

# The University of Southern Mississippi

## Student Support Services Program

Welcome to the Student Support Services Program at the University of Southern Mississippi. We are pleased that you have chosen to be a part of our program and are eager to work with you. Through the intake process you were made aware of our array of services, office hours, and other relevant information. We would like to share with you some of our office procedures and general tutoring guidelines as you are expected to participate within the parameters of each.

### Office Policies

- As a SSS participant, you must clock in and indicate to the person at the front desk what services you are seeking as you enter our facility, and clock-out whenever leaving. If you have any problems with the time clock, the front desk personnel should be notified immediately. **Only eligible participants, those who have completed the intake process and are able to clock in, may utilize the services.**
- **The computer lab is available only to SSSP participants, SSSP staff, McNair Scholars, and McNair staff.** All who utilize the computer lab must clock in, sign-in on the computer lab sign-in sheet, and adhere to the rules and regulations of the computer lab. **There will be no exceptions.**
- **Cell phone use is strongly prohibited in the SSS building.** Please turn off your cell phones before entering the building, do not answer your cell phone within the building, and step outside if you MUST make a phone call. **No exceptions.**
- Children are not allowed in our facility due to the potential liabilities and distractions involved. Please be advised that participants who enter the facility with children will not be served or allowed to utilize the computer lab. **No exceptions.**
- Participants are asked to respect the belongings of the office by not removing them from the building or misusing them while in the building. (**Do not lean back on chairs** or damage any equipment).
- Keep the noise level down and keep discussions within the context of our services. **Use appropriate and professional language.**
- Our office is not responsible for items left in our building, however an attempt will be made to keep lost and found items in our secretary's office.
- Please be advised that the copy machine is for program use only, not for the use of our participants.
- All SSS staff, including student staff, are bound by a Confidentiality Statement which protects any information given them. We are unable to disclose any information about you to anyone, even your parents, without your written consent.

## Tutoring Guidelines for Participants

In today's college environment, one of the most important services that you as a student can take advantage of is tutoring. The Student Support Services(SSS) Program offers top quality tutoring on an individual and/or group basis.

SSSP tutors can help in many courses that are offered at The University of Southern Mississippi. In addition our office can also help with;

- Note-taking
- Test-taking
- Problem-solving
- Stress Management
- Reading Skills
- Time Management
- Math Skills
- Test review
- Study Guides
- Writing Skills
- Reasoning Skills
- Basic Computer Skills
- Resume' Building
- Referral to other services on campus

Free tutoring is available for you to use in any course offered within our office (course offerings may vary from semester to semester). This is a service that SSS provides to you throughout your enrollment at Southern Miss as long as you maintain attendance with the program. Not only will your on-going participation protect your status with the program, but it will also improve your overall academic performance.

The assistance the tutors provide is geared to help you better understand your course material. In order for this to be effective, you should arrive for your tutoring sessions with all needed materials(books, notes, syllabus, etc.) If preparing for a test, please attend several tutoring sessions prior to your test. While our tutors are equipped to help you, there is only so much they can do within limited amounts of time. We do not support or enable "cramming." You should have completed, or at least attempted, the assignments due for the course prior to your tutoring session. This will help you and the tutor determine the areas where you need the most help.

Most of the tutoring that takes place at SSS is **individual tutoring**. Individual tutoring allows you to develop a relationship with a tutor(s) who will work to meet your learning style and suit your needs. You may select which tutor(s) to work with and establish an unofficial schedule based on your and their availability. Please be advised that you may not work with the same tutor each and every time you are in our office, but that any tutor assigned to a specific course is competent in that course material. If you ever have a concern or problem with a tutor, or our program, please let the Assistant Director or Director know immediately.

Group tutoring can also be arranged for students who are enrolled in the same course and wish to work together with a tutor. This type of tutoring works well for students who like to study with their classmates and work in small groups. Our tutors receive special training on how to conduct group work and make special effort to stay informed of the requirements of the tutored course. If you and our classmates are interested in group tutoring, please talk with a tutor to set it up for you.

## Tutoring Questions/Answers

Q. Will tutoring services cost me anything?

A. No. All services offered through SSS, including individual and group tutoring, computer lab usage, enhancement workshops, and others are free of charge to SSS participants.

Q. Are there tutors in every course?

A. No. Tutoring is available in most core curriculum courses and many other and upperclass course. Please ask our office for the current semester course list.

Q. Is it a difficult process to get a tutor?

A. No. When you apply for our program, you will be asked to complete a questionnaire, and meet with an Intake Specialist who can provide answers to questions regarding your eligibility and services offered. This session will help determine which tutor(s) are most qualified to help you with your course work.

Q. Once I apply for tutoring, how long will I have to wait before I meet before I can meet with my tutor?

A. The SSS Program has staff tutors who work scheduled hours each week. You may be able to meet with a tutor immediately, upon completion of all intake paperwork, dependent on the tutor schedule. However, you may be asked to come back when an appropriate tutor is scheduled (there should be no more than a wait of 2 working days). Tutoring is offered on a first come, first serve basis.

Q. Do I need to prepare for a tutoring session?

A. Yes. You get the most out of the tutoring process if you have finished class assignments. Remember, tutors are here to assist, rather than teach you.

Q. How are tutors evaluated?

A. After each session you will have the opportunity to evaluate the quality of the tutoring you have received by completing the Comment Cards at the front desk. The tutors are evaluated on an on-going basis by the Assistant Director.

Q. Who are SSS tutors and could I become a tutor?

A. SSS tutors are current USM students who have already successfully completed the courses in which they tutor, or have been referred by USM faculty to tutor in the course. All tutors must maintain a minimum cumulative GPA of 3.0 or better.

SSS wants to be sure that you are satisfied with the tutorial and other support that you receive within our office. Just as you are expected to attend tutoring sessions and other programs and be prepared for them, so are our tutors and office. Please let us know how things are going and how we can assist you in you academic and other life pursuits. Do not hesitate to let us know if you have any problems concerning your tutor(s), tutoring sessions, or the program.