

Subject Tutoring Center

FAQs for Faculty on How We Benefit Your Students

What is tutoring?

In tutoring, a student engages in an individualized or small group session with a tutor who is skilled in the content area, and who works with the student at the student's own pace, discussing and guiding them through course material, to offer a clearer understanding of the concepts discussed.

What ISN'T tutoring?

Tutoring is not teaching or re-teaching material, completing homework for students, helping students complete quizzes or tests, or providing direct answers to anything the student is working on. Tutors are not assessors of grades or class performance, curriculum developers, substitute teachers, or exam proctors.

What exactly happens in a tutoring session?

The tutor will discuss the student's own questions on the course content and assignments. They will talk through the course material with the student, help demonstrate or clarify the course concepts the student is asking for help with, and help the student develop more effective ways of approaching the coursework independently. This process generally happens over several tutoring sessions, which is why we always encourage students to return.

Is tutoring just for students who are either failing or in danger of failing?

No. Tutoring is for ANY student in your course who wants to clarify course concepts or work on assignments at any academic level they are at. Students can come and see us if they are doing exceptionally well in the course and just want to review a particularly difficult concept for them; or, they can come and see us if they are struggling in the course overall. Any student at any academic level in your course can seek out our assistance at any point during the semester.

As a faculty member, I already offer office hours and can answer all my students' questions. Why would they need to see a tutor?

Often students feel comfortable seeking out the assistance of a peer, most commonly for fear of the stereotype that asking questions of a professor indicates that the student is not skilled in the subject matter or is not working hard enough. However, we aim to dispel this myth and provide students with more connective support by always encouraging students to seek out their instructor's office hours and to contact their instructor with any questions they have, **in addition to** seeking out tutoring.

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Who are the tutors? How are they hired, paid, and trained? Can I recommend a tutor?

Subject Tutoring tutors are not only exceptionally knowledgeable in their content area, but they are outstanding in their ability to **communicate** that knowledge. They are a mix of peers and professionals, which includes current QCC students, recently graduated QCC students attending other Worcester-area colleges, and current or retired educators. Tutors are paid, work as part of a complete staff, and undergo various trainings all together and in small groups throughout the academic year. All tutors must complete an application, have one recommendation from a QCC faculty member, and undergo an interview before being considered for hiring. As a faculty member, you can recommend outstanding students at any point throughout the academic year using our [Faculty Recommendation Form](#).

How do students know tutoring exists, and how are they encouraged to seek it out?

If you have a specific student you'd like to refer to Subject Tutoring, please feel free to use the Subject Tutoring referral in Navigate360. Once a referral is made, the student is emailed directly with information on our services. More generally, in addition to advertising at many campus events and open houses, we send out electronic advertisements weekly to all students. You as a faculty member also receive a sample syllabus statement for Subject Tutoring that you can feel free to use in your syllabus and subject-specific advertisements at the start of each semester that you can feel free to post in your course. One of the most persuasive ways we encourage students to seek us out is through an in-class orientation from our tutors; you can request us to do an orientation directly in your class by completing the Orientation Request Form within the start-of-semester email you receive.

What if I wanted to send an entire group of students to a tutor? Can you accommodate that?

Absolutely! We encourage small group tutoring, and we can accommodate up to six students for an in-person group session and up to ten students for an online group session. We know that students often form their own study groups, and we encourage them to use both our tutors and our space if they would like to.

How do I know my students sought tutoring, and what information do I get?

Each week, if students from your classes sought tutoring, you'll receive an email with a report that includes the student's name, their class, the date they had a tutoring session(s), and what content was covered in the session.

Do you offer both in-person and online tutoring?

Yes. All updated information on what we offer, including days, times, and modalities, is always available on our website: www.qcc.edu/subjecttutoring.

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Where does your in-person and online tutoring take place?

Most in-person tutoring takes place in the Subject Tutoring Center – Room 222, Harrington Learning Center. Different subject area tutoring may also take place at various locations around campus; a complete and updated list of all tutoring locations for all subjects for the current semester is always available on our website and is provided to both you the faculty and your students at the start of the semester. Online tutoring takes place on Zoom. All online links, schedules, and appointment availabilities can be found by students via our online tutoring platform, TracCloud, which is found both on our website and on the students' Institution main page on Blackboard. If students have any questions on our tutoring availabilities, they can contact us (see us in person, call, or email) anytime.

I still have questions and/or want to talk about possible opportunities for Subject tutors to work with my students. Can I contact someone?

Absolutely. If you have questions, other assignments, projects, or ideas in your class for which you think there's an opportunity for collaboration with or assistance from our tutors, contact us at subjecttutoring@qcc.mass.edu or 508-854-4273.