

## Central Support Tutoring Services

Tutoring is a free, value-added service, neither guaranteed nor included in your tuition. Here are a few reminders to help you get the most out of your tutoring sessions.

1. Excellent class attendance.
2. Consistent attendance at Office Hours.
3. Spending the minimum recommended hours outside of class per week (20 hrs for PT, 40 hrs for FT) working on your coding skills and studying.

**\*\* Eligibility for tutoring:** Students in the ‘**active, non-participatory**’ status are **not** eligible for tutoring.

**Tutoring will not compensate for spending insufficient time on self-study. Coding is a skill that requires many, many hours of study and practice and can only be learned by devoting yourself to consistent hard work.**

## Our Tutors

A tutor should be assigned to you within a few days of Central Support receiving the request from BCS. You will be assigned a tutor who will work with you **remotely** on your coding questions, study skills, strategies for boot camp success. Tutors are **not allowed to solve or do** your homework assignments for you; they **may help**, however.

Every tutor on our team is either a boot camp graduate, a TA / substitute TA, or a software developer. The one thing that every tutor has in common is first-hand knowledge of both the challenges of learning to code and the boot camp. Every tutor has a genuine desire to help you and to make your boot camp experience a little easier.

## Session allowances

- **Maximum tutorial sessions per week - our week is Monday - Sunday:**
  - Part-time (6-month boot camp) students are entitled to 1 tutorial session per week.
  - Full-time (3-month boot camp) students are entitled to 2 tutorial sessions per week.
  - Full-time students may discuss with their tutor having 2 sessions back-to-back instead of at different times during the week.
- **1 Assigned Tutor**
- Tutorial sessions **cannot be saved for a future week nor accumulated to be used later.** The maximum sessions per week is strictly enforced.
- One-on-one sessions are 50 minutes in length.
- Tutoring ends on graduation date.

Central Support is not the primary student support resource in the boot camp. Your teacher and TA's are your primary support resources and you always work with them first. **Please take advantage of Office Hours where you can have extra support before and after every class.**

Utilize tutoring only after you have exhausted all other resources; it is not a primary source of support and will only help if you are already devoting many hours per week to coding practice and study. To be successful in the boot camp you must

spend - **20+ hours/week for part-time boot camp & 40+ hours/week for full-time boot camp** - working on the boot camp curriculum, projects, and homework as well as outside resources.

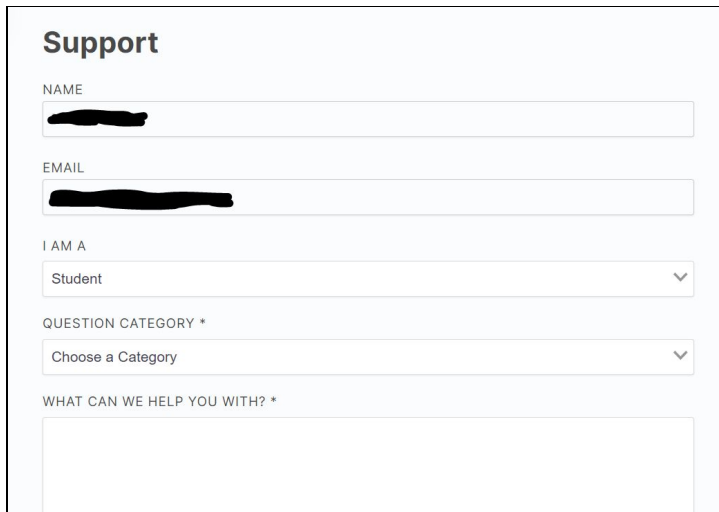
## To Request a Tutor

1. Log into your BCS account
  - a. Choose *Support*



A horizontal navigation bar with a bell icon on the left, followed by the text 'Billing', 'Support' (which is underlined in blue), and 'Logout' on the right.

- b. and complete the form with name, email, etc.




A 'Support' form with the following fields:
 

- NAME**: A text input field with a blacked-out name.
- EMAIL**: A text input field with a blacked-out email address.
- I AM A**: A dropdown menu with 'Student' selected.
- QUESTION CATEGORY \***: A dropdown menu with 'Choose a Category' selected.
- WHAT CAN WE HELP YOU WITH? \***: A large text area for the user's question.


2. I am a *Student*  
 Question category: *Tutor Request*  
 Question subcategory: *Request a Tutor OR Tutor Change (Reassignment) Request*


I AM A

QUESTION CATEGORY \*

 No sessions available.

QUESTION SUBCATEGORY \*

 For any questions related to how tutoring works, please visit our Student Guide:  
<http://bit.ly/CentralSupportStudentGuidelines>

 All questions except the tutor name are required.

3. *Answer all of the required questions.*

CURRENTLY, WHICH SESSIONS WOULD YOU LIKE TO DISCUSS? \*

IF YOU HAVE SPOKEN TO A SPECIFIC TUTOR AND THEY HAVE AGREED TO BE YOUR TUTOR,  
 PLEASE PUT THEIR NAME HERE:

First name  Last name

ARE YOU PAST DUE ON ANY HOMEWORK ASSIGNMENT? \*  
☐ YES  
☐ NO

DO YOU ATTEND OFFICE HOURS REGULARLY? \*  
☐ YES  
☐ YES, WHEN MY SCHEDULE ALLOWS  
☐ NO

APPROXIMATELY HOW MANY HOURS A WEEK DO YOU STUDY? \*

ADDITIONAL NOTES \*

4. Don't forget to click 'Submit'.

[CANCEL, GO BACK](#)

## Tutor Assignment Email

You will be introduced to your tutor via email. Both you and the tutor are CC'd on the Tutor Assignment email and you should then hear directly from them within 24 hours so that you can schedule your first tutorial session.

**If you do not receive an email from your tutor within 24 hours, please email Central Support.** ([centraltutorsupport@bootcampspot.com](mailto:centraltutorsupport@bootcampspot.com)) to let us know.

**In the introductory email you will see your class code.** Please make a note of it because you will need it after each session to complete this **required form**: [Student's Evaluation Of Tutoring Session](#) (Please bookmark)

All tutors make their own tutoring schedules and will communicate with you via email and a special Slack that has been set up for that purpose. Your tutor will invite you to the Tutors & Students Slack. Make sure to discuss it with them if you have not received the invitation. *Note: this is a free Slack account and therefore you should copy any materials that your tutor sends by DM and store/backup those materials off Slack as it will be unavailable periodically as free Slack plans do not allow viewing of archived messages.*

***Check the Slack Help resource for help with adding multiple Slack Teams to your desktop or mobile Slack app.***

**The assignment to your specific tutor continues for the duration of the boot camp. You should reach out to your tutor when you need to schedule a session.** Tutoring ends on the graduation date.

**Tutor reassignments are possible. Please see the section below about tutor reassignments and stand-in (substitute) tutorials**