
DUES TUTORING PROGRAM RULEBOOK

2023-2024 ACADEMIC YEAR

DALHOUSIE UNDERGRADUATE ENGINEERING SOCIETY

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SERVICES OFFERED

The primary service offered by the DUES Tutoring Program (TP) is the coordination of student-led tutoring sessions. The TP exists to connect students capable of tutoring engineering courses with students requiring help in engineering courses. Once these connects are identified, the Tutor Coordinator (TC) introduces the tutor and student via email. From here, the two parties are free to coordinate times and locations for tutoring sessions independently. All courses offered by the Faculty of Engineering during the fall and winter semesters are available for subsidized tutoring, provided a tutor is registered with the TP to offer tutoring in the specified course. The TP does not operate in the summer semester.

The TP subsidizes the cost of tutoring for engineering students. Students pay their tutors \$10/hour at the end of each session, and the tutor may claim an additional \$10/hour by submitting a Tutor Hour Sheet (THS) to the TC for reimbursement. There are several specific rules that must be followed to ensure that both the tutors and students conduct tutoring sessions in a proper fashion. These rules are summarized in this document. Additionally, the Tutor and Tutee Contracts are found in the appendix and tutors and students must agree to these terms to participate in the TP.

ENTERING THE PROGRAM

REGISTERING AS A TUTEE

Dalhousie Engineering undergraduate students requiring a tutor for an engineering course must submit a Tutee Application Form (<https://forms.gle/9G9rR86PrQhSrPWS9>), which will ask for the student's name, email address, phone number, B00 number, proof of enrollment, and courses in which the student is seeking help. The student will also have to e-sign the Tutee Contract, which can be found in the appendix of this document. Tutees are registered with the TP once they have successfully submitted this form and have agreed to the terms of the contract. After registration, the TC will seek out a tutor for the student and notify both parties once a match is identified. If a tutor for the specific subject is available, notification via email will occur within three business days, otherwise the student will be notified when a tutor becomes available. While there is no registration deadline during a term, it becomes more difficult to pair new applicants with tutors as exams approach. As such, students are encouraged to register as early as possible.

REGISTERING AS A TUTOR

Students interested in becoming a tutor must fill out the Tutor Application Form (<https://forms.gle/AGvAMC71uWe819xS6>), with their name, email address, B00 number, phone number, mailing address, and the courses they would like to tutor. They are also required to submit their academic record (available on Dal Online), and e-sign the Tutor Contract. Once the academic record is received and tutors have agreed to the terms of the contract, the TC will verify that the following requirements have been met:

1. A grade of A- or higher has been achieved in the courses the student has applied to tutor. For students that studied at a university other than Dalhousie, the TC may request additional information (i.e. course syllabus).
2. The tutor has a minimum CGPA of 2.7. The CGPA is determined by averaging all the *engineering* courses a student has taken across their academic history. Repeat courses and summer courses are included. An exception to the minimum CGPA requirements may be given in special circumstances.
3. The student is a Dalhousie student that has completed or is in the process of completing an undergraduate degree in engineering. Graduate engineering students without a Bachelor's degree in engineering are still encouraged to apply and these matters will be evaluated on a case by case basis. Students who have completed their undergraduate degree outside of Canada may require additional screening to ensure their academic history is applicable to the courses they wish to tutor.

Potential tutors will only receive an email from the TC if their application has been rejected. This notice will be provided within three business days. If accepted, the TC will work towards seeking out tutees for the tutor and will notify both parties once matches are identified.

The application period for hiring tutors starts in September for the fall term and January for the winter term, however, tutors are accepted on a rolling basis. The TC will work towards evenly distributing students across all tutors, however matches are made on a first come, first serve basis, so the likelihood of being successfully matched to students becomes more difficult as the term progresses. Further, student requests for specific tutors will be honoured when possible.

SETTING UP A SESSION

Once a tutor and student have been matched, the tutor will independently schedule a tutoring session with the tutee. Tutors are encouraged to check Nova Scholars regularly for new tutees. Contact information can be found on Nova Scholars on the tutor's account. For online sessions, Microsoft Teams is recommended.

In person sessions at the Melda Murray Student Center (MMSC) is recommended. Priority bookings have been granted for tutoring sessions. Sessions can be booked here:

<https://forms.office.com/pages/responsepage.aspx?id=mRm4YH8LLUGSo-F9iunj4JHpLH6XTGZFf3fzCRmntJxUMTg4VFZPUlpGNUtESjdOT1RTUlcYMDfVMy4u>

It is asked that evening sessions be booked by 4:00pm that day. The MMSC hours are as follows:

Monday 8:00am-4:00pm
 Tuesday 8:00am-9:30pm
 Wednesday 8:00am-9:30pm
 Thursday 8:00am-9:30pm
 Friday 8:00am-4:00pm
 Saturday 9:00am-4:00pm
 Sunday—closed

Once accepted to the TP, the TC will add both tutors and students to the DUES Tutoring Program Microsoft Team.

