Tutor Frequently Asked Questions (FAQ)

- How should I initiate my first appointment?
  - Call to set a firm appointment with the student-athlete, including date, time and location of the initial appointment.
  - Sign in at the front desk as you arrive at the Olga Peers’ Academic Center.
  - Greet the student-athlete first and copy their syllabus for the class.
  - Discuss the goals and objectives for each coming appointment.

- My direct deposit did not post, how can I get my paycheck?
  - Ask yourself:
    - Have I filled out all of my tutor talks correctly and on time?
    - Have I filled out my timesheet correctly and on time?
    - Am I paid bi-weekly or monthly?
  ***If all answers are yes, please call the Payroll department (502) 852-6258.
  
  Reminder: The first paycheck is in the form of a check that can be picked up in the Human Resources (gray building on Arthur St. near the Northeast point of Cardinal Park.

- Can I contact the student-athlete’s professor about an assignment?
  
  Absolutely not.

- I have to cancel an appointment, how should I go about it?
  
  Call the student or their academic counselor immediately. In the event of an emergency, call the tutor coordinator at (502) 852-8863.

- My student-athlete has not responded, what should I do?
  
  Let the tutor coordinator know by replying to the original request after 4-5 days of not hearing from the student-athlete.

*All tutors are encouraged to consult their tutoring manuals.*