

UMass Boston
Academic Support Programs
Subject Tutoring Program
Frequently Asked Questions

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Semester Tutoring

1. What is **Semester tutoring**?

Students are assigned to a tutor for the semester based on matching times and tutor availability. Once assigned to a tutor, appointments are scheduled directly with the tutor. Students can work with tutors for up to one hour per week, per course.

2. **Who can request** semester tutoring?

Students enrolled in the following subject areas-100-200 level courses, in which subject tutoring is available:

- All foreign languages
- Environmental Sciences/Studies
- Logic (Philosophy 120)
- Music
- Psychology

3. Is tutoring **available for my course**?

- Courses, for which we currently have tutors, are listed online at <http://blogs.umb.edu/subjecttutor> .
- Tutor assignments are based on matching times and tutor availability.

4. How do I **sign up for tutoring**?

Instructions for signing up in OATS are available on the “Tutoring Request Procedures” document on the subject tutoring blog under “Getting Started-Tutoring Requests” at <http://blogs.umb.edu/subjecttutor/>

5. What if I need to **cancel a tutoring appointment**?

- a. Please give your tutor at least 24 hours’ notice.
- b. Email your tutor directly to cancel a tutoring appointment and let them know whether you would like to try and reschedule for the same week, or wait until the following week.

- c. After multiple last-minute cancelations, you may not have access to tutoring in this course for the remainder of the semester.
6. **Where** should I meet my tutor?
- a. **All tutoring must take place ON CAMPUS.** Tutoring in the residence halls may take place on the first floor, only. Off campus tutoring is not allowed under any circumstances.
 - b. The front half of the 8th floor of Healey Library is a dedicated space where students and tutors are welcome to meet.
 - c. If there is another place on campus that is more convenient for you and your tutor to meet, just make sure to be very clear with one another about exactly where you will meet so that you can find each other. **Tutoring in the residence halls may take place on the first floor, only.**
 - d. The tutoring program is not able to reserve rooms or guarantee space in any other areas on campus besides the 8th floor tutoring center.
7. What should I do when I **arrive on the 8th floor** for tutoring?
- a. Your tutor should be waiting in the front half of the 8th floor with a nametag.
 - b. If you don't see your tutor, **please check with the front desk.**
8. What if I **arrive late** for my tutoring appointment?
- a. If you are running late for an appointment on the 8th floor, please call the front desk at 617-287-6486 to have them notify your tutor.
 - b. Tutors are instructed to wait for the first 15 minutes of the session for their tutees. If you are more than 15 minutes late, your tutor will not be waiting for you, and the appointment will be counted as a no-show.
 - c. If you arrive late, you are not guaranteed that your tutor will be able to make up the time with you (i.e., if your appointment is scheduled from 10-11am and you arrive at 10:10am, your tutor may not be able to extend the appointment to 11:10 and you may need to end at 11am).
9. What if I **miss an appointment**?
- a. Students are allowed only one "no-show" or last-minute cancelation with their tutor per semester, except in emergencies. After the second no-show or last minute cancelation, you may receive a warning, be removed from your tutor's assigned tutees, or be removed from the tutoring program for this semester course.
10. What if my **tutor cancels** my appointment?
- a. Your tutor should also give you at least 24 hours' notice when cancelling an appointment and should reschedule the appointment within the same week if possible.
11. Should I meet with my tutor **every week**?
- a. Yes. Students are strongly encouraged to meet with their tutor at the same time each week throughout the semester.

- b. Missed weeks cannot be made up later.
 - c. We strongly recommend that students and tutors set up regular, recurring tutoring sessions at the same time every week and stick to that schedule throughout the semester.
 - d. If you choose not to set up a recurring weekly session at the same time every week with your tutor, your tutor will not be able to reserve your preferred meeting time. You will need to email your tutor when you wish to set up an appointment to find out when they are available.
12. If I skip a week of tutoring, can I **make up the time** in a later week?
- a. No. If you choose not to meet with your tutor in a certain week, you will lose that time and cannot make it up later, unless your tutor is the one who canceled the appointment and is able to reschedule.
13. Can I meet with my tutor for **more than 1 hour** per week?
- a. No. All students are limited to one hour per week of Subject Tutoring per course.
 - b. If there are other resources available for the course, such as Supplemental Instruction or drop-in group tutoring, you may access those resources in addition to meeting for one hour per week with your assigned Subject Tutor.
14. How do I request a **specific** tutor?
- a. When submitting your request on OATS, put the tutor's name in the "Preferred Tutor" field.
 - b. You still need to fill out your schedule on OATS.
 - c. You will then receive an assignment email with the tutor's email address.
15. Can my classmate and I **work together** with a tutor?
- a. Yes, provided that you are both enrolled in the course.
 - b. You both need to submit a tutoring request in OATS, and you need to be assigned to the same tutor.
 - c. If you are not assigned to the same tutor, please email tutoringprogram@umb.edu.
 - d. If two or more students are meeting with the tutor at the same time, you may meet for up to an hour and a half (90 minutes) per week, depending on the tutor's availability.
 - e. The pair/group session counts as your tutoring for the week; you may not also meet individually with the tutor in the same week.
16. Will **my professor** know that I am receiving tutoring?
- a. No. Program staff and your tutor will not tell the professor that you are working with a Subject Tutor unless you want us to.
17. **What should I bring** to my tutoring sessions?
- a. Bring any and all materials that you need for the course, including your textbook, notes and syllabus. Your tutor will not have a copy of the textbook.
 - b. You should come to each session prepared with questions and/or concepts you wish to review with the tutor.

