Subject Tutoring Program

Student Frequently Asked Questions About Subject Tutoring

Instructions

To view the FAQs in sequential order, click "next" at the bottom of each page.

Click "back" to go to the beginning of the section you're on (or to the last page you visited if you just entered a new section).

GENERAL INFORMATION

- [Where are you located?](#)

- [What services do you provide?](#)

- [Who are the tutors?](#)

Where are you located?

The Subject Tutoring Program is located in Academic Support Programs, Campus Center, 1-1300.

We can be reached by telephone at 617-287-6550.

Our office hours are Monday through Thursday 8:30am to 6:00pm, and Friday 8:30am to 5:00pm.

What services do you provide?

The Subject Tutoring Program offers individual and/or group tutoring to students enrolled in 100 and 200 level courses in the College of Liberal Arts and the College of Science and Mathematics at UMass Boston.

Information on course areas in which you can register online for tutoring can be found on the Online Application for Tutor Scheduling (OATS) homepage. Additional information, including links to many helpful resources and FAQ about the program can be found on the *Subject Tutoring Program Wiki.*

To access the Online Application for Tutor Scheduling (OATS) homepage:

1. Go to the UMASS Boston homepage at www.umb.edu.
2. Type "subject tutoring" into the search box (top right hand corner of the UMASS Boston homepage).
3. Select and click on the search result: Tutoring Program. Once on the Subject Tutoring homepage, click anywhere on the text: "please visit the tutoring registration homepage (OATS)**."

To access the Subject Tutoring Program Wiki follow steps 1 and 2 above, then click on the Subject Tutoring Program Wiki link under the "See Also" menu located on the right hand side of the page.

Note: For information on all Academic Support programs, including other available tutoring programs, you can go directly to the Academic Support Programs website at: http://www.umb.edu/academics/vpass/academic_support/.

Who are the tutors?

Subject Tutoring Program tutors are undergraduate students who are recommended by faculty for their proficiency in the subject area and their interest in working with other students.

ASSIGNMENT

- [How do I get assigned to a tutor?](#)

- [There is a specific tutor that I would like to work with. How can I make sure I am able to work with that tutor?](#)

- [What do I do if a week has passed and I still haven't been assigned a tutor?](#)

- [What do I do if I get an email that says a tutor cannot be assigned to me?](#)

How do I get assigned to a tutor?

- If this is the first time that you are requesting tutoring, you will need to register on the Online Application for Tutor Scheduling (OATS). Instructions can be viewed in "Using the Online Registration System," which can be accessed from the "Getting Started" page on the Subject Tutoring wiki. As part of the registration process, you will need to complete an online schedule before you can be assigned a tutor.

- Meeting times depend on tutors' schedules. We will match you with a tutor whose online schedule matches yours. Your tutor will receive an email from the Subject Tutoring Program with a list of your available times that match his/her schedule. The tutor will select a time from this list as the time you will meet on a regular basis and contact you in order to confirm.

- When filling out your schedule, add as many times as you have available. If you only have 1-2 available times listed, it may be more difficult to assign you to a tutor. Also, if you specified a tutor during the online registration and scheduling process, we can only assign you to this tutor if your times match theirs. For more information on this subject, look to the "There is a specific tutor I would like to work with. How can I make sure I am able to work with that tutor?" slide.

Note: You may be asked to share your session with other students. Your tutor will notify you of this change.

There is a specific tutor I would like to work with. How can I make sure I am able to work with that tutor?

- Make sure that the available hours you have put on your schedule match with some of the hours of the tutor you want to work with. If you are already in contact with this tutor, ask them what times they are available.

- Also, during the online registration and scheduling process there will be a section to write your preferred tutor's name to further ensure that you will be matched. However, we can only assign you to the tutor you have specified if the hours you are available match the hours they are available.

What do I do if a week has passed and I still haven't been assigned a tutor?

- If you have not received an email either assigning a tutor to you or letting you know that a match could not be made, you can go to the Academic Support Programs front desk to ask for assistance.

- If you have gotten an email saying a match could not be made, then see the "What do I do if I get an email that says a tutor cannot be assigned to me?" slide for more information

What do I do if I get an email that says a tutor cannot be assigned to me?

If you get an email that says a tutor cannot be assigned to you, first note which reason the Academic Support Programs staff has indicated. The course of action you should take will also be listed in the email.

The reasons include the following:
1. TIMES DON'T MATCH
2. NO TUTOR AVAILABLE FOR COURSE
3. OTHER TUTORING and/or STUDY GROUP RECOMMENDATION
4. GROUP TUTORING ONLY
5. SPECIFIED TUTOR NOT AVAILABLE
6. REASSSIGNMENT NOT POSSIBLE

1. TIMES DON'T MATCH

Although we do have tutors in the course for which you have requested tutoring, none of their schedules include your available times. Please log in to your online Student Profile and add more times to your schedule to increase your chances of matching schedules with one of our tutors. Contact the Academic Support Programs front desk staff to let us know that you have done so.

2. NO TUTOR AVAILABLE

We do not currently have any tutors available for the course for which you have requested tutoring. Check with the front desk staff in Academic Support Programs to see if a tutor has been recommended for the course. For further information on making recommendations, faculty need to contact Academic Support Programs.

3. OTHER TUTORING and/or STUDY GROUP RECOMMENDATION

For this course, check with the Academic Support Programs front desk staff about the Reading, Writing, and Study Strategies Center, Physics Department tutoring, and/or other available options.

