



Frequently Asked Questions about Peer Tutoring

Where is the tutoring center located? What are their hours?

- The tutoring center is located at the Student Success Center in Plassmann 100. We are open:
 - Mondays through Thursdays, 8:30 a.m. to 7:00 p.m.
 - Fridays, 8:30 am to 5:00 p.m.

How do I request a peer tutor?

- Students can request a tutor online at <https://app.retain.io>. They can also stop into the SSC, or email at tlc@sbu.edu if there are no available tutors for the desired course.
- Click [here](#) for instructions on how to set up your tutoring appointment

Are tutors available for all courses?

- Tutors are available for almost every subject, and we are only limited by the number of tutors who qualify for employment.

Can I request a tutor for more than one course?

- Absolutely, you can request a tutor for any and every course you may be taking.

Who has access to tutoring services?

- All undergraduate students have access to tutoring services, including the Math Lab and Writing Lab. Graduate students have limited access to tutoring services, which includes the Writing Lab.

Who are the tutors?

- St. Bonaventure undergraduates (and sometimes graduate students) who have successfully completed the courses they tutor. Tutors must have received a final grade of a B+ or higher and be recommended by their professor.

Will I have the tutor all to myself?

- Possibly. Tutoring sessions consist of one tutor and one to three tutees. The SSC staff does its best to keep groups as small and effective as possible. Students in small tutoring groups have the advantage of sharing ideas and learning from each other. We encourage students interested in tutoring to be open to this experience.

Will tutors do my homework for me?

- No. Our credo is to assist, not do. We encourage academic accountability and independent learning. We want our student to accept responsibility for their own academic excellence while we provide background and assistance.

How often will I meet with my tutor?

- Students meet with a tutor for one hour per week per course for the duration of the semester. Tutoring sessions are regularly scheduled appointments at the same day and time each week. If you would rather not commit to weekly tutoring appointments, please seek assistance from your professor, the Math Lab or Writing Lab.

What if I do not want tutoring anymore?

- Students are allowed to cancel their scheduled tutoring sessions if they feel it is no longer a necessity. However, students who skip their scheduled tutoring sessions without contacting their tutors and/or the SSC may have their tutoring privileges revoked.

What will happen during my weekly tutoring sessions?

- Please come prepared with issues you would like to clarify, the course syllabus, textbook, notebook and other materials you might need. Tutors can help you prepare for an exam, further understand readings, go over practice problems and develop better study and notetaking habits. Successful tutoring requires your earnest efforts. Tutoring cannot replace regular class attendance.

When is the last day to request a tutor each semester?

- Usually three weeks before the final class day.

What have students said in the past about their tutoring experience at the SSC?

- “My second test went up 20 points.”
- “It helps me retain my grade in a low A.”
- “I used to dislike Spanish and now may minor in it.”
- “I am no longer overwhelmed and I am much more confident in my work.”
- “My grade has increased dramatically to say the least. It went from low 70’s to low 90’s.”

Contact: You can contact the tutoring office in the Student Success Center at 716-375-2066. After 5:00 p.m. you can leave a voicemail which will be received the following morning. You can also send an email to tlc@sbu.edu. Please keep in mind that e-mails are checked during the normal business hours of 8:30 a.m. to 5:00 p.m.