

# COMMUNITY GUIDELINES

Welcome to the TutorUG Secondary Community! 🎓

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## 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.*

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## 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

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## 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](mailto: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](mailto:appeals@tutoruganda.com) within 14 days.

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## 🏆 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 Wandegeya..."
- "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.

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### **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!

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## **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](mailto:student-wellness@tutoruganda.com)

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## **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](mailto:community@tutoruganda.com)

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## **CONTACT US**

### **For Community Issues:**

- **Email:** [community@tutoruganda.com](mailto:community@tutoruganda.com)
- **WhatsApp:** +256 XXX XXX XXX

### **For Safety Concerns:**

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

### **For Suggestions:**

- **Email:** [feedback@tutoruganda.com](mailto: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 

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

**Last Updated:** December 14, 2025

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