Tutee Duties

It is the responsibility of the tutee (person receiving tutoring) to understand the information and adhere to the rules that follow. Failure to do so may result in disenrollment from the program.

<table>
<thead>
<tr>
<th>Tutorial Center Hours</th>
<th>Summer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fall/Spring</strong></td>
<td><strong>Monday-Thursday</strong></td>
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<tr>
<td>Monday-Thursday</td>
<td>8:00 am to 8:00 pm</td>
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<tr>
<td>Monday-Thursday</td>
<td>9:00 am to 6:00 pm</td>
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<tr>
<td>Friday</td>
<td>8:00 am to 4:00 pm</td>
</tr>
<tr>
<td>Friday &amp; Weekends</td>
<td>Closed</td>
</tr>
<tr>
<td>The LRC is closed on weekends, winter recess, spring break and summer intercessions.</td>
<td></td>
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</tbody>
</table>

Contact Information: Phone#: (916) 484-8808 email: tutoring@arc.losrios.edu website: arc.losrios.edu/tutorialcenter

General Tutorial Center Information

- When you sign up for tutoring you will be automatically enrolled in HSER 1000, a non-credit course.
- Tutoring is only available to students for courses currently enrolled at American River College.
- All in-person tutoring must be done in the Tutorial Center in the Learning Resource Center.
- You must use your Access Card to check-in and out of drop-in tutoring.
- Tutoring is offered on a first come, first served basis.
- Tutoring is not offered in all subjects. If tutoring is not offered in your subject you can submit a Call-Out Request form for Individual Appointment Tutoring. There is no guarantee that one will be found.
- If you need tutoring in a component within a subject, i.e. writing help within Sociology, you can submit a Special Request form.
- Tutors cannot help with special projects, extra credit, take-home quizzes or exams.
- No Food, No Drink, No cellphone use, No non-enrolled persons, including children

Individual Appointment Tutoring

- You must use your own Student ID card to check in and out of each individual tutoring session with front desk staff.
- Appointments must be scheduled at least 24 business hours in advance.
- Appointment cancellations must be done at least 24 business hours before the scheduled appointment.
- Missed appointments and cancellations of less than 24 business hours in advance will be considered ‘no shows’.
- Please call the Tutorial Center at (916) 484-8808 if you need to cancel or reschedule your appointment. If calling after hours or on weekends, please leave a message.
- 2 ‘no shows’ require a meeting with the Tutorial Center Coordinator to determine if student may continue receiving tutoring. Students may lose appointment privileges after 2 no shows.
- A maximum of 2 hours at any one time may be booked per subject. Disabled Students Programs and Services (DSP&S) students may be eligible for a third hour of tutoring upon availability; contact the DSP&S office for approval document.
- If your tutor is not in the Tutorial Center when you arrive, please wait 10 minutes into the appointment time for your tutor before leaving.
- If you are running late, you must call the Tutorial Center at (916)484-8808. Tutors are allowed to leave after the first 10 minutes into the appointment time.
- If you do not need a full hour session, please book half an hour appointments instead.

NEW Pilot: Recurring Appointment Tutoring

- Recurring weekly appointments are set for the term: same day, same time, and same place.
- You may only select one course per term for your recurring appointment. For example, if you need help with English, Math and Spanish but Math is the most challenging, we recommend you choose Math for the recurring appointment. You are still eligible to receive tutoring for the other subjects (English and Spanish); however, these appointments will need to be booked as regular individual appointments (see above).
- Recurring appointments are limited; apply early in the term to increase your chances of finding a tutor that meets your schedule.
Tutee Duties

- There is no guarantee that a tutor will be available per your request; it depends on the number of tutors available for your subject and/or the department's budget constraints.
- If you cannot attend a session, you are responsible for notifying the tutor directly at least 24 hours in advance. Missed appointments cannot be rescheduled.
- For more information please contact our Coordinator, Araceli Badilla, via email: BadillA@arc.losrios.edu

Drop-In Tutoring

- You must use your own Student ID card to check in and out of drop-in tutoring at the front counter computer.
- Tutors cannot help with special projects, extra credit, take-home quizzes or exams.
- Tutoring is offered in high demand classes on a first-come, first-served basis and wait times will vary.
- You can put yourself in line to receive help with our online Queue System along with the “subject” flags. (ask counter staff for instructions)
- Drop-in tutoring is for quick questions, and periods of time when you work through the material on your own. It is not designed to be an in-depth private tutoring session.
- Tutors might work with multiple students at one time as long as you are on the queue.

Online Tutoring

- We offer 3 types of online tutoring: NetTutor.com and Sacramento Public Library, and ARC Tutoring Online.
- Please understand that ARC Tutoring Online might be limited due to tutor turn out each term.
- Follow instructions outlined on the Tutorial Center website.
- Understand that tutors with Sacramento Public Library and NetTutor.com are not ARC employees and you must contact each company for technical support for any technical issues.