

York College Collaborative Learning Center

Student Bill of Rights

WHAT STUDENTS CAN EXPECT FROM A TUTORING SESSION

- One-on-one attention
- Directed, focused help
- Know how to do at least one thing better at the end of the tutoring session than you could do when you came in
- Respectful and courteous consultation
- Someone to listen to you and your ideas
- Help with writing, critical thinking skills and understanding complex concepts and principles
- Assistance with finding and using resources (e.g. library resources, anatomical models, grammar handbooks etc.).

WHAT STUDENTS SHOULD NOT EXPECT FROM A TUTORING SESSION

- That your tutor will tell you the grade your assignment will, or should receive. Only your instructor can make comments about your grading
- Correcting or editing of your work—your tutor will not “fix” your paper or complete your assignment. All work that needs to be done on a paper or assignment will be done by you
- Complete transformation of a piece of writing or complete understanding of complex concepts and principles after one tutoring session
- Help with homework and take-home exams. NO EXCEPTIONS.

WHAT TUTORS CAN EXPECT OF A STUDENT

- Evidence you will be doing your own work
- A respectful and courteous interaction
- You have come to your session prepared to work and with the materials you need (i.e. assignment, outline, paper draft, source text, instructor’s feedback).

Lateness policy: Appointments are available in 30- and 50-minute sessions. If you are more than 5 minutes late for a 30-minute session, the session will be marked as missed and cancelled. If you are more than 10 minutes late for a 50-minute session, the session will be marked as missed and cancelled. In the event that the CLC cancels your session, you will immediately be notified via email.

If either students or tutors believe that the expectations outlined in this document are not being fulfilled, please see the Collaborative Learning Center Manager or the Resource Center Specialist

We are located in room 1C18. Visit york.cuny.edu/clc to register for tutoring and to make appointments for assistance with writing and other subject areas. If you have any questions, call (718) 262-2494 or (718) 262-2303.