

**ARC**ACADEMIC RESOURCE CENTER  
at Harvard University

## **ARC Peer Tutoring Policies - Information for Students**

The Academic Resource Center (ARC) oversees the Peer Tutoring Program, connecting Harvard students with a network of trained peers who can support their learning in a variety of selected courses. Peer Tutors (PTs) and Peer Tutor Fellows (PTFs) can provide an extra layer of academic support for students by reviewing critical concepts and materials from class, clarifying points of confusion, and developing study strategies for upcoming exams.

The Peer Tutoring Program is a free resource for all full-time students of Harvard College. Graduate students should refer to their program administrators for information on funding for tutoring. In order to receive tutoring, students must be registered in the course in which they are requesting tutoring. Peer tutoring is private and protected by FERPA.

The Peer Tutoring Program uses two different systems to match and/or book tutoring appointments:

### **Tutor Matcher (staffed by Peer Tutors)**

The [Tutor Matcher](#) is an online platform where students submit requests for tutoring in a course and get matched to a specific Peer Tutor by the Program Staff. Once matched, the Peer Tutor and tutee will agree upon a tutoring schedule and make appointments as needed. The Tutor Matcher is available to both undergrad and eligible graduate students.

### **ARC Scheduler (staffed by Peer Tutor Fellows)**

The [ARC Scheduler](#) is an interactive calendar where College students can view available tutoring appointments by course. The Scheduler is updated weekly with Peer Tutor Fellow availability. Tutees are not assigned a specific tutor as they are in the Tutoring Matcher. The ARC Scheduler is only available to students of the College.

## **Peer Tutoring Guidelines and Policies**

Students seeking tutoring are responsible to understand and adhere to the following guidelines and policies:

### **Tutee Responsibilities:**

- In order to help their PTF/PT determine the focus for their tutoring session, tutees are expected to come prepared to peer tutoring with questions and having reviewed the material.
- Tutees are encouraged to communicate effectively with their PTF/PT about their needs. For instance, they should share information about ways they learn best and whether they need material explained more fully or in a different way.
- Tutees should keep in mind that the PTF/PT does not have access to the answers for assignments and is not permitted to check answers or work directly on homework (see Homework Policy). The PTF/PT will guide their tutee towards a deeper understanding of concepts and will work towards helping the tutee to build their skills in approaching the material.
- Tutees must arrive on time for tutoring. If a tutee arrives late or misses the appointment, PTFs/PTs are not required to make up the missed time.

- **Tutor Matcher:** Once matched with a tutee, PTs are expected to contact their tutee within 24 hours. **Tutees are then required to respond to PTs within the following 48 hours.** PTs and tutees are required to have their first meeting within 10 days of the assignment. If a tutee is not responsive, the PT or Program Staff may cancel the assignment.

## Academic Integrity

All PTFs/PTs and tutees are expected to abide by the College's policies on academic integrity as outlined in the rules on academic dishonesty in the [Harvard Handbook for Students](#) and in Harvard College's [Honor Code](#). Non-College students must also adhere to their own school's code of conduct and policies. The Student Academic Integrity Fellows ([SAIFs](#)) are available as a resource for all students who have concerns about academic integrity. For peer tutoring, please be aware of the below guidelines:

### PTFs/PTs will:

- Help a tutee to figure out why they might be confused about the material.
- Work with a tutee to gain a better understanding of the concepts in a course.
- Guide the tutee to resources within the course, the College, and to trustworthy online resources.
- Recommend study and exam-taking strategies.
- Share their own experiences from taking the course and studying.
- Be supportive and respectful of their tutees.

### PTFs/PTs will not:

- Collaborate on any work with a tutee. All work needs to be the tutee's.
- Help with take-home exams and homework assignments.
- Help with applications.
- Proofread, edit or check answers.
- Help with writing. Peer tutors are permitted to talk through concepts and ideas related to a paper. For writing support, undergraduates should contact [The Writing Center](#). The [Harvard librarians](#) are available for research support.
- PTFs/PTs are not permitted to answer questions about the material via email or text.
- Share their own work with a tutee. This restriction includes a prohibition on sharing their papers, a completed problem set, their notes, study guides, or computer code. PTFs/PTs may not share materials from a prior version of a course without express permission from the course. The program supervisors will seek this permission upon request.

## Homework policy

PTFs/PTs may use homework problems as reference during tutoring sessions, but they will not assist tutees on homework directly. Instead, PTFs/PTs will review concepts and may work on practice problems similar to those commonly assigned as homework and on exams. Specific homework help should be sought out with the course/department directly, e.g., office hours, and question centers. See the [ARC website](#) for a list of some of the resources on Campus. Tutees should provide similar or sample problems for the tutoring meeting which may be found in course material, or by request to the courses.

## **Peer Tutoring Weekly Appointment Limits**

A student may sign up for up to two 60-minute, one-to-one sessions per course each week. Group tutoring does not count toward the weekly two-appointment per course weekly limit. A week is defined as Sunday to Saturday. Occasionally, exceptions can be made to the two appointment/week policy with approval of the Peer Tutoring Program Staff.

## **Cancellation Policy**

If a tutee needs to cancel an appointment, they must notify their PTF/PT at least 24 hours prior to appointment start time. Students who miss three scheduled appointments (either by not showing up or by cancelling with less than 24 hours' notice) may lose access to participating in the tutoring program for that course for the remainder of the term and must consult with Peer Tutoring Program Staff.

## **Title IX**

All PTFs/PTs are considered "Responsible Employees" with regards to Title IX disclosures. If within the context of the tutoring relationship, a tutee discloses information about an incident of sexual or gender-based harassment, including sexual assault, PTFs/PTs have a responsibility to share that information with the Title IX Coordinator.

## **Additional Support and Resources**

A list of academic support resources on Campus can be found on the [ARC website](#). You may also contact the Peer Tutoring Program Staff at [academicresourcecenter@harvard.edu](mailto:academicresourcecenter@harvard.edu) for any questions about peer tutoring and to explore other ways to get academic support.