

OLS Tutor Contract

Ethics/Confidentiality

All students are entitled to the privacy of their academic records as identified in FERPA (Federal Education Rights to Privacy Act, also known as the Buckley amendment). This privacy extends to tutoring and other academic services provided on campus. Simply stated, tutors are not to disclose information about their interactions with their tutees or other students receiving services from the Office of Learning Services.

OLS reserves the right to discontinue employment of any tutor for failure to adhere to the OLS contractual agreement, and/or violations off the Codes of Student Rights, Responsibilities and Conduct as identified in the SUNY Oswego Student Handbook. Violations of the Code include, but are not limited to, misrepresentation of scheduled work hours, cheating, dishonesty, and other negative behaviors associated with academic integrity, and/or disclosure of tutee information to third parties. OLS will adhere to due process policies as described in the Student Handbook.

Association for the Tutoring Professional (ATP) Code of Ethics

1. **Best Interest:** Tutors will be committed to acting in the best interest of tutees as specified by the employing organization or institute.
2. **Responsibility:** Tutors will take responsibility for their own behavior and work to resolve conflicts that may arise between themselves and a client.
3. **Integrity:** Tutors will practice and promote accuracy, honesty, and truthfulness.
4. **Fairness:** Tutors will exercise reasonable judgment and take precautions to ensure that their potential biases, the boundaries of their competence, and the limitations of their expertise do not lead to or condone unjust practices.
5. **Commitment:** Tutors will fulfill commitments made to learners.
6. **Respect for Others Rights and Dignity:** Tutors will respect the dignity and worth of all people, and the rights of individuals to privacy, confidentiality and self-determination.
7. **Excellence:** Tutors will strive to maintain excellence by continuing to improve their tutoring skills and engage in applicable professional development activities.
8. **Respect for Individual Differences:** Tutors will respect cultural, individual, and role differences, including those based on age, sex, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, language and socioeconomic status.
9. **Professionalism:** Tutors will not engage in inappropriate relations with tutees.
10. **Confidentiality:** Tutors will maintain the highest privacy standards in terms of protecting personal information relative to those whom they tutor.

OLS Employment Expectations/Policies

ALL Tutors Must Agree To:

1. Adhere to policies and procedures as identified in the "**Ethics and Confidentiality**" statement and the ATP "**Code of Ethics**" (on previous page) as well as reviewing the Policy & Procedure Manual within the 1st 2 weeks of EACH semester.
2. Be prepared for each session. Bring any course related materials that will enhance the tutoring session. If there is material you are not familiar with, seek the assistance of another tutor, and/or OLS staff.
3. **Attend ALL mandatory trainings each semester.** This is to include a **5-6 hour training on the Sunday prior to the first day of classes**, so PLEASE ENSURE YOU PLAN TO RETURN TO SCHOOL ACCORDINGLY.
 - a. In the event of extreme circumstances preventing attendance, the **TUTOR MUST** make arrangements with the Director to acquire the information missed within 1 week of said training/meeting.
4. Mid-way through each semester an observation of a tutoring session will occur with each tutor and a follow-up discussion will be had with a review of those results.
5. Tutors must maintain the required minimum cumulative 2.75 GPA each semester to continue to work for OLS as a peer tutor. You must also remain in good academic standing with the university.
6. As a tutor for OLS, I will help my tutees to not only learn the course material but develop and practice the study habits necessary to become successful in college.
 - a. It is extremely important that ALL TUTORS adhere to their professional obligation to provide tutees assistance with concepts/processes while allowing them to do their own work.
 - b. **TUTORS will not work on any graded assignments with tutees or provide them with answers. A tutor's participation in cheating or blatant plagiarism may result in judicial action for both the tutor and tutee and result in the loss of your position with OLS.**
7. **I will help** clarify and enforce OLS's policies by completing an agreement with all new appointment-based tutees.
8. I understand that, as an OLS tutor, I have the responsibility to protect tutees' confidential information and their privacy under FERPA guidelines and as common courtesy. (See FERPA statement provided.) If I violate a tutee's right to privacy, my status as an employee will be jeopardy while I am not expected to know answers to every question a tutee might ask, I understand that the tutees I tutor are depending upon me to provide skilled assistance. I will **encourage the tutee** to use a variety of resources, especially **visiting their faculty member's office hours**. If I cannot help a student, I will help them find the answers they seek, referring them appropriately, and discuss it with a member of the OLS staff.
9. I understand the importance of maintaining my scheduled hours with my tutees. If, for any reason, I am unable to keep an appointment I will **notify my tutee(s) directly** as soon as possible prior to the appointment. I will also contact OLS and to let them know that I cannot make it and that I either DID or DID NOT reach my tutee.
10. If I need to make a schedule change, I put in a request to OLS@oswego.edu to make the changes in TutorTrac AS SOON AS YOU KNOW YOU NEED TO CHANGE so the change can be made officially. I understand that it is not official until I receive a return email confirming it. Additionally, an approved make-up session is not the same as a permanent change to my schedule. (**NOTE:** do not tell students that you will meet at a new time until you've received an email confirming the change.)
13. I understand that both my Tutor Trac swipes and the time record I submit every 2 weeks must accurately reflect my actual tutoring time with my tutees and that my completed time record must be submitted to Lesley via the portal no later than 12:00 noon on the designated Thursdays.
14. I will tutor only in a **supervised area** – during hours designated by OLS. (**No** tutoring when we are closed.) **I will sign in/out and have my tutees sign in/out through TutorTrac.**

- a. If there is not a tutee signed in for you at a particular time when you are signed in, we have no way of keeping track of the numbers of students we help and could lose funding.
15. If I fail to adhere to this agreement, I may no longer be allowed to tutor for OLS. If I have any problems or concerns about my tutoring services, I will discuss these concerns ASAP with an OLS employee.
- NEW Tutors:** will NOT BE PAID for trainings as they receive college credit for the GST-308 course. Failure to complete the GST course with a 90% or better = loss of job.
- a. Agree to complete 3 hours of the GST course before being allowed to tutor.
 - b. Complete the remainder of the GST course and earn a minimum grade of 90% to continue to serve as a tutor for OLS.

RETURNING Tutors: will be paid for trainings at their hourly rate.

Scheduling Policies

1. Report to assigned work location (174 Campus Center, Penfield Library and/or a Shineman Classroom as scheduled). **Any changes to your scheduled time must be approved** by an OLS staff member and recorded in the TutorTrac system. **You will not be paid for working hours and/or tutoring in locations that have not been approved in advance.**
2. Tutors are required to contact OLS via phone (315.312.2571), email (ols@oswego.edu), or in person (173 Campus Center) to discuss any changes in their schedules. This includes absences, rescheduled appointments and/or requests for additional hours. Additional hours or changes in your schedule must ALWAYS be approved in writing via e-mail.
3. When working walk-in hours, you will be paid for all hours you are scheduled for and are at work
4. **For scheduled appointments, only:**
 - a. Tutors are required to contact their tutees to cancel a scheduled tutoring session. This does not apply to walk-in tutoring sessions.
 - b. **Tutees that do not arrive to their scheduled appointment within 15 minutes** of the start time will be considered a “no show”.

By signing your name and student ID number to the “Tutor Contract Master List”, You agree to adhere to the above terms and conditions and verify that you were made aware of the policies and procedures for your job as an OLS Peer Tutor.

You are also giving the OLS staff permission to review your academic record as needed and to talk with your professors with respect to qualifications as a tutor for any course you wish to tutor. This agreement will be in effect for the length of your employment with the Office of Learning Services and beyond.