

**KŌKUA `IKE TUTORING SERVICES AGREEMENT  
CHAMINADE UNIVERSITY OF HONOLULU  
SY 2018-2019**

Student Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

CUH email: \_\_\_\_\_@student.chaminade.edu

Alternate email (if preferred contact): \_\_\_\_\_

Telephone # \_\_\_\_\_

**Please initial once you agree to the following:**

I must be responsible for the scheduling of appointments online and to schedule appointments **two days** prior to the desired tutoring session. (**Each tutoring session is 60 minutes.**) \_\_\_\_\_

I understand that the relationship between my tutor and I is privileged and that my tutor will not share detailed information about me or our session with others, including my instructor without my authorization or request by an instructor. \_\_\_\_\_

I understand I am only eligible for **ONE** tutoring session per subject/per tutor per day (maximum of 10 one-on-one sessions per week, graduate students are allowed 3 sessions/per week). \_\_\_\_\_

*I need to be prepared for every tutoring session. I will not ask my tutor to teach material I have not yet attempted to understand myself.* \_\_\_\_\_

*I will not ask nor do I expect my tutor to do my work for me. I understand my tutor can explain the material, ask questions to verify my understanding, assist me with improving my study skills, direct me to additional resources, highlight error patterns, and/or provide me additional exercises/assignments as appropriate.* \_\_\_\_\_

If I cannot keep my appointment, I will do my best to notify the Kōkua `Ike (via Appointment-Plus) **24 hours in advance**. If I do not cancel my appointment within **24 hours** of the appointment start time or after the appointment has started, it will be considered a “No Show.” If I am more than **15 minutes late** for my scheduled tutoring session, my tutor is no longer required to meet with me and I will be considered a “No Show.” I have read, understood, and agree to abide by the Center’s “No Show and Cancellation” policy. \_\_\_\_\_

I will be **productive** during the tutoring session. (no texting or cell phone use, etc.) \_\_\_\_\_

I will complete the **tutor evaluation form** at the end of each session. \_\_\_\_\_

Kōkua `Ike reserves the right to cancel or reschedule appointments at its discretion and will do its best to contact me within 24 hours via email or phone. \_\_\_\_\_

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**In addition, I will be referred to the Tutoring Center Coordinator and I may lose my tutoring privileges if any of the following occur:**

- My tutor feels I am unprepared for our session \_\_\_\_\_
- I am not complying with my responsibilities in receiving services (including not actively participating, asking unreasonable requests or having unreasonable expectations, behaving in a way that reflects poorly on our partnership, **threatening/harassing my tutor, etc.**) \_\_\_\_\_
- I am acting or producing work in a way that purposefully violates my or my tutor's academic integrity. \_\_\_\_\_

**Protocol for “No-Show” Strikes (Initial once read)** \_\_\_\_\_

**We understand that situations come up and appointments must be canceled. If a pattern develops, Kōkua `Ike reserves the right to initiate the policy below at the discretion of the Tutor Coordinator.**

**1st Strike:** The student will be made aware of his/her missed appointment and a “No Show” will be placed in the student’s permanent file.

**2nd Strike:** All of the above and in addition, the student **must** meet with the Tutoring Center Coordinator to review this contract before scheduling or attending any future tutoring sessions. ( The student’s access to online scheduling **will be blocked** and all appointments will be canceled until this is completed.)

**3rd Strike:** The student will be sent a notification of his/her strike and will be on the student’s file online. Once a student has reached **3 strikes, he/she will no longer be allowed to receive tutoring services for the semester.** (To receive tutoring for the following semester, the student **must** sign a new contract and **must** meet with the tutor coordinator. )

*I have read the above information and agree to my responsibilities. I agree that a violation of any part of this contract may result in the termination of my tutoring privileges and tutoring services.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_