



## Tutorial Services

Welcome to Tutorial Services! We are pleased you have chosen to take advantage of our services. If you have any questions or require information that is not presented here, please ask a Tutorial Services staff member or front desk employee. We will be happy to assist you.

Tutorial Services provides peer tutoring to UNC undergraduate students and graduate students who are enrolled in undergraduate courses. Tutorial Services are provided to registered UNC students only. Each semester, Tutorial Services offers individual tutoring in approximately 130 different courses in Business Administration, Math, Natural Sciences, Social Sciences, and advanced study skills. Peer tutors are certified by the College Reading & Learning Association.

Tutorial services will be available by appointment in Michener L-149 (inside the Division of Student Academic Success) and through drop-in at Night Tutoring and satellite locations.

### **Main Office—Division of Student Academic Success, Michener L149**

Mon-Thurs 8am to 5pm  
Fri 8am to 4pm

### **Night Tutoring—First Floor Michener**

Mon-Thurs 5pm to 8 pm  
Drop-In Only

### **Satellite locations across campus**

Hours vary each semester, check website for updates  
Drop-In Only

**The role of the tutor includes the following:** (a) assisting students in better understanding course material and course concepts; (b) assisting students in better understanding course assignments; (c) assisting students in preparing for course examinations; and (d) assisting students in developing effective study skills and habits. Please remember that tutoring sessions should not be used as a substitute for class attendance, nor should tutors be used as a substitute for the course instructor. The role of tutors is to support and supplement course instruction rather than to replace it.

**The role of the student includes the following:** (a) coming fully prepared to each tutoring session with questions and necessary materials such as course textbooks, course syllabus, course notes, papers, writing utensils, calculator, etc; (b) arriving on time for appointments; and (c) always following the policies of Tutorial Services.

### **UNC's Honor Code**

*All members of the University of Northern Colorado community are entrusted with the responsibility to uphold and promote five fundamental values: Honesty, Trust, Respect, Fairness, & Responsibility. These core elements foster an atmosphere, inside and outside of the classroom, which serves as a foundation and guides the UNC community's academic, professional, and personal growth. Endorsement of these core elements by students, faculty, staff, administration, and trustees strengthens the integrity and value of our academic climate.*

**For more information about Tutorial Services, visit our website at [unco.edu/tutoring](http://unco.edu/tutoring) or contact the Division of Student Academic Success front office at 970-351-1391.**

Melissa Salazar Hoffner  
Director, Tutorial Services  
970-351-1904  
[Melissa.hoffner@unco.edu](mailto:Melissa.hoffner@unco.edu)



## Policies

By making your first appointment with Tutorial Services, you are agreeing to follow the policies below. Students need to schedule all tutoring appointments via our online scheduling platform, TracCloud, or in person at the front desk. Appointments may not be made over the telephone. To use TracCloud, follow these steps:

- Log in to TracCloud using your UNC BearMail and password.
  - Select **To Schedule an Appointment**.
  - Select the course from the **Subject** drop-down.
  - Select a reason from the **Reason** drop-down.
  - Hit **Search**.
  - Select the appointment time you would like.
  - Choose 30 or 60 minutes.
  - In the **Notes section**, provide the tutor with a brief statement on what you would like to work on.
  - Click **Confirm**.
  - You will receive a confirmation for your appointment. You should get an email reminder for your appointment to your BearMail prior to the appointment. The main menu in TracCloud will display information about upcoming appointments.
  - **Log Back on to TracCloud to attend online sessions.**
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- UNC students are encouraged to arrange tutoring appointments in advance but may seek tutoring on a drop-in basis. There is no guarantee that there will be availability if you drop-in.
  - Tutoring appointments are scheduled in half-hour or one-hour increments only.
  - In order to serve as many students as possible, the Center will allow students to schedule tutoring appointments for up to **2 hours per week per class** and **1 hour per subject per tutor each day**. In addition to the two appointments, students may still seek tutoring through drop-ins. Drop-in sessions do not count towards the two hours per class rule. If needed, the Tutoring Center reserves the right to limit the number of appointments per student to one appointment per week, per subject area.
  - Students need to be prompt for their tutoring appointments. If a student is 15 minutes late for an hour session or 10 minutes for a half hour session, their tutor may begin working with someone else. Therefore, the student who is late for their appointment may need to make a new appointment for another time or day if there are no tutors available. Two late appointments will count as a miss.
  - Tutors are not allowed to proofread or edit papers, assist students with take-home examinations, or complete any assignments for the student. For assistance on written projects, please visit the Writing Center in Ross Hall.
  - If you must miss a previously scheduled tutoring appointment, you should call **(970) 351-1391** 8 hours or more prior to the appointment you are cancelling. You may leave a message stating your name, your tutor's name, your appointment time and date, and the class in which you were going to be tutored. Failure to provide 8 hours' notice will result in the following:
    - Each miss or cancel without providing sufficient notice will be counted as a "Missed Appointment"
    - Following your Third missed appointment, your scheduling privileges will be temporarily suspended.
    - To renew your privileges, please contact Tutorial Services via phone **(970-351-1904)** or via email **Melissa.Hoffner@unco.edu**.
    - All late cancellations or missed appointments are recorded as misses and will remain on your tutoring record for the semester. Excessive cancellations may also lead to a revoking of tutorial privileges.