than two missed appointments or late cancellations may result in restriction or loss of tutoring privileges for the semester.
- Students may work with tutors by appointment in groups, but must notify the Front Desk that they are making a group appointment and specify the students in the group. All group appointments are subject to the same time limits and other policies as individual appointments and to the approval of the Director.
- Drop-in tutoring is available on Saturdays in the Elsner Library Center and during the week at the Academic Skills Center; the Math/Science Center/CSC Center; the Physical Science Building; the PIRC Lab; and the Red Mountain campus. Students come in and meet with tutors on a first-come basis (either individually or in small groups) for up to 1 hour per day either in 1 long session or several shorter sessions as time allows.
- Since at drop-in centers several students sometimes come in for tutoring at the same time, it may be necessary to wait for individual assistance. We suggest you use this time to study your coursework and prepare to make the most of the tutorial when it is your turn.
- The Academic Skills Center in EF1 provides tutoring and computer-assisted instruction for students taking Communication, English-as-a-Second Language, English, and Reading courses below the 100-level.
- Tutors may not help students with take-home or make-up tests.
- Tutors may be able to provide general help or suggestions on laboratory reports or projects, but, in general, do not have access to the special equipment or material taught in a laboratory setting. It is usually best for students address any questions concerning laboratory activities to their instructors.
- If you have any questions or concerns about tutoring services or the Learning Enhancement Center, please contact Sarah Henderson, Director, at 480-461-7866.