

## Student Policies

We understand that access to tutoring has a tremendous impact on student's success. Our Mission is to provide open and equitable support to all SUNY Orange students. The following policies have been designed to ensure that students have equal access to our services.

### Booking Policy

Students can book up to 4 sessions per week (Monday-Saturday), with unlimited drop-ins. Any sessions in excess of the ones allowed per week will be removed from the calendar, and students will be notified. If a student overbooks more than two times after being notified, the student will be required to meet with one of our Center's staff to discuss the booking policy before booking any further sessions.

### Drop-ins

Students have access to unlimited one-hour drop-in sessions. Please note that you can try for up to two drop-in sessions with the same tutor per day, if no other student is waiting. Drop-ins are subject to availability and demand. We may not be able to honor a third session, since our goal is to help you become more independent learners. It might be more helpful to ask for guidance on your next steps toward the end of your tutoring session, and then schedule a follow up session or try for drop-ins again another day! You are welcome to try for multiple one-hour drop-ins with different tutors or for different subjects each day.

### Student Requirements and Attendance Policy for Tutoring

1. I will attend class regularly and take notes.
2. I will bring my syllabus, textbook, notes and completed homework to all sessions.
3. I will contact my center via email or phone if I'm unable to attend a session with 3 hours or more advance notice.
4. If I do not arrive at my session in the first 15 minutes, my session will count as missed.
5. If I cancel (with less than 3 hours' notice) or miss 2 times, I will be required to have a meeting with a Center's staff before I am able to schedule more sessions.

### Rescheduling Policy

We understand students often need to reschedule their session due to a range of circumstances. We encourage students to reschedule with at least 3 hours notice. Rescheduling with less than 3 hours notice will be counted as a miss/cancellation. See below cancellation policy for more details.

### Cancellation and Misses Policy

Students are encouraged to cancel sessions with at least 3 hours notice. Misses and cancellations with less than 3 hours notice are recorded and may have an impact on your ability to book future appointments. Students that miss/cancel with less than 3 hours notice may be notified. After 3 misses or cancellations, the student will be required to meet with one of our Center's staff to discuss this policy. Failure to attend the meeting may result in session cancellations.

## Center for Student Success

Middletown Campus Library 2<sup>nd</sup> Floor | (845) 341-4171  
Newburgh Campus Kaplan 220 | (845) 341-9504



[studentsuccess@sunyorange.edu](mailto:studentsuccess@sunyorange.edu)  
[sunyorange.edu/css](https://sunyorange.edu/css)

### **Proofreading Policy**

Center for Student Success is not a proofreading or editing service. As our goal is to help students become better students and develop skills to work independently, our sessions are interactive, with tutor and student participating equally. When edits or additions are made, tutors do not make them for students, but with them.

### **Center Communication**

All communications regarding your tutoring session must go through the front desk (not your tutor). If there are ever any questions, or if you're running late to your session, please reach out to the front desk via phone or email.