

Dear students,

We offer a free peer tutoring service to support to students to: (a) identify and fill the knowledge gaps in understanding concepts; (b) learn the importance of perseverance and developing coping skills to handle frustration and (c) hone their skills for implementing a certain tool, etc.

Tutoring service *will not* provide help with any test item that will be graded because you are expected to work independently and demonstrate your competence. Please refer to the attached documents for guidelines, expectations, and student code of conduct.

Please click on the following link to submit the request.

[CS Tutoring](#)

The tutors will receive this form. A tutor will then schedule a tutoring session with you.

Standard window of time for response is 36 hours from Monday through Thursday or 72 hours from Friday to Sunday for a tutor to contact you since they may be busy helping other students or managing their own school related or personal responsibilities. Please review the information below that provides details about the process and code of conduct.

We encourage all of you to use this support. If you have questions, please contact your primary advisor.

Here is their contact information:

Randy Ocampo: Randy.Ocampo@Oregonstate.edu

Jin Yin: Jin.Yin@Oregonstate.edu

Best,
Padma Akkaraju
Program Coordinator

Peer Tutoring- Information and Expectations

Tips for tutoring request submission

We receive a high volume of requests. Here are some tips related to the management of your requests:

Before submitting a request:

1. Standard window of time for response is 36 hours from Monday through Thursday or 72 hours from Friday to Sunday for a tutor to contact you since they may be busy helping other students or managing their own school. Tutors are students just like you. They are also juggling multiple priorities such as work, school, and personal life.
2. Any requests that do not identify the topics will not receive any response. Please refer to the examples below.
3. Multiple submissions will not expedite a response though we understand the anxiety behind the request!
4. Please note that each request is intended to lead to a single tutoring session slot, typically up to 1 hour.
5. Please identify multiple times that you are available over at least the next few days. Tutors may not be available if one only submits a single time. Please give us options!
6. If you need help with multiple classes then please submit a request for each class.

Examples of requests that may not get a response:

- I just need some help with CSXXX course.
- I need someone to watch me coding and help with debugging.
- I'm trying to finish my assignment and getting an error that I don't know what it means.
- I need help with my homework.
- I NEED HELP WITH AN ASSIGNMENT! IT IS DUE SUNDAY!

After you submit the request:

7. Please study the materials and identify the topics you need help with. Be specific!
8. Please check your email frequently after sending a tutoring request, and respond to your tutor ASAP.
9. Please inform the tutor if you need to cancel the session.
10. No Show: When a student does not show up they will forgo any support for future sessions for the term.
11. If we do not hear back from you within 24 hours of a sent email, that time slot may be filled for another student!

Tutoring Session – Expectations and Code of Conduct

Learning to work independently or with a team will be the key to your ultimate success in the field because this would be the expectation from your employer. While the tutors provide the academic support, please note that you may not be able to perform as well when the support is taken away. You will also not be ready to prepare for a technical interview where you would be expected to think on your feet! That is why it is crucial to follow these expectations:

1. Please prepare ahead of the session by reading your course materials and watching lecture videos, etc.
2. Please identify the issues and gaps in your learning.
3. Please expect to answer questions from the tutors related to the concepts you are seeking help with. Please do not expect any handholding or spoon-feeding.
4. Please do not ask the tutors, directly or indirectly, to help you to do your work. Tutoring is intended to assist with concepts and skills that would help you to complete your work independently.
5. Students with unprofessional behaviors such as being petulant, telling the tutor that you are not ready would be denied service for the term.

Peer Advisee Professional Code

Ownership of Learning: Student will take responsibility to study the materials and note down the points that they do not understand before the tutoring session.

Student understands that the peer advising will not involve doing their assignments/homework and such or finding answers that are required for their learning.

Good communication: Students will use active listening, open-ended questioning, and positive phrasing skills.

Professionalism: Student will maintain a professional working relationship with the tutors and will not provide or seek personal information.

Student understands that any violations of the Professional Code will be dealt with on a case-by-case basis. Possible consequences may include termination from student access to peer tutoring or a report of violation of academic integrity to the instructor.