PAYMENT & RATES

The ability for DUES to pay the tutors properly is dependent on i) the Tutor Hour Sheet being filled out properly, and ii) the hours being claimed passing all the required rules for subsidization. These rules include:

1. Tutors may only claim subsidized hours for students who have registered with the DUES TP and have been paired with the tutor by the TC.
2. Tutees are limited to a maximum of five (5) subsidized hours of tutoring per 'tutor week'. A 'tutor week' begins on Monday and ends the following Sunday.
3. Tutors are limited to claiming a maximum of 50 hours per month.
4. No tutoring session may exceed three (3) consecutive hours.
5. No tutee can extend five (5) hours of tutoring within a 12-hour period.
6. Group tutoring can be subsidized for a maximum of three (3) students.
7. The Tutoring Coordinator is to be paid a 250 dollar honorarium at the end of the term. If the coordinator does not fulfill their duties the honorarium is void.

The rates of the DUES TP are as follows:

Number of students being tutored in the session	Total Hourly Rate (\$/hr)	Amount paid by student (\$/hr)	Amount paid by DUES (\$/hr)
1	20	10	10
2	30	7.5 per student	15
3	40	6.67	20

INSTRUCTIONS ON SUBMITTING HOUR SHEETS

Hour sheets are to be submitted on a monthly basis and must be submitted **within seven (7) days of the end of the month**. For example, all tutoring sessions claimed in September must be submitted by the end of the day on October 7th. If the end of the month falls on a weekend, forms must be submitted by the end of the day the following Monday. For the last month in a term (December and April), the cut-off date for submitting tutor hour sheets is 11:59pm on the last day of exams.

Sheets are to be submitted via Google Forms. An announcement with the link for the submission portal will be posted on the subchannel 'Tutors' in the DUES Tutoring Program Microsoft Team. Under the 'Files' tab of this subchannel, a folder labeled 'Tutor Hour Sheets' will have templates of the forms tutors are required to submit. Please download this template, edit, and submit it to the Google Form with the required information and signatures. Document names should include the tutor's first and last name and the month of submission.

PAYING THE TUTORS

Tutors will be responsible for collection of payment from their students. It is suggested that these payments be made via e-transfer, and that the tutor receives payment prior to the end of the tutoring session. If a student does not pay the required fee, and clear attempts of communication from the tutor are made, evidence should be brought to the TC and the tutee may be suspended from the TP until outstanding payments have been made.

Payment of the tutors by DUES will be done at the end of every month. After all hour sheets are submitted, the Tutor Coordinator will tally the amount owed to each tutor. Currently, all payments will be through cheques which will be mailed due to the Covid-19 situation. If the tutor does not have a Canadian mailing address, there is potential to set up alternative arrangements.

There is potential that in the future, payment of tutors will be through cheques that are available for pick up during the DUES VP Academic or the DUES Tutor Coordinator office hours as posted on the DUES website (<https://daleng.ca/officehours>), or by appointment. Special arrangements will be made to pay tutors who are not on campus due to the Covid-19 pandemic.

ADDITIONAL INFORMATION

COMMUNICATION WITH THE TUTOR COORDINATOR

Communication with the TC will mainly occur via email (duetutoring@gmail.com) and Microsoft Teams. The TC will post announcements and reminders regarding the program on the DUES Tutoring Program Team, to which each student and tutor will be added once accepted to the program. However, direct communication with the TC is to be conducted through email, and not on the Teams 'chat' function. **The TC will not respond to questions/comments directed to their personal Teams account, unless it falls on the DUES Tutoring Program Team page.**

CANCELLING A TUTORING SESSION AND NO-SHOW POLICY

If a student or tutor is required to cancel a tutoring session, they must notify the other *at least* 12 hours before the scheduled tutoring session. Short-notice cancellations should be reported to the TC. If a student does not show up to the scheduled tutoring sessions without prior notification, the tutor shall report the student to the TC, and the student may be subject to penalization, especially if it is a repeat offence. Likewise, students should report to the TC if their tutor does not attend the session without notification. Tutors may be terminated from the program for accumulated offenses.

FRAUDULENT BEHAVIOUR

Tutors and students are expected to act responsibly, respectfully, and ethically during tutoring sessions. Any misconduct observed or reported will be address using the Dalhousie Student Code of Conduct Policy at https://www.dal.ca/dept/university_secretariat/policies/student-life/code-of-student-conduct.html and may result in removal from the program. False claims, i.e. claiming false hours, is considered academic dishonesty and these issues will be addressed by the Dean’s Office.

