

Student Learning Centre (SLC) Policies

1. Specialist appointments

These policies pertain to appointments booked with an academic subject specialist (e.g., writing, English as a Second Language, math, chemistry, physics, engineering and study skills).

SLC offers both online and in-person appointment options. These policies are to provide students with equitable access to services.

- Appointments are typically a maximum of 45 minutes. Longer appointments may be requested, subject to the student's needs/accommodations and specialist availability. See the [Specialist appointment accommodations](#) section for more information.
- Appointments cancelled with less than 24 hours' notice:
 - > Will be counted as a no-show.
 - > Will result in one session taken off the semester total.
 - > After three no-shows, the student will be temporarily locked from the tutoring services. To regain access, students must [complete the no-show limit reached form](#).
- Students may have up to two sessions per week with a semester total of 12 sessions. Additional appointments may be requested, subject to the students' needs/accommodations and specialist availability. See the [Specialist appointment accommodations](#) section for more information.
- Equipment: Students must have a functioning microphone for online appointments.

Specialist appointment accommodations:

If a student reaches the number of maximum appointments and would like to request additional appointments, they should [complete the additional appointments request form](#). Requests are sent to the Manager of the Student Learning Centre for approval.

2. Workshops

These policies pertain to workshops offered by SLC (e.g., STRIDE workshops, writing, math, chemistry, engineering and physics workshops).

- Students are encouraged to pre-register for workshops through the [Student Life Portal](#).
- If registration is full, students may be placed on the waiting list. Please email studentlearning@ontariotechu.ca to inquire if a space can be opened. This is usually possible for online workshops but—based on room capacity—may or may not be an option for in-person workshops.
- If a student is placed on the waiting list, an email notification will be sent at least 24 hours in advance if a space becomes available. If an email confirmation is not sent, then the student is not registered for the workshop.
- If a student is unable to attend they must cancel their registration before the workshop is scheduled to take place.
- After six no-shows students will be temporarily locked from registering for workshops. To regain access, students must [complete the no-show limit reached form](#).

- In an effort to keep in-person workshops interactive, there is normally a maximum of 20 to 36 students per workshop.
- SLC-led workshops are interactive by nature. Students who attend workshops should be prepared to actively participate and—if requested—bring current assignments or notes, as appropriate.
- Students are responsible for arriving on time to a workshop to ensure understanding of all material presented. Late arrivals may be tracked on the attendance sheet at the discretion of the workshop facilitator.
- Students must sign into their workshop to ensure their attendance is tracked.

3. Study Halls and learning communities (drop-in help)

These policies pertain to drop-in support offered by SLC (e.g., the Writing Room, calculus, math, physics and chemistry study halls).

- Students must sign in and may be asked for their student ID. Student information is not shared; rather, it is used to help the SLC improve service delivery.
- Writing Room:
 - > Consultations are normally 15 minutes.
 - > Students are encouraged to use the Writing Room as a workspace. If the space is busy, students may be redirected to an alternate study space.
- Study Halls for math, physics and chemistry:
 - > Academic Subjects Specialists and/or Peer Tutors are present to assist with questions.
 - > Students may be expected to wait and are encouraged to work on their own or with other students while waiting for assistance.
 - > Study Hall schedules are posted online and updated regularly.

4. Peer tutoring appointments

These policies pertain to peer tutoring appointments provided by upper year students who have achieved an A in the course they tutor.

- Appointments must be booked at least 24 hours in advance. During peak times (midterms and finals), students are encouraged to book a session up to two weeks in advance to guarantee an appointment.
- Students are allowed a total of one Peer Tutor appointment per day and a maximum of two appointments per week, for a maximum of 12 appointments per semester. If more appointments are required, students [may request additional appointments](#), subject to tutor availability and the reasoning provided for the request. See the [Peer Tutor appointment accommodations](#) section for more information.
- Students can book their own appointments online. Email studentlearning@ontariotechu.ca for assistance or ask a Peer Tutor or SLC staff member to book appointments for them. However, students cannot book appointments for other students (e.g. all appointments must be with the student who booked the appointment). Appointments are one-on-one, individual appointments.
- Peer tutoring appointments are 45 minutes.

