Policies & Procedures

Study Partners is a free service provided ONLY for currently enrolled AU undergraduate students

What to Bring to Your Tutoring Session

- Textbook, past tests, in-class assignments, class notes, and past writing assignments
- Previously attempted homework assignment with a list of concepts student is having difficulty understanding
- Other important documentation provided by instructor (syllabus, schedule, project directions, etc.)
- A good, if not great, attitude

Appointments (Student who makes an appointment ahead of time)

- When making an appointment, students need to know the course name and number (i.e. MATH 1610)
- Tutoring appointments are scheduled in 50 minute sessions
- Tutoring sessions are limited to one 50 minute session per subject per day
- If a student is more than 10 mins late, we may cancel a student’s appointment and fill that time slot with a Walk-In
- Appointments may be made using our online scheduling system, SARS (www.auburn.edu/studypartners)
- Appointments may also be made by contacting a Study Partners Desk Worker during the times the center is open in person (Learning Commons, 2nd Floor RBD Library) or via phone at 334-844-5702.
- Appointments may NOT be made, changed, or cancelled via email.

Walk-Ins (Student who walks in without having an appointment)

- Study Partners welcomes walk-ins, but they are seen on a first come, first served basis tutor availability basis
- Tutors are available to assist walk-ins when they are not previously scheduled for an appointment, when their appointment is cancelled, or their scheduled appointment does not show within 10 minutes of the scheduled time.
- Walk-ins are subject to tutor availability
- Please note that appointments take precedence over walk-ins

No Shows

- Students who do NOT cancel their appointment at least one hour before the scheduled time and fail to show up will automatically be charged a $10 fee to their Bursar Account for the missed appointment (“No Show”)
- Students may appeal their No Show Fee charge via the website. Appeals will NOT be taken at the desk.

Cancellations

- Cancellations may be made online on SARS, via phone (334-844-5702), or in person (Study Partners Desk)
- Cancellations CANNOT be made via email.

Additional Assistance

- Students are encouraged to find a tutor in Study Partners that best fits their personality and/or learning style (students are encouraged to ask the Study Partners desk worker for assistance in finding an alternative tutor)
- Every attempt will be made to meet student needs. If Study Partners cannot meet those needs, we will assist in linking students with other resources when possible and as appropriate.
When to Seek a Tutor

- If you want to build your confidence in a specific subject/course/curriculum
- If you want to maintain good grades
- If you are falling behind in class
- If you are not performing your best on tests, homework, projects, etc.
- If you want help with study skills (i.e. organization, note-taking, memory enhancement, etc.) or preparing for tests
- If you are having difficulty with homework assignments or understanding lectures

What You Can Expect From Your Tutor

- Confidentiality
- Respect
- Patience
- Concentrated effort to aid in your understanding of difficult material
- Help with study skills
- Knowledge about the subject area being tutored
- Ability to help identify learning obstacles and ways to overcome them
- Good communication skills
- Ability to model good student behaviors

What Tutors Will NOT Do

- YOUR HOMEWORK
  Students visiting Study Partners should attempt their homework and other assignments before attending a tutoring session. We suggest students make note of concepts they are struggling with, allowing the student and tutor to review such concepts and work through similar problems during the tutoring session. A tutor may turn a student away if they have not attempted the homework/assignment on their own first. Please note we cannot assist directly with graded web assignments as this is considered cheating.

- RESCUE YOU
  Nothing takes the place of consistent hard work throughout the semester; if students fail to do this, showing up for tutoring a week before, or the night before, a major test or final exam will not provide the extensive help the student truly needs. Tutors cannot help students recover from a semester of slacking off. We suggest students start the tutoring process early in the semester and visit often thereafter.

- TAKE RESPONSIBILITY FOR YOUR LEARNING
  Tutors can assist students in the learning process, but they are not responsible for what an individual student learns. A successful student attends class regularly, participates in class, consistently completes their homework assignments, reads and is familiar with the textbook, and develops a relationship with their instructor.

- HAVE ALL THE ANSWERS TO EVERY QUESTION
  Tutors are well trained and knowledgeable about the subject they tutor, but they cannot be expected to know everything; although they CAN be expected to model the steps a successful student can use to find a solution.

We Want To Hear From You

- We need continual help from students using our tutoring service to identify ways we can improve our program. Please help by evaluating our service online at www.auburn.edu/studypartners/studentsurvey.html
- Additionally, we urge students using our service to vote for Tutor of the Month as they leave their tutoring session. The process is simple. Simply put the tutor’s name on a slip of paper and drop it in the box found at the Study Partners front desk. There is no limit to the amount of times a student may vote—so vote early and vote often!

Study Partners tutors are students that hold a minimum 3.0 GPA and have made an “A” or high “B” in the particular subject they tutor. They have also received two recommendations from Auburn University Faculty/Staff. Please keep in mind that professors may cover material an individual tutor did not have in his or her own class. Students interested in applying for a peer tutoring position in Study Partners should visit the website to access additional information on potential employment.

To receive much needed feedback in regards to Study Partners, students are randomly surveyed throughout the semester. If you have any comments or need help directly, please contact the Study Partners Coordinator, Tamara Miller Bowden at bowdetm@auburn.edu or 334-844-5972.

Study Partners: Providing support to Auburn University students with integrity, skill, and understanding for almost 50 years!