



# Tutor Registry- Tutor Handbook

This booklet is your introduction to the Tutor Registry and you must read it before you begin tutoring students who contact you through the Registry. If you have any questions, please contact Student Learning Support at 416-598-5978 or e-mail us at: [sls@ryerson.ca](mailto:sls@ryerson.ca)

## What are the benefits to tutoring other Ryerson students?

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- Learning and reinforcing your understanding of the core material in your program
- Reflecting on your own learning skills and style & developing more effective study habits
- Enhancing your resume (tutoring demonstrates time management, interpersonal, communication, and leadership skills).

## What is my relationship with the person I am tutoring?

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You should establish professional boundaries between yourself and the tutee. By setting boundaries, you can protect yourself from unwanted or dangerous situations.

Here are some key points to remember:

- Always meet on campus or in a public space such as the library or a coffee shop.
- You may not meet in your own home and you should not give out your home address.
- **Stick to the subject. Tutoring sessions should be organized around topics specific to the course.** You and the tutee should agree to stay on track during your sessions. If the person you are tutoring wants to talk about social or personal matters, guide him or her back to the focus of the session. If you are unable to do this effectively, or if you feel uncomfortable during the session, let the student know you are unable to continue. If the student has a personal matter that they need help with, you can refer them to the Centre for Student Development and Counselling on campus. Trained counselors there can provide free, confidential counseling on personal, academic, or career issues. [www.ryerson.ca/counselling](http://www.ryerson.ca/counselling) or 416-979-5195.

## How do I get started?

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Students who wish to be tutored will register for the Tutor Registry, as you did. The registry will provide them with contact information for qualified tutors like yourself. You may be contacted by one or more students seeking tutoring for the course(s) you have registered for.

## What information does Study Skills and Transition Support give to students seeking tutoring?

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The tutee will know your name, phone number and email address, and that you earned at least a B+ in the course you are registered to tutor. The tutee does not have access to your specific grade nor your CGPA.

## What are my first steps when a potential tutee contacts me?

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The tutee will probably want to interview you briefly over the phone or email to determine if you are a good match. Early in the relationship, you should inform the tutee about:

- **Your hourly rate.** You will negotiate a fair and reasonable rate for your tutoring services. Suggested hourly rates are between \$10 and \$20 per hour. Remember that the Tutor Registry does not get involved in financial matters, including payment. You should tell the person when and how you expect to be paid (e.g. cash, at the end of each session, weekly, etc).
- **Your hours of availability.** You may regulate the number of hours you are available. Be honest and upfront (and realistic) about how much time you want to spend tutoring. If your schedules don't match, the tutee may contact another tutor.
- **Your preferred location for tutoring.** Tell your tutee when and where you would like to tutor.

If you come to a mutual agreement about the above, arrange the date, time and location of your first meeting. Please remember that you must meet in a public space.

## Conducting the tutoring sessions

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At every meeting, listen to your student's concerns and, especially at initial meetings, ask questions about how the student learns. What worked for you may not work in the same way for the person you are tutoring. From the beginning, try to establish a

relationship with your tutor that includes talking about learning (and not just focusing on the content).

Follow these tips for a successful session:

- Use examples to explain course material and make up quizzes (or use old ones) to give the tutee practice in applying the theory/solving equations/understanding concepts.
- If you don't know the answer to a question, say so. Then offer to find the answer or suggest where the tutee could go to find the answer (professor, TA, other services on campus).
- Allow the tutee to set the pace for the session. Do not rush.
- Share your own study skills. Your student may find it helpful to hear suggestions for taking notes, managing time, memorizing, etc.
- Be supportive. Low grades can be frustrating, and your student may feel frustrated.
- Contact the tutee prior to each session to discuss the content and focus. Ask if the tutee has any specific questions.

## What material will the student expect me to know?

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Your tutee will expect you to be familiar with the content of the course. Be aware that course content may change with time, or the instructor teaching the course. Having your old textbook to refer to is beneficial, and you may want to check the current textbook out of the library.

## What is expected of me as a tutor?

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Follow these guidelines in all tutoring sessions:

- If you can't keep an appointment, contact your student at least 24 hours in advance.
- Be on time for your sessions.
- You must abide by the [Student Code of Academic Conduct](#). This means that you MUST NOT do the student's homework or assignments or make corrections to the student's work (by, for example, proofreading an essay for the student). If you are not familiar with the Code, you should read it before you begin tutoring.
- Keep information shared between you and your tutee private.

## What if there is a problem?

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If you feel that you are unable to provide adequate support for your student, contact Student Learning Support or encourage your student to seek help from one of our Support Areas or the Centre for Student Development and Counselling.

## Remove yourself from the Tutor Registry

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Simply login to the Tutor Registry and go to the 'Tutor Info' tab. Go to 'my account' and set all courses on the list as "inactive."

## To make a change in the courses you want to tutor

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Login to the Tutor Registry system, within the 'Tutor Info' tab you can apply to tutor additional courses as well as make the change to the list of courses you already offered to tutor. You can make any listed course:

- Inactive (if you want to stop tutoring this course temporarily, but plan to tutor it again in the future this option is recommended)
- Remove (if you want to stop tutoring this course and are not planning to tutor it again, this option is recommended, otherwise make it inactive)
- Activate (inactive course is made available for tutoring again)

You can also apply to tutor additional courses.

## Change your contact information

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Login to the Tutor Registry system and change your contact information (under the "Personal Info" tab).

## Student Learning Support Contact Information

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Contact us if:

- You believe you cannot help with course material. We will refer the student to another tutor.
- Your student misses a session.
- You wish to make a complaint (for example, if the tutee behaves inappropriately toward you or violates any aspect of the Student Code of Conduct).
- If you have questions not addressed in this manual, login to the Tutor Registry system and send us your feedback.

Thank you, and happy tutoring!