



## The American University of Kurdistan Policy of Tutoring Management

Policy Number: AS042  
Effective Date: November 30, 2023

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### I. INTRODUCTION

- a. **Authority:** The Board of Trustees (herein referred to as “Board”) at The American University of Kurdistan (herein referred to as “AUK” or “University”) is authorized to establish rules and regulations to govern and operate the University and its programs.
- b. **Purpose:** The purpose of tutoring is to help Students succeed academically in their programs by developing appropriate skills and to become self-motivated, independent learners. This Policy provides procedural guidelines for Tutors in providing academic support to Students in appropriate skill areas.
- c. **Scope:** This policy applies to all Tutors and Students.

### II. ROLES AND RESPONSIBILITIES

- a. **Responsible Executive:** Provost
- b. **Responsible Administrator:** Director of Library
- c. **Responsible Office:** Provost Office
- d. **Policy Contact:** Director of Library

### III. POLICY STATEMENT

This policy outlines Tutor responsibilities and Student obligations. The AUK Library has established this policy to ensure the effectiveness of tutorial sessions in math, physics, IT, academic English and any other academic areas of instructions that may develop in the future, as directed by the AUK Provost.

### IV. POLICY PRINCIPLES

#### Tutor Responsibilities

- The Tutor is responsible for meeting all scheduled appointments.
- The Tutor prepares sufficiently prior to providing tutorial services and will manage those services in such a way as to optimize time to the benefit of the Student.
- The Tutor is responsible for informing the library of the time/day of sessions prior to each appointment. All Tutors must sign in at the library circulation desk before they start their daily sessions and sign out after the session ends.
- Tutors are required to post at least ten (10) hours of availability every week for tutoring. They must also commit to maintaining this workload for the entire semester.
- If a Tutor must cancel an appointment with less than 24-hours' notice, the tutor must reschedule the appointment or secure a substitute Tutor, depending on Student preference. Any substitute Tutor must be a tutor currently employed by AUK.
- Tutors must uphold instructor authority. Tutors shall not judge or criticize instructors for their assignments, grades, classes, or for any other reason.
- The Tutor shall not disclose any information regarding Student performance to third parties without prior written consent of the Student and AUK library.
- Tutors must adhere to the ethics policy discussed in the tutor Contract/Agreement and maintain the confidentiality of Student grades if they are shared with the Tutor. Tutors must also refrain from divulging any personal information shared with them by either the Student or the Student's instructor.
- The Tutor must convey to Students that tutoring sessions do not replace class attendance or instruction.
- Under no circumstances is the Tutor allowed to complete Student homework or course assignments. Any assistance of this nature is a violation of the AUK Academic Integrity Policy and the AUK Student Code of Conduct and could lead to Tutor dismissal and possible academic sanctions or punishment against both the Tutor and the Student.
- The Tutor will meet Students on time or notify them in a timely manner if they will be late or unable to keep a scheduled appointment.
- Tutors will establish and maintain clear and appropriate lines of communication with their Students, and with Library staff, their supervisor, faculty, and fellow Tutors. Tutors must inform the program supervisor of any concerns the Tutor has with an individual Student in terms of behavior or attitude.
- Tutors shall consider their tutoring position as a professional one and therefore accurately complete and submit all required paperwork.
- The Tutor shall not provide any tutoring services to a non-University Student on the University's premises without the written consent of the AUK Library.

#### Obligations of the Student

- The Student must be a cooperative and active participant during tutoring sessions and assist the tutor in identifying problem areas in which the Student needs specific assistance.

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- The Student must be prepared for every session by having all materials, including writing materials, homework, and any other required resources, ready and available in the designated tutoring location prior to the tutor's arrival.
- The Student agrees that the Tutor's assignments, exercises, and homework form an essential part of the tutoring process and undertakes to complete such work timely.