18. Can my tutor help me with **graded assignments**?
 - a. No. Subject Tutors are not allowed to work on graded assignments, such as take-home exams, problem sets that are graded for correctness, or in many cases, compositions for foreign language classes.
 - b. If you have a question about whether you can bring a certain assignment to your tutor, you can ask your professor or your tutor.

19. Can I continue working with my Subject Tutor if I **withdraw** from the course?
 - a. No. If you withdraw from the course, you will no longer be able to meet with a Subject Tutor.

20. Can I meet my tutor on **days when the university is closed** (ie holidays, snow days, spring break)?
 - a. No. Tutoring does not take place any time campus is closed or classes are not being held. If campus is closed on your regularly scheduled tutoring day, please reschedule with your tutor.

21. Can my tutor and I meet on **weekends**?
 - a. No. All tutoring must take place Monday-Friday, 9-5, unless, with staff permission, a course is scheduled on campus on a Saturday. A tutor will need to be available on Saturday, directly following the course's scheduled time.

22. Can I get my tutor's **phone number**?
 - a. The Subject Tutoring Program only shares tutors' and students' email addresses

23. Can I receive tutoring in **more than one course**?
 - a. Yes, you can receive one hour of tutoring per week for each course you're enrolled in for which our program offers tutoring.
 - b. To submit additional tutoring requests, log in to OATS at and go to "Subject Tutoring," then "Tutoring Request."

24. What if I want to **switch to a different tutor**?
 - a. Email tutoringprogram@umb.edu with:
 - i. the name of your current tutor
 - ii. the reason you want to change tutors
 - iii. the course in which you're receiving tutoring
 - iv. the name of a different tutor you want to switch to (if applicable)
 - v. your current schedule availability for tutoring.

25. What if I **no longer need tutoring**?
 - a. Email tutoringprogram@umb.edu and let us know that you wish to discontinue your tutoring sessions. You may share the reason if you wish. We will notify your tutor and remove you from their list of assigned tutees, or remove you from the waitlist, if applicable.

26. What if I cancel my tutoring request but **change my mind** later in the semester?

- a. Email tutoringprogram@umb.edu and let us know. We will assign you to a new tutor depending on the tutors' availability.
 - b. You cannot resume tutoring if you have withdrawn from the course.
27. How can I **provide feedback** on my tutor and my experience with the tutoring program?
- a. Complete the **tutee survey** → You will receive an email with a link to the tutee survey during the second half of the semester. Survey submissions are anonymous.
 - b. Submit feedback **via email** → you're also welcome to email tutoringprogram@umb.edu at any time with tutor feedback.
28. How can I **become a tutor**?
- a. For information about becoming a tutor and a link to the application, go to the subject tutoring program blog menus link: Becoming a Tutor at: <http://blogs.umb.edu/subjecttutor/becoming-a-tutor/> .

Weekly Tutoring:

What is **Weekly Tutoring**?

Students schedule one-time appointments in OATS with any available tutor. Students may book one or two 30-minute appointments per week, per course. Students can schedule appointments for the current week and/or the following week. Students enrolled in the following subject areas-100-200 level courses, in which subject tutoring is available:

Who can request Weekly Tutoring?

- Students enrolled in 100-200 level courses in which subject tutoring is available, in the following subjects:
 - Biology*
 - Chemistry*
 - Computer Science
 - Economics
 - Math
- *Bio 207 and Chem 130: drop-in group tutoring ONLY. Do not use OATS. View group tutoring schedule and location at <http://blogs.umb.edu/subjecttutor>

1. Is tutoring **available for my course**?

- Check the list of courses in the subject tutoring blog at <http://blogs.umb.edu/subjecttutor/> The first time you register on OATS, you will sign into Weekly Tutoring Schedule. Here you will see a calendar with courses in which you are enrolled and tutor days/times, when available.

