

## 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.**