

CESL Tutoring and SIW policies

The following policies apply to tutoring and SIWs at the University of Arizona's Center for English as a Second Language, as well as to the SLAT-CESL Visiting Scholars certification program (note that once the initial portion of this program begins, the entire program is considered begun).

Applications/payment

- Application, MMR proof and payment must all be received before tutoring/SIW can begin.
- No discounts may be applied to tutoring or SIWs.

Matching, re-matching, refunds, transfers

- Students should allow two weeks to be matched with their tutor/teacher.
- Every attempt will be made to accommodate students' needs and schedules. In some cases, it may not be possible to match a student or group with a tutor/teacher. In such cases, the students will receive a 100% tuition refund (application fee is non-refundable).
- Once the students receive their tutor's/teacher's contact information, they should contact their tutors/teachers. If a student makes multiple attempts and fails to establish contact with a tutor/teacher within one week, the student must inform the Tutoring Coordinator immediately. The student can then be re-matched with a new tutor/teacher or receive a 100% refund of the tuition (application fee is non-refundable).
- If a student fails to respond to a tutor/teacher within two weeks of being matched, the student will lose the tutoring/workshop purchased.
- If a student/group has had one meeting with a tutor/teacher (approximately 1 hour or less) and is not satisfied, the student(s) must inform the Tutoring Coordinator immediately. The student(s) can then be re-matched with a new tutor/teacher or receive a 90% refund of the tuition (application fee is non-refundable).
- If 2 hours or less of tutoring/teaching have taken place and the student(s) are not satisfied, the student(s) must inform the Tutoring Coordinator immediately. The student(s) can then be re-matched with a new tutor/teacher or receive a 50% refund of the tuition (application fee is non-refundable).
- Students must inform the tutor/teacher and Tutoring Coordinator immediately of all concerns.
- Missing three tutoring/workshop appointments without proper (24-hour in advance) cancellation will result in a loss of remaining tutoring/workshop hours.
- Tutoring/workshop hours may not be transferred to other students.

Tutoring/SIW requirements

- Tutoring/SIW students must be at least 18 years of age unless there is an agreement with another institution.
- CESL tutoring and SIWs must take place on the University of Arizona campus, unless there is an agreement with another institution.

- 10 hours of tutoring/workshop time should be completed within approximately 8 weeks.
- If a student or group must miss a tutoring/workshop appointment s/he must cancel with the tutor/teacher at least 24 hours before the appointment. Otherwise, the student(s) will be charged for 15 minutes of wait-time.
- If a student misses three tutoring/workshop appointments without proper (24 hour) cancellation, the student(s) will lose the remainder of their tutoring/workshop time.
- Current CESL students are limited to 10 hours of tutoring/workshop time per week.
- Current CESL students may not be tutored by their own teachers.
- Tutoring/workshop students must abide by the UA Code of Conduct.