



Tutorial Contract

(Contract Subject to Change)

The University Tutorial Program provides **FREE** tutoring to all current UTA students (undergraduate courses primarily). After you have been activated in the TutorTrac system, you will be able to schedule tutoring appointments at your convenience through the TutorTrac website.

Tutoring Guidelines:

- Tutoring will take place on the 2nd floor of the Central Library. Please bring your student ID for kiosk sign in.
- **You cannot schedule an appointment with less than 12 hours' notice.**
- You may schedule appointments up to two weeks in advance.
- You may not book more than six (6) appointments within a seven (7) day period. UTSI staff reserves the right to cancel any and all appointments that are booked in excess.
- Missing six (6) or more appointments during a semester will result in an indefinite block from future appointments booked with UTSI. Approval must be given by the director or associate director of UTSI to reverse the block.
- **You must sign in to the center kiosk within 30 minutes of your session or you will be billed a missed appointment fee of \$10.00 (billed to your MyMav account). If you have back-to-back appointments you must sign in for both sessions.**
- The session starts on time. The tutor is not required to wait more than 15 minutes; likewise, you are not expected to wait more than 15 minutes for the tutor. Let your tutor know if you will be late.
- Tutoring sessions are an hour in length. Tardiness is deducted from the session; your tutor will not stay past the contracted hour to make up for a session's late start.
- **You may only cancel an appointment through TutorTrac with a 12 hour notice. Failure to provide 12 hours' notice through TutorTrac will result in charges to your MyMav account of \$10.00 an hour.**
- **If your Tutor is a NO SHOW please contact the UTSI office immediately at 817-272-2617 and complete a Feedback Form (www.uta.edu/tutoring).**
- All tutoring sessions must be booked through TutorTrac. Rescheduling must be done by cancelling and rebooking only. Tutoring sessions with UTSI tutors outside of UTSI are not permitted.
- The relationship between the tutor and student must always remain professional.
- Understand that your tutor is not going to do your work or write your papers for you.

To access TutorTrac:

- Access the UTSI TutorTrac Webpage (www.uta.edu/tutortrac)
- In the middle of the page, click on the "TutorTrac Website" link
- *If you forget how to make an appointment, watch the instructional video*

Alternatively, visit www.tutortracutsi.uta.edu

Please use Firefox or Internet Explorer only.

For the Tutoring Session:

- When reserving a tutor session, utilize the “Notes” section to provide detailed information on what material you want to cover in the session. This will help the tutor be prepared.
- When selecting tutors, feel free to review the Tutor Bios, which are located online or in Suite 415, Central Library.
- Respond to all your tutor’s emails.
- Do all your assigned reading prior to your tutoring session. Understand that if you are not prepared or not participating, tutors have the right to stop a session and you will be billed for the entire hour.
- Bring all your materials (syllabus, books, notes, assignments, etc.) to your tutoring session.
- Have a solid idea of what you want to go over and what you need help on prior to your tutoring session.
- Schedule a follow up with a tutor via TutorTrac.

Paying for a Missed Session:

- You will be asked to verify your tutoring session by signing into the UTSI Tutoring Center Kiosk before each session. You must sign in within 30 minutes of your session or it will be marked missed and you will be billed \$10.00.
- All billing inquiries should be directed to a staff member at the UTSI office and be completed no more than 30 days from the date of the charge on your MyMav student account. In order to contact us, please fill out a feedback form at www.uta.edu/tutoring.

University Tutorial maintains the right to terminate you from the program if you abuse the service or fail to comply with the program rules. To avoid that, please visit the UTSI website (www.uta.edu/utsi), come to the office (Suite 415, Central Library), or call us (817.272.2617) to discuss questions about the program, the rules, or the TutorTrac system. We are here to serve you and see that you succeed in your courses.