4. GROUP TUTORING ONLY

- Because group tutoring sessions are the only kind of tutoring being offered for this course, you will need to choose a group session time in order to receive tutoring. Log in to your online Student Profile, select "Group Tutoring," and choose a group tutoring session time.

- Once we have confirmed your assignment, you will get an email from us including your tutor's email address, the meeting time, and, if available, the location of your group tutoring session. You may need to get in touch with your tutor to confirm the location of your group tutoring session.

5. SPECIFIED TUTOR NOT AVAILABLE

You have requested to work with a particular tutor, but that tutor's schedule of availability does not match yours. Please ask your tutor what time you should put down on your schedule and then update it by going to your online Student Profile.

6. REASSIGNMENT NOT POSSIBLE

We have unassigned you from the tutor you were originally working with, but there is no other tutor whose schedule matches yours.

Please see the "TIMES DON'T MATCH" slide for more information.

THE TUTORING SESSION

- [Is tutoring offered every semester?](#)

- [How often can I receive tutoring?](#)

- [What should I bring to my tutoring session?](#)

- [What happens during a tutoring session?](#)

Is tutoring offered every semester?

Tutoring is regularly offered during the spring and fall semesters. Tutoring may be offered for some courses during the winter and summer sessions; check with the staff in the Academic Support Programs office for more information.

How often can I receive tutoring?

- Your tutor is limited to meeting with you no more than **1 hour per week if you meet with them individually** and **1.5 hours per week if you meet in a group session**. If possible, arrange to meet with your tutor on an ongoing weekly basis for long term support and assistance.

- If you need more assistance, we encourage you to make use of your instructor's office hours.

What should I bring to my tutoring sessions?

Bring any class handouts or study materials that you think will be of assistance to you during the individual tutor session. Most importantly, bring questions for your tutor. The tutor is there to answer your questions about the material.

What happens during a tutoring session?

The format of the tutoring sessions is determined collaboratively by you and your tutor. Perhaps you'll spend the entire hour covering one particularly difficult section in your course. Or, you and your tutor may discuss several topics within that time period.

MEETING YOUR TUTOR

- [How will I know who my tutor is and when and where to meet?](#)

- [Where do I meet my tutor?](#)

- [What if I am late to meet my tutor?](#)

- [What if I need to cancel an appointment?](#)

How will I know who my tutor is and when and where to meet?

First, you will receive an email confirming that you have been assigned to a tutor. This email will include the tutor's name and email address. **Keep this email as a record of this information.** Your tutor will send you an email establishing the date, time, and location of your tutoring session. Be sure to email your tutor to confirm this information. If you want to keep the space the tutor is holding for you, you must contact them as soon as possible, otherwise they may use that time to meet with another student.

Note: The tutor will pick a time that they have available and one that is compatible with a time that you have selected on your schedule.

Where do I meet my tutor?

Once you have been assigned to work with a tutor, your tutor will email you with a meeting time and location. Be sure to email your tutor back to confirm this information.

What if I am late to meet my tutor?

- If you are late, your appointment will not be extended beyond the scheduled time. Your tutor may leave after waiting 15 minutes if it is an individual session or after 30 minutes for a group session.

- It is very important to attend all scheduled meetings with your tutor. If you do not attend a scheduled meeting your tutor will not be paid for that time.

- If you cannot attend a scheduled tutoring session, please cancel your appointment at least 24 hours in advance. Please see the "What if I need to cancel an appointment?" slide for more information.

What if I need to cancel an appointment?

- If you are unable to meet your tutor, **you must cancel your appointment at least 24 hours beforehand. Remember – your tutor is only paid for time he/she is working with students.** By informing your tutor beforehand that you'll be unable to make a meeting, he/she can then meet with another student requesting tutoring.

- Please be responsible; there are many people requesting help, and tutors have limited availability!

TYPES OF TUTORING

- [What is individual tutoring?](#)

- [What is group tutoring?](#)

- [Is it important for me to find out if there is group tutoring?](#)

- [What should I bring to a group tutoring session?](#)

- [What if I have questions that aren't answered here?](#)

What is individual tutoring?

Individual tutoring is one-to-one tutoring between a tutor and a student.

This kind of tutoring is based on tutor availability. You may be asked to share a session with other students. This is called informal group tutoring. It is simply an option in which tutors can set up groups (2 or more students) with their assigned students. Tutors can choose to do individual or informal group tutoring at their discretion. Your tutor will notify you of all changes.

What is group tutoring?

- On a weekly basis you will meet with your tutor in a group setting of 2 or more students. All of the students attending the tutoring session are enrolled in the same course.

Is it important for me to find out if there is group tutoring?

- Yes, as it is possible that there may only be group tutoring available for some courses. Courses with group tutoring only are posted in the Academic Support Programs office or can be viewed on your online Student Profile (for courses that you have requested tutoring in). To request a specific group tutoring session time, you will need to log in to your online Student Profile.

- After you log in, you will see your completed Student Profile and will have access to the group tutoring list for the course(s) in which you have requested tutoring. You can check group tutoring availability for your course by clicking on the "Group Tutoring" link on the menu at the top of your Student Profile. If group times are available, select a time that fits your schedule and submit this request.

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What should I bring to a group tutoring session?

Bring any class handouts or study materials that you think will be of assistance to you during the group tutoring session. You should also, most importantly, bring any questions you have about the material.

What if I have questions that aren't answered here?

If your questions about the registration and scheduling processes are not answered here, please contact us via e-mail at tutoringprogram@umb.edu, or check with the front desk staff in Academic Support Programs, CC-1-1300.