

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 of 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.

Employment Expectations/Policies

1. All tutors will adhere to policies and procedures as identified in the “Ethics and Confidentiality” statement and the ATP “Code of Ethics”.
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 Director or another professional OLS staff member.
4. Direct all questions and concerns about tutoring services to an OLS staff member.
5. ALL tutors will be required to attend ALL mandatory trainings each semester. This is to include a 5-6 hour training on the Saturday &/or Sunday prior to the first day of classes, so **PLEASE ENSURE YOU PLAN TO RETURN TO SCHOOL ACCORDINGLY**.
 - a. Missing ANY trainings (ALL are required) will result in the tutor being not able to work until the training is successfully completed. Repeated misses = loss of job.
 - i. **NEW Tutor Trainings:** will NOT BE PAID for trainings as they receive college credit for the GST-308 course. Failure to complete = loss of job.
 - ii. **RETURNING Tutor Trainings:** will be paid for trainings at their hourly rate.

Scheduling Policies

1. Report to assigned work location (173 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 to the Tutor Trac system. You will not be paid for working hours and/or tutoring in locations that have not been approved.
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 will ALWAYS be approved in writing via e-mail.
3. 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 – swipe out at 15-minute time mark when tutee is a No Show. Please inform the secretary, graduate or desk assistant on duty.
4. 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.
5. 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 for the
length of your employment with the Office of Learning Services and beyond.