Rules & Guidelines to use STEP

UNIVERSITY OF WYOMING

LeaRN Programs
STEP

We want to provide a helpful and accessible service to all students at UW.
All students will be expected to adhere to these guidelines to use STEP.

1. **If you are sick, please stay home. STEP Tutors are prepared to work with students via Zoom.**

2. Remember our front desk and tutors are working hard to provide all students with an opportunity for free tutoring. **Please show our staff respect and consideration**.

3. **STEP is free to UW Students that have a W#.** Students from LCCC, high schools, and community members may not use STEP.

4. We want to help you with your academics – and **our goal is to help you become an independent learner**. All tutors will aim for you to do at least 80% of the work in every tutoring session.

5. **Bring your course materials**! Effective tutoring happens when students bring textbook, notes, writing utensils, calculators, etc. While STEP does have some textbooks for tutors' use, an updated textbook is not available for all classes.

6. On occasion, **you may need to wait a few minutes extra** while a tutor is wrapping up with his/her tutee. If the tutor goes over his/her allotted time, staff will check on their progress.

7. Tutoring Sessions
   - **At Coe Library** – all tutoring in Coe is by appointment only. Students must make an appointment on the Penji app. No walk-ins are accepted, but appointments can start as little as 5 minutes out.
   - **At Washakie** (Satellite Center) – appointments are available. Appointments may not be one-on-one with a tutor; students may be put into small groups for group tutoring. Walk-ins are accepted. Students should check in with front desk staff to log in and get connected to a tutor.

8. **Tutors will not do your homework for you.**

9. Students are limited to a maximum of 90 minutes of tutoring per night and a maximum of 60 minutes with any single tutor at a time. It may be helpful for you to work on your own for 30+ minutes before starting another tutoring appointment, to better recognize your understanding and any gaps in knowledge. Our staff may recommend this to you.

10. Students who repeatedly no-show for appointments at STEP will be temporarily blocked from using the Penji app. Questions can be addressed to the manager (below).

11. **Tutors are not able to help you with your labs.** If you have general questions about concepts covered in your lab, our tutors may be able to assist.

12. **Tutors may not be booked with the same tutee for more than a one-hour block** on any evening. It is at the coordinator's discretion to determine if a session is productive and merits a third half-hour block with a tutor.

13. **Tutors cannot help with subjects outside of our posted class list.** Exceptions:
    - Students studying for the MCAT, GRE, or other preparatory exams may utilize STEP but must bring their own study materials/prep guides.
    - Students in an upper-division course seeking help with foundational content must contact the STEP manager (see below) to request an exception. Exception requests must be placed before 5pm on the day tutoring is being requested.

14. **Be clear about what class you're requesting help for.** Students who misrepresent what class they're seeking support for may not return to STEP.

15. Sometimes tutees and tutors just don't click. **Please let us know if you have concerns** about any of our staff. Similarly, if STEP staff has a concern about a student, s/he may be asked to visit with the STEP coordinator.

It is at the on-site coordinators' discretion to determine if any of these rules or guidelines have been violated. Coordinators may refuse service to students if these rules have not been followed; students may be asked to speak with the STEP manager before they can return to STEP.

Questions, concerns, or suggestions? We want to hear from you!
Please contact Jess Willford, Manager at stepatuw@uwyo.edu.