- Appointments cancelled with less than 24 hours' notice:
 - > Will be counted as a no-show.
 - > Will result in one session being taken off the semester total.
 - > After three no-shows, a student will be temporarily prevented access from the Peer Tutor Calendar. To gain access again, [complete the no-show limited reached form](#).
- Any conflicts between the Peer Tutor and tutee should be brought to the attention of the Academic Development Facilitator or Manager of Student Learning immediately. Please contact studentlearning@ontariotechu.ca with any concerns.
- Tutor appointments booked to take place during SLC's business hours will always take place in the SLC or online. Evening or weekend appointments will occur either online or in a pre-assigned meeting room specifically booked for Peer Tutoring. For the north Oshawa campus location, the in-person sessions will take place on the second floor of Shawenjigewining Hall. The downtown Oshawa campus location in-person sessions will take place on the second floor of Charles Hall.
- The Peer Tutor and tutee must sign the Peer Tutoring Agreement provided at the first appointment.
- Peer Tutors will provide explanations and demonstrations where appropriate but will not act as an editor or corrector. The role of the Peer Tutor is to facilitate the student's learning; therefore, a tutor must not provide answers for assignments, complete assignments, proofread papers or write papers for students.
- Peer Tutors are not allowed to work with students on assignments that are due the same day. Tutors can provide concept support but will not assist with writing or completing the assignment.
- Students are encouraged to take responsibility for their learning. Therefore, they are asked to come prepared with questions and bring in their textbooks and any relevant course material.
- Peer Tutors are not allowed to distribute their personal notes that they took from the course with tutees; parts of the Peer Tutor's notes may be shown as examples during the appointment, but they cannot be given over to the tutee to use after the session. Tutees must take their own notes during the appointment.
- The role of the Peer Tutor is distinct from that of the Teaching Assistant (TA). Students may be referred back to their course instructor or TA for more specific course-related support.
- Peer Tutors will not discuss grades, instructors/professors or TAs with students.
- Peer Tutors cannot provide peer tutoring services through the SLC to students who they privately tutor.
- Peer Tutors cannot tutor students in a class they are currently enrolled in. Exceptions may be granted on a case-by-case basis depending on the type of support required. Please contact studentlearning@ontariotechu.ca and explain the circumstances to request an exception.
- Due to a conflict of interest, Peer Tutors cannot also be employed as TAs.
- For online appointments, Peer Tutors must have working cameras and microphones for the tutee to see and hear them.
- For online appointments, tutees must have—at minimum—a working microphone to communicate during the session. Tutoring appointments cannot take place using the chat function. If no working microphone is available, the Peer Tutor may cancel the session and help the student rebook for a future date. If possible, tutees are encouraged to share their cameras during online sessions.
- Take-home exams, distance papers from other institutions, papers for publication, resumés and cover letters will not be reviewed by Peer Tutors. If you are looking for support for resumés and cover letters, contact the [Career Centre](#).
- Peer Tutors do not tutor graduate students (Master's or PhD). If a graduate student books with a Peer Tutor, the tutor will refer the graduate student to an Academic Subject Specialist.

Peer Tutor Appointment Accommodations:

Accommodations to the appointment duration and the number of appointments may be requested by [completing the additional appointments request form](#).

Please note that part-time student employees conduct peer tutor appointments; therefore, these appointments have less flexibility for accommodations than Academic Specialist appointments, which are conducted by full-time staff.

5. Peer Assisted Study Sessions (PASS)

These policies pertain to students attending PASS Sessions.

- The PASS program targets traditionally difficult academic courses—those that have a high rate of D or F grades and withdrawals—and provides regularly scheduled, out-of-class, peer-facilitated sessions. Courses are also selected based on the number of students enrolled, and priority is given to higher-enrollment courses. In addition, PASS courses are selected based on our current group of available PASS Leaders who must maintain an overall GPA of 3.3 or above (a GPA of 3.7 or above in the selected course is preferred), and the course must align with the PASS Leader's schedule. PASS courses require the support of the instructor offering the course.
- Sessions are open to all students in the course and are attended on a voluntary basis.
- Sessions are 1 hour and 20 minutes in length unless stated otherwise on the PASS schedule. PASS Leaders are unable to stay past the scheduled time of the session.
- Sessions take place in pre-assigned rooms during the times posted on the [PASS schedule](#). Students can find updates regarding the PASS schedule on their course announcements on Canvas.
- PASS Leaders can only support students during their scheduled PASS sessions. If a student requires additional support, they should contact their course instructor, TA, and/or studentlearning@ontariotechu.ca to see if other supports are available.
- PASS attendance is confidential, and professors/instructors, faculty members, or others outside of the program will not be provided with a weekly attendance list of participants.
- Some courses may provide an incentive for attending a PASS session. This is at the discretion of the course instructor and SLC staff. In these circumstances, the instructor will be provided with a list of attendees over the course of the semester (or at a checkpoint during the semester). The list will only show that the student attended PASS, but it will not provide any details of when they attended or how many sessions they attended.
- PASS sessions are composed of students of varying abilities, and no effort is made to separate students based on academic achievement. Since PASS is introduced on the first day of class and is open to all students in the course, it is not viewed as remedial.
- PASS Leaders receive ongoing training which covers how students learn, strategies aimed at strengthening academic performance, data collection and session management tips.
- Students who attend PASS sessions discover the appropriate application of learning strategies (e.g. note-taking, questioning techniques, problem-solving and test preparation) as they review difficult course content.
- For academic integrity, PASS Leaders are not permitted to share their personal notes from the course. PASS Leaders can share handouts or other work that is collaborated on using peer-to-peer activities during the session.
- Any conflicts or issues between a PASS Leader and the student should be reported immediately to the Academic Development Facilitator. Students should email studentlearning@ontariotechu.ca if they have any concerns.

6. Student responsibilities

These policies outline the responsibilities of students who use SLC services.

- Students are encouraged to take responsibility for their learning. Therefore, they are asked to bring relevant course-related materials (e.g., assignments, textbooks). Questions or concepts should be ready for discussion during their appointment.
- The SLC staff will not work on assignments that are due the same day.
- The role of the Academic Subject Specialist is distinct from that of the TA. Students may be referred back to their course instructor or TA for more specific course content-related support.
- Academic Subject Specialists will not make comments on a student's grade, nor will they advocate on behalf of the student.
- Take-home exams will not be reviewed by SLC staff.

Student Learning Centre

Call: 905.721.8668 ext. 6578

Email: studentlearning@ontariotechu.ca Downtown Oshawa Location: Charles Hall

Website: ontariotechu.ca/studentlearning North Oshawa Location: Shawenjigewining Hall

