**UNIVERSITY OF PENNSYLVANIA**

**PENNCAP Y/N**

**TUTORING CENTER**

**Tutee Contract**

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**Penn ID** **Name (please print)**  **Course**

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**Phone**  **Penn E-mail** **Professor**

**A Group tutor has been assigned to me through the Tutoring Center for the Fall 2020 semester and I agree to the following conditions for utilizing my group tutor.**

1. I understand that this group contract provides 2 hours of tutoring per week. Each group will have 3-4 students (***4 only if necessary***). The term of this contract shall begin on the date a group assignment is made and end on the day before the distribution of the final exam for the course. I understand that the purpose of tutoring is to meet with my assigned tutoring group weekly for the entire term of the contract.

2. I will contact my group tutor within 24 hours of receiving the tutor assignment via email, text or phone.

3. I understand that my group will meet at a specific day and time each week, and will do my best to adhere to this time each week. **I acknowledge that it is my responsibility to keep that time available, and that if I fail to do so, the group may meet without me. I will not ask the tutor to make up the time.**

4. If others in my group cannot make it, I can still ask the tutor to meet at our usual time. However, I understand that group members may be replaced if they are consistently not present.

5. I understand that all group tutoring will take place virtually, until the University decides that in person services are permitted again. I will work to ensure that my technology is in working order prior to the start of my scheduled time. If I am having technical issues, I will work with my tutor and university technical support to address the issues.

6. Once I have contacted my tutor, I will wait at least 1 day for my group tutor to respond to me before I request to be assigned another group tutor through the Tutoring Center.

**7.** Student agrees to contact Tutoring Center if he/she has any problems with assigned tutor, including but not limited too frequent cancelations, poor communication, etc. Concerns should be sent to*TuteeHelpDesk@vpul.upenn.edu*

8. In the event that I cannot attend my group tutoring appointment, I will make all reasonable efforts to notify my group tutor at least 24 hours in advance

**8. No Show - Contract cancellation policy: Students who consistently no show for group appointments\*:**

1. 1st no show – documented on student file
2. 2nd no show student will meet with Pat
3. 3rd contract will be cancelled. Student will need to schedule a meeting to discuss with Pat if tutoring is still needed.

9. I will be familiar with and abide by the Academic Code of Integrity **and will not expect the tutor to complete or assist with my homework assignments or other graded work.**

 10. I will respond promptly to evaluation surveys sent by The Tutoring Center to rate tutorial services.

11. I will be prepared for each tutoring session by having specific questions, to ask the tutor and by having completed my assignments.

12. I understand the group tutor is not a replacement for my professor/TA and I will utilize office hours and all other resources available to me.

13. I will not request that the group tutor provide tutoring in excess of the number of hours that I have been assigned.

14. If additional tutoring time is needed, one member of the group will be identified to request extra hours from the Assignments Coordinator and wait to receive approval via e-mail. The maximum number of extra hours we may receive per semester is (4 hours). Requests should be received at least 2 business days before you would like to utilize the extra time. **Requests can be submitted here:** <https://www.vpul.upenn.edu/secure/tutoring/form/hours/>

15. I will ensure that I am logged in and out of the system by my tutor

16.  **I UNDERSTAND THAT FAILURE TO UTILIZE MY TUTOR ON A REGULAR BASIS MAY RESULT IN THE TERMINATION OF THIS CONTRACT AND SERVICE.**

17. **I UNDERSTAND THAT MY FAILURE TO ADHERE TO ANY OF THE TERMS OR CONDITIONS OF THIS CONTRACT IS GROUNDS FOR TERMINATION.**

**THE TERMINATION OF TUTORING SERVICES IS AT THE DISCRETION OF THE TUTORING CENTER.**

*\*No-Show is defined as failing to attend a scheduled session with either no notice, or notice with less than 24 hours.*

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Signature Date Interviewer’s Initials