



Drop-In Tutoring Labs: Overview, Roles, and Expectations

We are glad you are interested in utilizing drop-in tutoring! Student Success provides three drop-in tutoring labs: General Subject Tutoring Lab (Lied Library), Engineering Tutoring Lab (TBE-A), and Evening Tutoring Lab (Academic Success Center). Drop-In tutoring is an opportunity for students who have questions about certain parts of their coursework or need clarification on certain topics to seek help from peers that have successfully mastered the course materials. It is open to any undergraduate students currently taking courses from UNLV, and students are generally helped on a first-come, first-served basis. Students must be enrolled in the UNLV course for which they are seeking support.

WHAT CAN I EXPECT?

- The labs are staffed with highly trained, CRLA certified peer tutors.
- Drop-in tutoring is conducted primarily in small groups; however, when only one student attends, the session becomes individualized, one-on-one tutoring.
- **Tutoring is designed to supplement, not replace, classroom instruction.** Tutors support students in understanding and applying course material, but they are not responsible for re-teaching lectures, delivering course content that students have missed, or completing gaps in instruction caused by missed classes or incomplete coursework. Students are expected to attend class, engage with course materials, and keep up with assigned work. Tutors can help students understand the material, but they cannot do the learning for them.
- When you visit the Drop-In labs on campus, you will need to sign in at the front desk and present your RebelCard. The Tutoring Lab Manager will direct you to your subject area. Sit where they suggest so the right tutors can know who to help.
- Bring notes, textbooks, basically anything you normally use to study on your own. Some materials, such as pencils, markers, laptops and calculators are available for check out for students who present their RebelCard.
- The tutoring lab may be busy, so plan on working on homework or studying on your own while waiting for a tutor to assist you. This will help you be productive and identify areas that you might be struggling on. When you need help, raise your hand so the tutors who are floating around can acknowledge your request.
- Do not expect your tutor to hand out answers to questions. One of the main goals of Drop-In Tutoring is to build your ability as a student to study, learn, and succeed independently. As a result, tutoring should not be used as a resource to complete homework or study for tests/quizzes at the last minute. In addition, tutors will not be able to help you with take-home exams, quizzes, etc.
- The drop-in lab is a great place to meet people that are in your class and work with each other! Working together is encouraged and can help to reinforce the concepts you learned in lecture.
- Students who remain in the lab without actively utilizing tutoring services (especially for 2 or more hours) will kindly be asked to leave. This will help create space for students actively seeking tutoring

assistance. If inactive students have additional questions later, they are encouraged to revisit the lab and check in once more.

HOW TO CONTACT US

- **Website:** www.unlv.edu/studentsuccess/services/tutoring
- **General Subjects Lab Email:** tutoring@unlv.edu
- **General Subjects Lab Phone:** (702) 895-3199
- **Engineering Lab Email:** engtutoring@unlv.edu
- **Engineering Lab Phone:** (702) 895-2190
- **Evening Lab Phone:** (702) 895-3177

SECTION 1: ROLES AND RESPONSIBILITIES

Tutor Role

The role of the tutor is to provide insight into the concepts covered in class, guiding to methods conducive to academic success, creating an engaging learning process and reinforcing learning objectives for every student who utilizes tutorial services. Over the employment period, tutors should strive to employ “best practices” and continually learn more effective ways to assist students in the learning process.

Tutor Responsibility

- Be timely and reliable.
- Be prepared – review the course material, know what is coming on the horizon.
- Never provide the answer and do not conduct work for the student.
- Use proper questioning skills to determine a student's knowledge base.
- Be willing to help undergraduate students of all academic levels with understanding in the course.
- Actively engage the student in the tutoring process so they may learn.
- Act primarily as a facilitator and evaluator of learning rather than just a source of information.
- Do not take on the role of a professor; stay within your framework.
- Uphold the required cumulative GPA. (Note: Tutors can only tutor courses for which they received a strong grade.)
- Undergo extensive CRLA training.
- Check-in/out with the Tutoring Lab Manager at the start/during/end of shift.

Student Responsibility

- Attend class. Students are not allowed to utilize tutoring during scheduled class times and tutoring is not a course replacement.
- Bring your textbook, notes, and any other relevant resources to the tutoring session.
- A valid RebelCard must be presented to receive tutoring in the labs. (Note: If the student does not present a RebelCard, they may access the tutoring labs if they provide a valid picture ID as well as their NSHE#. This option is available no more than 5 times during a semester.)

- Come to tutoring prepared with questions and concerns to help guide the tutor.
- Be willing to actively participate in the tutoring/learning process by showing work, answering questions or even helping other students understand material that was just covered.
- Tutoring is provided on a first come, first served basis – if a lot of assistance is required then plan accordingly. Be aware that tutors are facilitators of student learning; they do not just answer questions, but try to engage students in active learning.
- Students must be actively utilizing tutoring services while checked into the lab. Students who are using the space to socialize will kindly be asked to leave.
- To preserve the peer-to-peer experience and maintain academic honesty, we do not permit the use of generative Artificial Intelligence (AI) (ChatGPT, Claude, etc.) in the tutoring labs.

SECTION 2: STATEMENT OF OPERATING PRINCIPLES

UNLV undergraduate students seeking tutoring services must be currently enrolled in the UNLV course for which they desire tutoring. All tutors have the right to deny services to students who make them feel uncomfortable and unsafe, or students who make any inappropriate comments. Students may also be asked to leave (or be turned away) from the tutoring lab due to inappropriate behavior.

Our tutors are available to support students in understanding course material; however, tutoring is not a substitute for attending lectures. Tutors are not expected to re-deliver or replicate lecture content. Students who attempt to use tutoring as a replacement for attending class may be asked to leave the session.

Tutor service hours and operations are subject to change. It is recommended students always contact the tutoring center before arriving to ensure the desired subject for tutoring assistance is available. There may be times during the academic year when the tutoring labs are closed and unavailable for students to use.

Quizzes and Exams

Tutoring can assist students with formative assessments only within the learning process. But, to uphold the academic honesty code of conduct, students are strictly prohibited from receiving assistance for summative assessments such as quizzes and exams.

The tutoring labs do not provide support for exam readiness in the case of assessments such as the Law School Admission Test (LSAT), Graduate Record Examination (GRE), Dental Admission Test (DAT), Praxis, etc. It's important to note that this exception does not pertain to the ALEKS Placement, Preparation, and Learning (ALEKS PPL) exam. The tutoring labs do offer assistance for ALEKS.

Safety

Safety is a top priority in the tutoring environment. Students and tutors should feel safe, respected, and supported so they can engage fully and create a positive, productive learning environment.

SECTION 3: FINAL THOUGHT

We are here to help you succeed! Our goal is to help you learn – not simply help you complete a task. Through tutoring, we want to help you build confidence, strengthen your learning and critical-thinking skills, and develop strategies you can use to succeed in this course and beyond. Ultimately, our goal is to support you so you can earn the best grade possible, persist through challenges, graduate with your degree, and make a difference in your community.