



Student Athlete Support Services Office Missed Tutor Policy

The Student Athlete Support Services Office offers tutorial services to the student-athlete population. Engagement in these services is a helpful tool for students seeking academic support. In order to provide effective tutorial services, student(s) must remain engaged in the process and manage their schedule responsibly so that all students have the opportunity to utilize our services. Students will be held to the following standards if they miss a tutoring appointment.

A “miss” for the purposes of this policy is defined as a student 1) *not showing up to an appointment*, 2) *showing up for an appointment 15 or more minutes late*, or 3) *cancelling an appointment with less than 12 hours of notice* regardless of the reason.

Student-Athlete Missed Tutor Policy

- SASSO will monitor the number of missed appointments for each student throughout the semester. SASSO will excuse two (2) missed appointments per student each term for uncontrollable circumstances (family emergency, illness, etc.). If a student exceeds two (2) missed tutor appointments in the term, they will be charged a reimbursement fee of \$25.00 per appointment.
- Once a student has missed five (5) appointments, they will be removed from tutoring services and required to meet with the Senior Associate Director for Instructional Support Services and the SASSO counselor of record to be considered for reinstatement of services. Reinstatement will be based on probationary guidelines at the discretion of SASSO staff.
- This baseline policy establishes minimum standards set forth by SASSO. A coaching staff reserves the right to adopt this policy or establish a more stringent policy pending the approval of the Sport Administrator and Director of SASSO.

Criteria for canceling or approval for missed tutor appointment

- It is the student’s responsibility to cancel their appointments in the OnCourse system with at least 12 hours of notice. However, for mandatory tutoring set by SASSO, the student must contact their Academic Counselor with at least 12 hours of notice. Any appointment that is cancelled with less than 12 hours’ notice will be marked as a miss regardless of the reason.

Collection of Reimbursement Fee

- All fees will be collected at the time of violation. The Academic Counselor will notify the student, the coaching staff and the business office at the time of the third miss outlining the instructions to pay the reimbursement fee. At the conclusion of the term, the Academic Counselor will notify the coaching staff of any outstanding fees that need to be paid prior to the start of the following term.
- The Athletic Department Business Office will collect all reimbursement fees. Student-athletes can pay by Cash, Check or Credit Card. Student-athletes will be issued a receipt once they have paid the fee. The

Athletic Department Business Office is located on the 3rd floor of the Fawcett Center. Students will provide verification of the receipt to SASSO and coaching staff for reinstatement of services.

Deadline for payment and penalties

- All reimbursement charges must be paid by the first day of classes the following semester. Failure to pay these charges by the deadline will prohibit a student from utilizing the SASSO tutorial services for the following term. Once reconciled, the student will be able to resume their services per normal protocol.
- Failure to reconcile all outstanding balances within 90 days of the due date could result in additional implications through the Office of the Bursar.