

COMMUNITY GUIDELINES

Welcome to the TutorUG Secondary Community! 🎓

OUR VISION

TutorUG Secondary's community is a safe, respectful, and supportive space where Ugandan students help each other learn and succeed. We believe in the power of peer learning and collaboration.

Our Golden Rule: *Treat others the way you want to be treated.*

COMMUNITY VALUES

💛 RESPECT

We respect all students regardless of their:

- Academic level or performance
- School or region
- Background or circumstances
- Learning pace or style

💡 HELPFULNESS

We're here to help each other:

- Answer questions thoughtfully
- Explain concepts clearly
- Share study tips and resources
- Celebrate each other's success

📖 INTEGRITY

We maintain academic integrity:

- Help understand concepts, don't just give answers
- Encourage learning, not cheating

- Credit sources when sharing materials
- Report academic dishonesty

POSITIVITY

We create a positive environment:

- Encourage struggling students
 - Celebrate achievements
 - Stay constructive when correcting errors
 - Spread motivation and inspiration
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WHAT TO DO

Be Helpful and Supportive

DO:

- "Let me explain it step by step..."
- "I struggled with this too! Here's what helped me..."
- "Great question! Here's how I think about it..."
- "Congrats on that score! Keep it up! 🎉"

DON'T:

- "That's a dumb question"
- "How do you not know this?"
- "This is so easy"
- Ignore questions from struggling students

Share Knowledge Generously

DO:

- Explain concepts in your own words
- Provide Ugandan examples and context
- Share study techniques that worked for you

- Link to helpful (legal) resources
- Offer encouragement and motivation

DON'T:

- Just provide final answers without explanation
- Copy-paste from textbooks (copyright violation)
- Share exam papers or leaked questions
- Claim credit for others' explanations

Ask Good Questions

DO:


- Be specific: "I don't understand how to factor $x^2 + 5x + 6$ "
- Show your work: "I got to this step but then I'm stuck..."
- Search first: Check if your question was already answered
- Use proper subject tags: #mathematics, #physics, etc.

DON'T:

- Ask overly broad questions: "Teach me all of Math"
- Ask for complete homework solutions
- Post the same question multiple times
- Demand immediate responses

Give Credit

DO:

- Mark helpful answers with "helpful" 
- Thank people who help you
- Acknowledge when you learned from someone
- Tag users who contributed: "@JohnS3 explained this well"

DON'T:

- Take credit for others' explanations
- Copy answers without attribution
- Plagiarize study materials

Stay On Topic

✅ DO:

- Keep discussions educational
- Use appropriate channels (Math questions in #mathematics)
- Share study tips and exam strategies
- Discuss learning techniques

❌ DON'T:

- Post off-topic content (politics, religion arguments)
 - Spam unrelated messages
 - Advertise products or services
 - Start unnecessary drama
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❌ WHAT NOT TO DO

Absolutely Prohibited

These will result in **immediate permanent ban**:

🚫 Bullying or Harassment

- Personal attacks or insults
- Mocking someone's intelligence or abilities
- Targeted harassment of any user
- Hate speech based on tribe, religion, gender, etc.

🚫 Inappropriate Content

- Sexual content or advances

- Obscene or vulgar language
- Graphic violence
- Drug/alcohol promotion

Personal Information

- Sharing phone numbers (yours or others')
- Sharing email addresses publicly
- Posting home addresses
- Revealing school locations/security info
- Sharing social media profiles

Academic Dishonesty

- Sharing current exam questions
- Selling exam answers
- Helping others cheat on tests
- Completing assignments for others

Illegal Activity

- Sharing pirated content
- Discussing illegal activities
- Scams or fraud
- Impersonation

Seriously Discouraged

These may result in **warnings or temporary suspension**:

Spam

- Posting the same message repeatedly
- Excessive self-promotion
- Off-topic advertising
- Bot-like behavior

Disrespect

- Dismissive comments about others' questions
- Condescending language
- Trolling or baiting arguments
- School rivalry insults

Misinformation

- Deliberately providing wrong answers
- Sharing false information about exams
- Spreading rumors about schools/teachers
- Fake success stories

Privacy Violations

- Screenshotting private messages to share publicly
 - Sharing others' quiz scores without permission
 - Revealing others' schools or locations
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CHANNEL-SPECIFIC RULES

Subject Channels (#mathematics, #physics, etc.)

