## Our Purpose

**Mission:** We work with students to build academic skills, confidence, and independence.

Tutor-coaches provide free learning/course-content support to NorQuest students in for-credit courses/programs (both in-person and online).

## Help offered

Tutor-coaches offer individual and small group tutorial or coaching sessions. Group sessions are run on topics requested by students on an as needed basis.

Tutor-coaches work with students on academic skills and material from their for-credit NorQuest courses. Tutor-coaches do the following:

- Review and explain concepts.
- Work with students to complete practice questions.
- Help students develop academic skills.
- Help students understand assignment instructions.
- Show students how to check their own work for correctness.
- Review marked assignments and exams with students.
- Refer students to additional resources.
- Focus on 1 or 2 questions/concepts within each session/appointment. Students can sign-in for additional sessions/appointments should more help be needed. Tutor-coaches will often work with a student to get them started on an assignment, and advise them to practice independently for a period of time before signing up again.

## Help not included

- Tutor-coaches only work with NorQuest students on academic skills and course material from NorQuest for-credit classes. Tutor-coaches are not able to assist students with work that is not part of students’ academic coursework (e.g. legal/government documents, job...
application documents/resumes or funding/award applications).

- Tutor-coaches do not stand in place of instructors; therefore, tutor-coaches do not teach missed course material, and in some cases, students may be referred back to their instructors.

- Tutorial and Academic Coaching Services’ mandate is to support students to become more independent learners, and to ensure academic integrity is upheld. Therefore, tutor-coaches do not do the following:
  - Correct homework/assignments, check answers, edit, proofread, rewrite, fix grammar, etc. It is not the role of the tutor-coach to “check over” an assignment prior to submission with the goal of ensuring an error-free paper or a better grade. In some cases, this might mean that instead of working directly with questions that are part of an assignment for marks, a tutor-coach may find similar questions to work on instead, and support the student in application of learning to their assignment.
  - Help students with every question in their homework. Tutor-coaches will review one concept, and recommend similar questions for the student to complete independently. Students can sign in again for follow-up support/feedback.
  - Help with assignments that were written by someone else (i.e. a friend, classmate, relative). This includes group projects – tutor-coaches will only help with those portions of an assignment that are written by the student(s) present in the session.
  - Tutor-coaches will not work with students on take-home exams without written permission from the instructor.
  - Guarantee improved grades as a result of using Tutorial and Academic Coaching Services.
- When working with students on writing, tutor-coaches will not comment and/or make suggestions regarding the accuracy of content or factual details in written work. However, tutor-coaches can help students with reading comprehension skills should they require assistance in understanding source material that they have brought with them.

| Service delivery | A) In-person, drop-in  
|                  | 15 – 20 minutes (or less, as needed) in length  
|                  | Individual or small groups (more time is generally provided to small groups)  
|                  | Students generally sign up to see a tutor-coach on a first come, first serve basis and may sign in multiple times. If the tutor-coach on desk at time of sign in is not able to assist a student due to subject area or course level, however, the student will be verbally informed that they will be kept at the front of the queue until the tutor-coach best able to help becomes available.  
|                  | If students seeking writing-intensive help prefer an appointment, they can book an appointment with the Writing Centre:  
|                  | http://libguides.norquest.ca/WritingCentre  
|                  | B) Online appointments  
|                  | Bookable by online, distance, evening, and regional campus students  
|                  | Students book online and meet a tutor-coach online, or over the phone  
|                  | 30 minutes in length; booking guidelines can be found on our booking website  
|                  | Individual or small groups (more time is generally provided to small groups)  
|                  | Students book an appointment online, in advance (day prior):  
|                  | http://libguides.norquest.ca/tutorialcoaching/distance  
|                  | Students seeking writing-intensive should book with the Writing Centre online:  
|                  | http://libguides.norquest.ca/WritingCentre |
### Online appointment disclaimer statement

In order to reduce the number of no-shows and last minute appointment cancellations and to ensure equal access to service for all students, Tutorial & Academic Coaching Services reserves the right to:

- Monitor and limit student use of same-day appointment bookings;
- Restrict or remove student access to service for the remainder of the semester if a pattern of cancellations, “no shows,” and/or excessive bookings emerges;
- Restrict or remove access to service for the remainder of the semester if a student fails to adhere to the College’s Student Code of Conduct by engaging in disrespectful behavior towards tutors or other students during appointments.

Note: Accounts will be automatically disabled if you have 3 missed appointments. Please contact us at 780-644-5864 or tutorial.coaching@norquest.ca to have your account re-enabled.

### Confidentiality

- Tutorial and Academic Coaching Services respects the privacy of all students accessing the service. Any personal information collected is done so in adherence to the Freedom of Information and Protection of Privacy (FOIP) Act. This obligates the Tutorial and Academic Coaching Services staff to collect information required only for educational and related purposes, and to maintain its security.
- Tutorial and Academic Coaching Services does not disclose the names of students who use the service unless a request to do so is made by the student.
- All student work and communications shared between students and Tutorial and Academic Coaching Services staff are kept confidential except in cases where it is believed that the student may be at risk of harming themselves or someone else.

### Academic Integrity and Plagiarism

Academic integrity is actively promoted by Tutorial and Academic Coaching Services. Plagiarism problems are addressed directly with students in the context of educating them on how to paraphrase and cite sources correctly while avoiding plagiarism as defined by NorQuest’s Academic Misconduct Procedure (2016).

If plagiarism is suspected, the Tutorial and Academic Coaching Services staff follow the same procedures as the Writing Centre, treating these cases as "opportunities for learning" (Gentile, Arzt & Riedinger, 2005). Plagiarism is addressed with the student and
appropriate explanations and/or referrals to library staff are provided (on paraphrasing or quotation, citation, etc.). It is the student’s responsibility to make changes before submitting the paper.

**References**

