

## Center for Student Success

### Session Booking and Scheduling Policy

We recognize the significant impact that access to tutoring can have on students' success. Our mission is to provide open and equitable support to all SUNY Orange students. The following policies have been established to ensure equal access to our services.

#### Booking Policy

Students are permitted to book up to four tutoring sessions per week (Monday-Saturday) with the option for unlimited drop-ins. However, to ensure fair and equitable access for all students, if a tutor has limited availability, each student will be restricted to booking one session per week. This policy aims to distribute tutoring resources efficiently and accommodate the needs of all students.

In cases of high demand, individual sessions may be converted to group sessions. This adjustment allows us to serve more students effectively and foster collaborative learning environments.

Any sessions exceeding the weekly limit will be automatically removed from the calendar, and students will receive a notification. If a student overbooks more than twice after being notified, they must schedule a meeting with one of our Center's staff to discuss the booking policy before scheduling further sessions.

To provide flexibility in scheduling tutoring sessions while maintaining an equitable learning environment, we have established a policy on **back-to-back session scheduling**. Students are allowed to schedule consecutive sessions, not exceeding a maximum duration of 2 hours, contingent upon Center and tutor approvals and availability. However, it's important to note that **students are not allowed to book back-to-back sessions during the week before, and during midterms and finals**. Any attempt to schedule consecutive sessions during these restricted periods will be flagged, and the additional session will be removed from the calendar. Students will receive a notification about the violation.

The Center and tutors maintain the discretion to decline consecutive session bookings if we believe it could impact the quality of tutoring or our ability to assist effectively. We encourage students to be considerate of tutors' schedules and to communicate any specific academic reasons necessitating consecutive sessions during the request.

While accommodating preferences, we strive to ensure fair access to tutoring for all students, and excessive back-to-back scheduling may be subject to review.

We appreciate your cooperation and understanding as we implement these guidelines to create an inclusive and supportive learning environment for all students. If you have any questions or concerns, please contact our front desk for assistance.

#### Student Requirements and Attendance Policy for Tutoring

1. Attend class regularly and take notes.
2. Bring the syllabus, textbook, notes, and completed homework to all sessions.
3. Contact the center via email or phone with at least 3 hours' notice if unable to attend a session.
4. Sessions not started within the first 15 minutes will be counted as missed.
5. If a student cancels (with less than 3 hours' notice) or misses 2 times, they will be required to meet with a Center's staff before scheduling additional sessions.

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#### Center For Student Success

Middletown Center | Library Building, 2nd Floor | (845) 341-4171  
Newburgh Center | Kaplan Building, Room 220 | (845) 341-9504  
Email: [studentsuccess@sunyorange.edu](mailto:studentsuccess@sunyorange.edu)

### **Rescheduling Policy**

We understand that students may need to reschedule sessions due to various circumstances. We encourage students to reschedule with at least 3 hours' notice. Rescheduling with less than 3 hours' notice will be counted as a cancellation. Refer to the cancellation policy below for more details.

### **Cancellation and Misses Policy**

We understand that sometimes unexpected circumstances can arise, and we're here to work with you to ensure your success. We kindly request that if you need to cancel a session, please try to provide us with at least 3 hours' notice. We recognize that life can be unpredictable, and we appreciate your efforts to communicate in advance.

It's important to note that missed sessions and cancellations with less than 3 hours' notice are recorded in our system. While we understand that things come up, this record may have an impact on your ability to schedule future appointments. We want to keep you informed and engaged in the process, so if you happen to miss or cancel with less than 3 hours' notice, you will receive a notification from us.

If we find that you've accumulated 3 instances of missed sessions or cancellations, we will invite you to meet with one of our Center's staff members. This meeting is an opportunity for us to understand your situation better and discuss how we can support you. Please keep in mind that attending this meeting is required, as it allows us to work together to find the best solution and ensure fair access to our services for all students.

Our goal is to create an inclusive and supportive learning environment, and your cooperation helps us accommodate other students who may also wish to book and have access to our valuable tutoring resources.

### **Proofreading Policy**

The Center for Student Success does not function as a proofreading or editing service. Our primary objective is to assist students in becoming better learners and cultivate skills for independent work. Our sessions are designed to be interactive, with both the tutor and student actively participating. When edits or additions are suggested, tutors do not make them for students but rather collaborate with them in the process.

### **Center Communication**

All communications related to your tutoring session should be directed through the front desk, rather than reaching out directly to your tutor. This centralized approach ensures that information is efficiently managed and helps in coordinating various aspects of the tutoring process. For any questions or if you find yourself running late to your tutoring session, we kindly ask that you reach out to our front desk. Your comfort and seamless experience are important to us. Feel free to get in touch with the front desk by phone or email, and we'll be more than happy to assist you! Our contact information can be found below.

Please note that our ability to respond is limited to our office hours. We will attend to your inquiries and messages promptly during these times.

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