Purpose: Ask and answer subject-specific questions

Allowed:

- Subject questions and answers
- Study techniques for that subject
- Resource recommendations
- Concept explanations

Not Allowed:

- Off-topic chat

- Personal conversations
- Non-educational memes
- Homework answer requests

Study Groups

Purpose: Collaborate with a small group on focused topics

Allowed:

- Collaborative learning
- Shared study schedules
- Group challenges
- Accountability check-ins

Not Allowed:

- Excluding members unfairly
- Sharing answers without explanation
- Using group for non-study purposes

General Discussion

Purpose: General academic and motivational chat

Allowed:

- Study motivation
- Exam stress discussions
- School life (appropriate topics)
- Success stories

Not Allowed:

- Politics or religion debates
- School gossip
- Personal relationship issues
- Entertainment/celebrity chat

SAFETY AND MODERATION

Our Commitment to Your Safety

We use multiple layers to keep you safe:

1. AI Moderation

- Automatic filtering of inappropriate content
- Real-time detection of prohibited words/phrases
- Instant blocking of harmful content

2. Human Moderators

- Review flagged content within 2 hours
- Monitor community channels regularly
- Investigate reported violations

3. Community Reports

- Easy one-click reporting
- Anonymous reporting option
- Quick response to serious issues

How to Report

If you see something concerning:

1. Click the Report Button (flag icon) on any message

2. Select the Reason:

- Bullying or harassment
- Inappropriate content
- Spam
- Academic dishonesty
- Privacy violation
- Other (explain)

3. Submit - We'll review within 2 hours

For Urgent Issues (threats, explicit content):

- WhatsApp: +256 XXX XXX XXX
- Email: safety@tutoruganda.com
- Response time: 30 minutes


What Happens After Report

- **Automatic Action:** Severe violations trigger instant content removal
 - **Review:** Moderator reviews the report and context
 - **Decision:** Within 2 hours (24 hours for complex cases)
 - **Follow-up:** Reporter notified of outcome
 - **Privacy:** Your report is confidential
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CONSEQUENCES FOR VIOLATIONS

We use a **progressive discipline** approach:


First Violation (Minor)

-  **Warning** via email/SMS
- Message removed
- Explanation of what was wrong
- Guidance on how to participate properly

Second Violation (Minor)


-  **Temporary Suspension** (7 days)
- Account restricted from community features
- Required to acknowledge guidelines before returning

Third Violation (Minor) or First Major Violation

-  **Extended Suspension** (30 days)
- Loss of reputation points

- Review of account before reinstatement

Severe Violations or Repeated Violations

-  **Permanent Ban**
- Immediate removal from all community features
- Account may be fully terminated
- No refunds issued

Severe Violations Include:

- Threats of violence
- Sexual harassment
- Sharing explicit content
- Doxxing (sharing personal info)
- Organized cheating
- Hate speech
- Illegal activity

Appeals: If you believe action was taken in error, email appeals@tutoruganda.com within 14 days.



POSITIVE REINFORCEMENT

We reward positive community behavior!

Reputation System

Earn points for:

- **+5 points:** Answering a question
- **+10 points:** Your answer marked "helpful"
- **+20 points:** Creating valuable study guides
- **+15 points:** Moderator awards for exemplary help

Lose points for:

- **-10 points:** Minor violation (first warning)

- **-50 points:** Serious violation
- **Reset to 0:** Permanent ban

Badges

Earn special badges:

- 🧡 **"Team Player"** - Helped 25 students
- 💡 **"Problem Solver"** - 10 answers marked helpful
- 📖 **"Study Buddy"** - Active in community 30 days
- ⭐ **"Top Contributor"** - Monthly top helper

Community Recognition

- Featured on "Top Contributors" list
 - Special badge next to username
 - Early access to new features
 - Invitation to student advisory board
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💡 TIPS FOR GREAT COMMUNITY PARTICIPATION

When Asking Questions

1. Be Specific:

- ❌ "Help with math"
- ✅ "How do I solve quadratic equations using the formula?"