### **Cancellation of Sessions by Student**

- The Student should make every effort to attend scheduled tutorial sessions on time. Cancellation of tutorial sessions must be avoided as much as possible.
- If, however, it is necessary to cancel or reschedule an appointment, the Student should provide 24-hours' notice to both the Tutor and the AUK Library.
- At the discretion of the AUK Library, sessions not attended by the Student without giving 24-hours' prior notice to the Tutor will not be rescheduled for one week following the cancellation. Students who miss more than one session without giving 24-hours' notice will not be allowed to reschedule for the remainder of that semester.
- If sessions are cancelled on the part of the Student (within the 24-hour notice requirement), a makeup session must be arranged within 7 days.

### **Cancellation of Session by University/Library**

AUK and/or its Library may, if circumstances require, cancel a tutorial session by giving notice to the Tutor and the Student. If possible, cancellations will occur at least two hours prior to the appointment. The University will pay for the Tutor's time when scheduled sessions were cancelled by AUK or its Library.

### **Cancellation of Sessions by Tutor**

- The Tutor should avoid cancelling sessions whenever possible and must maintain a consistent work schedule of at least 10 hours per week.
- Tutors may cancel sessions by giving 24-hours prior notice to the Student and to the Library/Tutoring Coordinator. The Tutor should reschedule the session as soon as possible and at a time amenable to both the Student and the Tutor.
- Tutors will not be paid for sessions that are cancelled, unless the cancellation is due to the closure of the University or another campus emergency.
- In the event of inclement weather and/or events in the library, the AUK Library will leave it up to the discretion of the Student and the Tutor as to whether or not a session will be held. The Tutor shall reschedule the appointment at a time agreeable to both parties.

### **Late Arrival**

- Tutors should also make every effort to be on time for their sessions. Any time lost because of the late arrival of a Tutor shall be compensated for by meeting with the Student at another time by mutual agreement of the Tutor and Student. This session will only last for the amount of time that the Tutor was late. Tutors will not be paid extra for make-up sessions.
- Students who arrive late will only be tutored for the remainder of the scheduled session. There will be no extended sessions for late arrivals.

### **No-Show Policy**

Students who do not attend a scheduled session and who did not cancel that session appropriately, are considered no-shows. A Tutor may consider a Student a no-show after 10-

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minutes into the session. At that point, the Tutor may then move on the next appointment, if possible. At the discretion of the AUK Library, any Student who fails to attend a tutorial and does not cancel appropriately, will not be allowed to schedule a new appointment for one week.

As the objective of the tutoring sessions is to improve academic performance, it is essential that the Student regularly attends and is always on time. If there are two or more cancellations, no-shows, or tardiness in any one-month time frame, the Student will not be allowed to schedule or attend sessions for the rest of the semester.

### **Termination of Tutor's Contract**

Tutoring agreements may be terminated, changed, or amended by AUK at any time by giving the Tutor a written notice of 30 days. Tutors should give the AUK Library 30 days' notice before they quit their job.

### **Agreement for payment**

Tutors receive contracts from the Office of Human Resources. Tutor payments shall be made at the end of each month.

## **VI. POLICY PROCEDURES**

- Students who need assistance in math, physics, and computer science will be identified by the respective dean overseeing the course in consultation with faculty.
- Students in the *Introduction to Communications* course are required to visit the Tutoring Center at least once during the semester in order to become familiar with its services and to receive assistance.
- Tutors are paid \$5 per hour and must commit to work at least 10 hours per week work. Tutor candidates will be interviewed by the AUK Library Director in consultation with the Deans/Chairs of the respective Departments.
- The AUK Library is responsible for ensuring that tutorial sessions are scheduled and delivered for the Students whose names are recommended by the faculty. The Tutors are responsible of contacting the Students and scheduling sessions based on availability.

## **VII. IMPLEMENTATION**

- Session Evaluation by Instructors: In order to assess the effectiveness of tutorials delivered, at the end of each month, the library will request instructor participation in a brief survey. This feedback is necessary to help the AUK Library evaluate the effectiveness of the sessions. Instructors are encouraged to submit these surveys.
- Session Evaluation by Students: At the end of each session, the library requests Student participation in a brief survey in order to assess the effectiveness of tutorials delivered. This feedback helps the AUK Library evaluate the effectiveness of the tutorial sessions and the performance of Tutors.

## **VIII. POLICY HISTORY**

- a. **Approved by:** Board of Trustees
- b. **Adopted:** November 30, 2023