



## SOAR Cost-Share Tutorial Program Contract

The Student Service Fee Advisory Council (SSFAC) provides funding for the Cost-Share program, allowing us to provide low-cost tutoring to all UTA students.

### **SOAR tutors are:**

- ✓ Juniors, seniors, or graduate students who maintain at least a 3.0 GPA. They are required to submit transcripts, letters of recommendation from professors, and attend training seminars.
- ✓ Trained to teach you how to do your assignment, but he/she will not complete your assignment for you.
- ✓ Responsible for letting you know in advance if they cannot attend a scheduled appointment. If your tutor is late or misses a scheduled session, please notify the SOAR office immediately.

In order to meet with a tutor, **each student must:**

- ✓ Sign up for tutoring in room 130 Hammond Hall
- ✓ Receive access to the Tutor Trac scheduling program
- ✓ Follow all the rules of the program as outlined in this contract

### **Program Rules:**

#### **Finding a tutor:**

1. Once you have signed up for the program and received access to the Tutor Trac online scheduling system, you may schedule your tutoring appointment.
2. You are allowed to schedule appointments up to **two weeks in advance**.
3. You cannot schedule an appointment with less than **12 hours** notice.
4. You may have **six outstanding appointments** during a two-week period.
5. You will be billed \$6.50 for each hour of tutoring. **Sessions will not be billed for less than one hour.** After one hour, you will be billed in 15-minute increments.
6. You may cancel an appointment with one day's notice. **Please note that the cut-off time for each day is 10:00 pm. (For example, if you have an 8:00 am tutoring appointment on a Wednesday, you may cancel no later than 10:00 pm on Tuesday.)**
7. You are free to use more than one tutor or change tutors at anytime. Cost-Share Tutorial does not guarantee that a tutor will always be available when you need one, especially during holidays and finals week.

## Meeting your tutor:

1. Tutoring must take place on the UTA Campus in a public place.
2. Come prepared to all tutoring sessions. Do any required reading and attempt to do any assigned homework. Try to know what is causing your problems before you meet with a tutor. Spend a few moments of each session explaining your needs to the tutor.
3. Bring all materials which might help you and the tutor – book, syllabus, notes, homework, and returned tests.
4. Be on time! The tutor will not wait more than 20 minutes for you, and you should not wait more than 20 minutes for a tutor. If you have scheduled an hour of tutoring and you are 10 minutes late, the tutor will tutor you for 50 minutes. **You will be charged for an hour of tutoring!**
5. **You must record the tutoring session with the tutor.** The tutor will also ask you to sign his/her session log. **You will be charged for the amount of time you have approved on the tutoring log. The tutor will enter this information into the TutorTrac system (e.g. from 1:00-2:15). Tutoring will be billed in 15-minute increments.**

## Paying for your tutoring:

1. After you meet with your tutor, your UTA student account will be billed for the amount of time you were tutored. It is your responsibility to make sure that the correct amount of time is indicated on the Tutoring Log when you sign it.
2. **You must cancel an appointment before 10:00 PM the day before the scheduled session. You must cancel the appointment using the TutorTrac system.**
3. **If you miss a scheduled appointment (without canceling it through TutorTrac), you will be billed for one hour of tutoring. \*If you miss more than three appointments you will be terminated from the TutorTrac system. You will need to contact our office to be reinstated.\***

SOAR Cost-Share Tutorial maintains the right to terminate you from the program if you abuse the service or fail to follow the program rules.

Please visit the SOAR website or contact the Cost-Share office with any questions regarding tutoring or using the Tutor Trac online scheduling system.

Thank you for your cooperation.

*SOAR Cost-Share Tutorial Staff*