2. How do I **sign up for tutoring**?

Instructions for signing up in OATS are available on the "Tutoring Request Procedures" document, available on the subject tutoring blog under "Getting Started-Tutoring Requests at <http://blogs.umb.edu/subjecttutor/>

3. What if I need to **cancel a tutoring appointment**?
You will need to go to your OATS account, Weekly Schedule, to cancel your appointment. This can only be done up to 2 hours before your appointment takes place.
4. What happens if I **do not cancel** my appointment?
You will receive a no show for each half course tutoring appointment that you do not cancel.
Note: After three no shows, you will be unable to log in and you will need to make an appointment with the tutoring staff.
5. What if my **tutor cancels** my tutoring appointment?
If your tutor cancels your appointment, you will receive an email notification. If another tutor is available at the same time, the tutoring staff will reschedule your appointment, and you will receive an email notification of this change. If there are not any available openings, you will need to go into your OATS schedule and reschedule your appointment for a different time.
6. Will **my professor** know that I am receiving tutoring?
 - a. No. Program staff and your tutor will not tell the professor that you are working with a Subject Tutor unless you want us to.
7. **Where** should I meet my tutor?
For weekly tutoring courses, unless otherwise specified by tutoring program staff, tutors will meet with you on the **8th floor Healy Library** in the tutoring program area.
8. What should I do when I **arrive on the 8th floor** for tutoring?
 - a. Your tutor should be waiting in the front half of the 8th floor with a nametag.
 - b. If you don't see your tutor, **please check with the front desk** at the entrance to the tutoring program area.
9. **What should I bring** to my tutoring sessions?
 - a. Bring any and all materials that you need for the course, including your textbook, notes and syllabus. Your tutor will not have a copy of the textbook.
 - b. You should come to each session prepared with questions and/or concepts you wish to review with the tutor.
10. Can my tutor help me with **graded assignments**?
 - a. No. Tutors are not allowed to work on graded assignments, such as take-home exams or problem sets that are graded for correctness.
 - b. If you have a question about whether you can bring a certain assignment to your tutor, you can ask your professor or your tutor.
11. What if I **arrive late** for my tutoring appointment?
 - a. If you are running late for an appointment on the 8th floor, please call the front desk at 617-287-6486 to have them notify your tutor.
 - b. Tutors are instructed to wait for the first 15 minutes of the session for their tutees. If you are more than 15 minutes late, your tutor may not be waiting for you, and the appointment will be counted as a no-show.

- c. If you arrive late, you are not guaranteed that your tutor will be able to make up the time with you (i.e. if your appointment is scheduled from 10-11am and you arrive at 10:10am, your tutor may not be able to extend the appointment to 11:10 and you may need to end at 11am).
12. Can I meet with my tutor for **more than 1 hour** per week?
- a. No. All students are limited to one hour per week of tutoring per course.
 - b. If there are other resources available for the course, such as Supplemental Instruction or drop-in group tutoring, you may access those resources in addition to your one hour per week of one-on-one tutoring through the Subject Tutoring Program.
13. Can I meet my tutor on **days when the university is closed** (ie holidays, snow days, spring break)?
- a. No. Tutoring does not take place any time campus is closed or classes are not being held. If campus is closed on your regularly scheduled tutoring day, you will need to reschedule an appointment.
14. Can my tutor and I meet on **weekends**?
- a. No. **All weekly tutoring scheduled courses must take place Monday-Friday, 9-5, 8th Floor, Healey Library. Exceptions** are Subject Tutoring Program **scheduled groups** which will take place in other campus locations reserved by the Subject Tutoring Program staff.
15. Can I meet my tutor on **days when the university is closed** (ie holidays, snow days, spring break)?
- a. No. Tutoring does not take place any time campus is closed or classes are not being held. If campus is closed on your regularly scheduled tutoring day, please reschedule with your tutor.
16. Can I continue working with a tutor if I **withdraw** from the course?
- a. No. If you withdraw from the course, you will no longer be able to schedule appointments with the Subject Tutoring Program.
17. How can I **provide feedback** on my tutor and my experience with the tutoring program?
- a. Complete the **tutee survey** → You will receive an email with a link to the tutee survey during the second half of the semester. Survey submissions are anonymous.
 - b. Submit feedback **via email** → you're also welcome to email tutoringprogram@umb.edu at any time with tutor feedback.
18. How can I **become a tutor**?
- a. For information about becoming a tutor and a link to the application, go to the subject tutoring program blog menus link: Becoming a Tutor.

Other Tutoring Resources on Campus

- For tutoring in the Reading, Writing and Study Strategies Center (RWSSC), please go to https://www.umb.edu/academics/vpass/academic_support/tutoring/rwssc or visit Academic Support Programs on the 1st floor of the Campus Center, Suite 1300 (CC-1-1300).
- For Physics tutoring, please contact the Physics department directly.
- For English Composition tutoring, please contact the English department directly or speak to your English professor.
- For information on Supplemental Instruction, please go to https://www.umb.edu/academics/csm/student_success_center or contact the College of Science and Mathematics' Student Success Center.
- For tutoring in the College of Management, please go to https://www.umb.edu/academics/cm/student_resources and/or contact the College directly.
- For tutoring in the College of Nursing and Health Sciences, please contact the College directly.

Contact information for the Subject Tutoring Programs: tutoringprogram@umb.edu

Online information is available at: <http://blogs.umb.edu/subjecttutor> .