COMPLAINTS

Complaints regarding the TP, whether it be related to tutors, students, unprofessional interactions, payment, or any other issue, should be forwarded to the TC at duetutoring@gmail.com. If an individual feels the complaint would not be best directed to the TC, the DUES VP Academics can be contacted by emailing vpacademic@daleng.ca.

APPENDIX

DALHOUSIE UNDERGRADUATE ENGINEERING SOCIETY TUTOR CONTRACT

Please read the rules below carefully to ensure you proceed in good standing with the tutoring program. Failure to abide by these rules may result in failure to be reimbursed properly and/or possible removal from the tutoring program. If you have any questions regarding any of these rules, please contact the Tutoring Coordinator by emailing duestutoring@gmail.com.

1. You are only to tutor a tutee that has been assigned to you by the Tutor Coordinator for the courses that were listed in the matching emails. If you tutor someone that has not been officially paired with you by an email sent out by the Tutoring Coordinator and attempt to claim hours for it, the hours will not be subsidized.
2. The tutee must pay \$10 per hour of tutoring directly to the tutor (you) during a tutoring session.
3. A tutee is limited to five hours of subsidized tutoring per “tutor week”. A “tutor week” is to be taken from a Monday to a Sunday of the same week. It is the responsibility of the tutor (you) to be in communication with your tutee to ensure the tutee is not accumulating hours past their five hours per “tutor week”.
4. A tutor, you, can claim a maximum of 50 hours per calendar month.
5. Tutor sessions are not permitted to exceed three consecutive hours. Claimed tutor sessions exceeding three hours will not be reimbursed for the time exceeding the third hour.
6. No tutee can be tutored for their five hours of tutoring per “tutor week” within a 12-hour period.
7. Group tutoring is permitted. A tutor may subsidize hours for tutoring up to three students (provided they all have registered with the DUES Tutoring Program). The group rates are listed in the DUES Tutor Programming Rulebook.
8. Tutor Hour Sheets claiming time must be submitted within seven days of the end of the month. For example, all tutoring session hours claimed in September must be submitted by the end of the day on October 7th. If the end of the month falls on a weekend, forms must be submitted by the end of the day the following Monday. THS's submitted late will not be honored. For the last month in a term (December and April), the cut-off date for submitting THS's is by 11:59pm on the last day of exams.
9. You are responsible for providing a mailing address for payments or for communicating if alternate arrangements are required or if the mailing address has changed.
10. To cancel a tutoring session, you must give at least 12 hours written notice before the scheduled tutoring session.
11. It is recommended that you read the Tutor Program Rulebook available on the DUES website. This document provides added information regarding the rules of the program. Please contact the Tutor Coordinator if you have misplaced your rulebook.
12. False claims (such as submitting a form claiming hours that were not tutored) is considered academic dishonesty. These issues are handled by the Dean's Office.

DALHOUSIE UNDERGRADUATE ENGINEERING SOCIETY TUTEE CONTRACT

Please read the rules below carefully to ensure you proceed in good standing with the tutoring program. Failure to abide by these rules may result in termination from the tutoring program. If you have any questions regarding any of these rules, please contact the Tutoring Coordinator by emailing duetutoring@gmail.com.

1. You are only to be tutored by a tutor that has been assigned to you by the Tutor Coordinator for the courses that were listed in the pairing emails. If you would like to be tutored by a tutor you are not paired with, please contact the Tutoring Coordinator.
2. The tutee (you) must pay \$10 per hour of tutoring directly to the tutor you have been assigned.
3. A tutee is limited to five hours of subsidized tutoring per “tutor week”. A “tutor week” is to be taken from a Monday to Sunday of the same week. It is the responsibility of the tutee (you) to ensure you do not receive more than five hours of subsidized tutoring within a given “tutor week”. If you exceed 5 hours of tutoring in a given “tutor week”, you will be required to pay \$20/hour for any additional hours past the fifth subsidized hour and you will receive a warning by the Tutoring Coordinator. Failure to pay the full amount owing for time exceeded or accumulation of warnings will result in termination from the tutoring program.
4. Tutor sessions are not permitted to exceed three consecutive hours.
5. No tutee (you) can be tutored for their five hours of tutoring per “tutor week” within a 12-hour period.
6. Group tutoring is permitted. A tutor is permitted to tutor up to three students in a group (provided all students in the group have registered with the Tutoring Program). Please communicate to your tutor if you wish to bring a friend to be group tutored (provided the friend is also registered with the Tutoring Program and has been matched with the tutor).
7. To cancel a tutoring session, you must give at least 12 hours written notice before the scheduled tutoring session. Short-notice cancellations should be reported to the Tutor Coordinator. Missing multiple tutoring sessions may result in termination from the program.
8. It is recommended that you read the Tutor Program Rulebook that was sent to you by the Tutor Coordinator. This document provides added information regarding the rules of the program. The Rulebook can be accessed on the DUES website.
9. False claims are considered academic dishonesty and are forwarded to the Dean’s Office.