



Established
1979

California State University, Los Angeles
University Tutorial Center

John F. Kennedy Library, Palmer Wing
Tutorial Area: Room 1039 Main Office: Room 1062A (323) 343-3971
<http://www.calstatela.edu/centers/tutorctr>
Dr. Howard Masuda, Director
Ms. Reyna Torres, Office Manager



ON BEING TUTORED

Student Information and Responsibilities

Revised Summer 2004

The University Tutorial Center is funded by the Educational Opportunity Program and the Division of Academic Affairs.

You must present your CSULA student photo I.D. card each time you schedule an appointment to see a tutor.

**The tutors will *assist* you with your homework but *not do* your homework for you.
*Expect to do your own work with the tutor's assistance.***

1. **Be prepared by completing all reading assignments and attempting as much of the written assignment as you can on your own before meeting with the tutor. Mark the parts of your textbook or class notes that need clarification, try to determine as specifically as possible what you don't understand, and write down specific questions to ask the tutor.** This will help you and the tutor make the best use of your limited tutoring time. The tutoring time is not a study session to read your textbook or begin your assignment. Think about how you would like the tutor to assist you (e.g., clarify a concept with examples, check your understanding of the material, demonstrate a general problem-solving approach, help you to organize the material, etc.). Inform the tutor of how you feel you can best be assisted so that the tutor can do his/her best within the Center's policy that states that tutors will assist students with their work but not do the work for them.
2. **Bring your course syllabus, textbooks, lecture notes, handouts, your completed or attempted assignment, and any other necessary materials and supplies such as paper and pencils.** Neither the University Tutorial Center nor the tutors have copies of textbooks, lecture notes, old exams, solution manuals, or extra supplies. The tutor may need to refer to your textbook for clarification in order to assist you so please be understanding about this.
3. **Check your appointment reminder and be on time for your scheduled appointment.** Call (323) 343-3971 if you will be **5** or more minutes late by the Center's clock so that your appointment is not canceled and assigned to another student who is waiting. With **prior** notification, your appointment can be held for only **15** minutes.
Please call also if you need to cancel your appointment so that your appointment can be made available to another student. The Center's telephone is equipped with a 24-hour answering machine to receive your telephone messages.
If you are making a special trip to campus just for your tutoring appointment or you have a few hour wait after class until your appointment meets, call or stop by the Tutoring Information & Scheduling counter to see if your tutor will be absent or late. Remember that the tutors are students also and are subject to the same kinds of illnesses and emergencies that you might experience so absences or delays may be unavoidable.

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On Being Tutored--continued

4. On the day of your appointment, **report to the Tutoring Information & Scheduling counter first before seeing your tutor** so that your appointment is **not canceled** and given to another student. You can schedule another appointment for your course at this time since multiple appointments for the same course are not permitted.
- If you are scheduled to see a tutor for **one hour** and the tutor appears to be available for the next hour, do **not** assume that you can automatically see the tutor for the next hour. You will need to report back to the Tutoring Information & Scheduling counter **prior** to the start of the next hour to see if the tutor is available and schedule an appointment for that second hour.
5. **Expect to do your own work.** The tutors will work with you in a collaborative, interactive fashion trying their best to guide you, encourage your participation and efforts, offer suggestions, and explain or demonstrate what is confusing to you enable you to do your own work. They may ask you to refer to the textbook for information and clarification because this is an important basic resource you need to use. **Our policy discourages the tutors from doing the student's work in such ways as reading, translating, and summarizing the textbook, repeating a lecture, writing or proofreading papers, providing only solutions or answers (e.g., math placement exams), solving or answering entire problem or question sets, or assisting with take-home exams, quizzes, or extra-credit problems.** Please do not place the tutors in an awkward position by asking them to do these things. Remember that you will be the one expected to take the test or perform the task, not the tutor. With the aid of the tutor, take what is presented in the textbook and notes and select what ideas, information, or skills are important, understand them (i.e., associate them to what you already know or can do), and organize them (i.e., make connections and show relationships among them). Take advantage of all opportunities provided by the tutor to participate in your own learning (e.g., question, discuss, summarize, recite, write, problem-solve, calculate, etc.).
6. **Please be patient and give the tutors an opportunity to help you.** The tutors will be doing their best to answer your questions. The tutors are competent and knowledgeable but are also students like you so expecting them to instantly know every answer or solution to all your questions or problems would be unreasonable. They may not know or remember the information but they will work together with you to help you try to answer the questions or problems. Remember that the tutors may have had different instructors and different textbooks so do not be critical of the tutors if they ask to refer to your textbook or notes. If a tutor is not specifically addressing your question or problem, politely let the tutor know. The tutor may have misinterpreted your question. Feel free to ask the tutor to repeat or re-clarify when necessary.
7. **Share responsibility and be courteous** to the tutors, office assistants, and other students. Repeatedly not coming prepared (e.g., forgetting to bring class materials, having not attended class, having not read the textbook and class notes, having not visibly attempted the assignment, etc.), or not participating in the session (e.g., not making a visible effort to answer tutor questions or tutor requests to attempt problems, summarize, etc.), or intimidating an office assistant, a tutor or other students who are being tutored (e.g., making unreasonable demands for service, interrupting or dominating sessions, verbally or sexually harassing others, etc.) are grounds for being refused tutoring for a particular appointment or for the remainder of the quarter. When tutors are not at work at the University Tutorial Center, please respect their privacy and do not ask for extra tutoring outside of their work hours.
8. **Expect good service.** Just as the tutors and office staff need to be treated in a friendly, respectful, and patient manner, you also have the right to be treated in a friendly, helpful, respectful, and patient manner by both the office and tutoring staff. Completing an evaluation form for both the tutor and the office assistant each time you are tutored can help us to improve and maintain a quality tutoring program with quality customer service.
- If you encounter a problem, try to resolve it calmly with a tutor or office assistant—unfortunately, errors, miscommunication, and unavoidable absences and delays unintentionally do occur. If the problem cannot be calmly resolved, please ask to speak with Dr. Howard Masuda, the University Tutorial Center Director, or Ms. Reyna Torres, the University Tutorial Center Office Manager. You may e-mail the Director if you prefer at hmasuda@cslanet.calstatela.edu with any comments or suggestions.