ENGINEERING STUDENT SERVICES (ESS) TUTORIAL PROGRAM

Information For Students Seeking Academic Assistance

What You Should Know About Working with an ESS Tutor

What We Will Do:

• Explain concepts to you
• Demonstrate a concept by working a sample problem
• Offer suggestions for improving your study skills
• Explain concepts that your instructor covered in class
• Offer appointments for all courses for which we have a qualified tutor
• Offer limited drop-in tutoring for Calculus and Engineering Physics only. Keep in mind that drop-ins are seen if space and availability permit.

What We Won't Do:

• Summarize material as a substitute for your reading it
• Do your homework problems
• Explain concepts as a substitute for your attending class
• Keep your appointment if you are late. Students are considered no-shows if they don’t arrive within 15 minutes of the start of the scheduled appointment.
• Allow the scheduling of appointments if you have repeatedly no-showed. After two no-shows, students are blocked from making an appointment until they speak with the Tutor Coordinator.
• We do not tutor students from other colleges. You must be enrolled in the Samuel Ginn College of Engineering at Auburn University.
• Allow you to bring friends or classmates to appointments. They are required to make their own appointments.

Your Rights:

• Expect confidentiality and protection of your privacy
• Expect to be treated with patience and respect
• Appointments are normally made for one-hour slots. Usually we tutor individually but sometimes we will ask if someone else can join a session. You have the right to refuse another student sitting in on your session if you made an individual appointment.

Your Responsibilities:

• Read the material and attempt to work the problems. You must put forth some effort. Tutors will partner with you in a collaborative effort to understand the material. Tutors are not instructors and may not “know everything”.
• Bring the proper materials. Your book, notes from class, and any material that will help.
• To treat the tutors with patience and respect.
• To make or cancel an appointment please use Advise Assist (accessible from AU Access).
• Do not wait until the last minute to try to make an appointment or to drop in for last minute help. Tutors cannot be nearly as helpful if you are in panic mode and have waited too long to seek assistance.