



Learning Center

Tutoring Policies

The Learning Center mission is to support students' academic learning by providing free instructional support and resources to reinforce and supplement classroom instruction and to assist students to achieve academic success.

Tutoring is available free to students of Chandler-Gilbert Community College in-person and online for selected courses. While the emphasis is on providing mathematics, science and writing support, services are available for a wide range of academic courses. The purpose of tutoring is to help students succeed in their educational programs and to become independent and active learners. In order to provide maximum benefit to the greatest number of students, the following policies concerning tutoring have been established.

- **You must be currently enrolled at CGCC in the course(s) for which tutoring is requested.** You may not receive tutoring for any class taken at another college or university regardless of concurrent enrollment at CGCC.
- Students utilizing the in-person Centers are required to sign-in and sign-out, using TutorTrac.
- You are to come prepared with specific questions and the necessary supplies needed for the assignment: textbooks, notes, assignment instructions, etc.
- You are to be familiar with the material before being tutored. Students missing class are expected to familiarize themselves with coursework via their instructor, fellow students, or their textbook.
- You are to understand that tutoring is a **supplement** to classroom instruction, not a replacement or substitution for it.
- Tutors will never do your work for you; rather, tutors will help by enabling you to do your work with confidence.
- As the tutors' role is one of support, ultimate responsibility for all work as to correctness, completeness, etc. rests with you.
- You are expected to actively request assistance when seeking to work with a tutor. Please recognize that tutors will work individually with you as time and demand allow.

The Learning Center reserves the right to prohibit access to the Center, on a temporary or permanent basis, to any student whose behavior unreasonably disrupts the operation of the Center, or violates the Student Conduct Code (AR2.5.2) outlined in the CGCC Catalog & Student Handbook. Such behavior will be reported to the appropriate administrator, who may take action consistent with the Disciplinary Standards (AR2.5.1) outlined in the CGCC Catalog & Student Handbook.

480.732.7231 | tutoring@cgcc.edu | Pecos - Library, 2nd floor | Williams - Bridget Hall

Learning Center

In-Person and Online Appointment Tutoring Policies

- **You must be currently enrolled at CGCC in the course(s) for which tutoring is requested.** You may not receive tutoring for any class taken at another college or university regardless of concurrent enrollment at CGCC.
- It's your responsibility to schedule your own appointments. Appointments, whether in-person or online, can be scheduled through our Virtual Tutoring Center via our website at www.cgc.edu/lc. For more information contact us at tutoring@cgc.edu, call 480-732-7231 or visit LIB239R at our Pecos campus.
- Tutoring appointments should be requested **at least 8 hours in advance**.
- You can make *one* appointment at a time up to a *maximum of two hours per week* depending on tutor availability and resources. We do not schedule routine recurring sessions for the duration of the semester.
- You are to come prepared with all necessary materials and specific questions for the tutor.
- Tutors WILL NOT do your homework, edit your papers, or give you answers to tests. Tutors WILL help you review your work and explain concepts, rules, and methods that you do not understand.
- You are expected to keep appointments made with tutors. If you can't make it to your appointment, be sure to **cancel at least 4 hours in advance** so that another student who needs our help has the opportunity to work with a tutor during your time slot.

If you repeatedly arrive late, exceed scheduling limits, cancel late, or miss a session without cancelling it, you may not be allowed to sign up for sessions with a tutor for a designated period of time.

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