Office of Learning Services
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.

Employment Expectations/Policies

1. All tutors will adhere to policies and procedures as identified in the “Ethics and Confidentiality” statement.

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. If you need time to seek help from the faculty or instructor, make sure you contact the student with the information.

3. Meet with the faculty members teaching the course for extra materials and information. Do not disclose any information about the students you are working with. Refer student inquiries to the OLS Program Director.

4. Direct all questions and concerns about tutoring services to an OLS staff member.

SCHEDULING POLICIES

5. Report to the assigned work location (173 Campus Center, Penfield Library and/or Mahar Hall) as scheduled. Any changes to your scheduled time must be approved by the OLS senior staff and recorded in to the TutorTrac system. You will not be paid for working hours and/or tutoring in locations that have not been approved.
6. Tutors are required to contact OLS via phone (312.2571), email (www.oswego.edu/ols), or in person (173 Campus Center) to report any changes in their schedules. This includes absences, rescheduled appointments and/or requests for additional hours.

7. **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 session within 15 minutes of the start time will be considered “no shows”. Tutors will swipe their cards at the 15 minute time mark indicating that the session is ended. Please inform the secretary, desk attendant or graduate assistant on duty.

8. If you are assigned to a work location in Penfield Library and/or Mahar Hall, please log in/out with the desk attendant on duty. You will need your ID card.

9. Direct all questions and concerns about tutoring services to an OLS staff member.

By signing your name and student ID number to the “Tutor Contract Master List”, you agree to adhere to the above terms and conditions.