2. Show Your Work:

- ❌ "What's the answer?"
- ✅ "I got to $x = 5$ but the book says $x = 3$. What did I do wrong?"

3. Use Proper Tags:



- #mathematics-olevel
- #physics-mechanics
- #chemistry-organic

4. **Be Patient:**

- Wait at least 30 minutes before reposting
- Someone will help, we promise!

When Answering Questions

1. **Explain, Don't Just Answer:**

-  "The answer is 42"
-  "Here's how to solve it: First, factor the equation..."

2. **Use Ugandan Examples:**

- "Think of it like a boda boda traveling from Wandegaya..."
- "Imagine you're buying tomatoes at Owino Market..."

3. **Break It Down:**

- Use numbered steps
- Explain each step clearly
- Check if they understood

4. **Be Encouraging:**

- "Good effort! Let me help with that tricky part..."
- "You're almost there! Just one more step..."

Building Reputation

1. **Be Consistent:** Help regularly, not just once
 2. **Be Accurate:** Make sure your answers are correct
 3. **Be Kind:** Even when correcting errors
 4. **Be Humble:** Admit when you don't know something
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ACADEMIC INTEGRITY

The Line Between Help and Cheating

-  **Helping = Good:**

- "Here's how to approach this type of problem..."
- "The formula you need is..."
- "Let me show you a similar example..."
- "Think about it this way..."

✗ **Cheating = Bad:**

- "Here's the answer to homework question 5"
- "Copy this essay I wrote"
- "Let me solve your entire assignment"
- "Here are the answers to tomorrow's test"

During Exams

🚫 **Absolutely NO:**

- Posting exam questions during exams
- Asking for exam answers
- Sharing exam content
- Helping others cheat on exams

We monitor closely during UNEB exam periods. Any exam-related violations = permanent ban + report to school.

RESPECT FOR DIVERSITY

Uganda is beautifully diverse. Our community reflects this:

We Welcome Everyone:

- All tribes and regions
- All religions
- All genders
- All ability levels
- All school types (government, private, rural, urban)

Zero Tolerance For:

- Tribal stereotypes or slurs
- Religious discrimination
- Gender-based harassment
- Mockery of someone's English/accent
- School elitism ("My school is better than yours")

Remember: We're all Ugandan students working toward the same goal - UNEB success!

RESPONSIBLE PLATFORM USE

Time Management

While we love having you here:

- 🕒 Don't let community chat distract from studying
- 📖 Balance chatting with actual learning
- ⌚ Set time limits for yourself
- 🌙 Log off and rest (sleep is important!)

Digital Wellness

- Take breaks from screens
- Don't feel pressured to respond immediately
- It's okay to mute notifications
- Seek offline help if struggling with addiction

Need help? Contact student-wellness@tutoruganda.com

WHEN IN DOUBT

Ask yourself:

1. **Is this helpful to others' learning?**

2. **Would I want someone to post this about me?**
3. **Is this appropriate for a 13-year-old to see?**
4. **Does this follow TutorUG's values?**

If you answered "no" to any question, don't post it.

Still unsure? Ask a moderator or email community@tutoruganda.com

CONTACT US

For Community Issues:

- **Email:** community@tutoruganda.com
- **WhatsApp:** +256 XXX XXX XXX

For Safety Concerns:


- **Email:** safety@tutoruganda.com
- **Emergency:** +256 XXX XXX XXX (24/7)

For Suggestions:

- **Email:** feedback@tutoruganda.com
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THANK YOU

Thank you for being part of the TutorUG Secondary community! Together, we're making quality education accessible to every Ugandan student.

Let's learn, grow, and succeed together! UG 

These guidelines may be updated periodically. Continued use of community features constitutes acceptance of any changes.

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