Central Support Tutoring Services ([Student Guide](#))

If you have not been assigned a tutor, please fill out a request in BootcampSpot.

If you have already been assigned a tutor and would like to change your tutor, request a tutor reassignment. More info on how to request a tutor reassignment can be found in the [Student Guide](#).

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 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 on your boot camp curriculum.

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 questions, study skills, and 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 <u>many hours per week</u> to 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 Bootcampspot (http://courses.bootcampspot.com/)

    a. Chose **Student Support** on the left sidebar

    Home

    Announcements 🚫

    Navigator

    Modules

    Syllabus

    Grades

    Zoom

    Attendance

    Career Services

    Student Support

    Atomic Assessments

    Studio

    Weekly Report

    b. Choose **Student Services**

Coursework	**Student Services**
Help with in-class activities, assignments or projects you are working on.	All non-coursework questions including career services, tech support, attendance, tuition, financing and other questions.

c. Select **Live Chat** or **complete the form**

You can use the form below to submit a request or you can live chat with student services for a faster reply.

Please wait for an agent to become available

Name *

Email (Please use the e-mail where you receive your Trilogy/2U communication) *

Role *

Student

Question Category *

Tutor Request

Question Sub Category *

Request a Tutor

d. Review the Tutor Guidelines and respond to the questions

Tutoring Guidelines
For information about how tutoring works, please visit our Student Guide.

What topics would you like to discuss? *

Enter the topic from class that is most important to discuss with your tutor.

If you have spoken to a specific tutor and they have agreed to be your tutor, please enter their name.

First Name

First Name

Last Name

Last Name

Are you past due on any homework assignment? *

◯ Yes

◯ No

Do you attend office hours regularly? *

◯ Yes

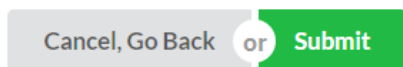◯ Yes, when my schedule allows

◯ No

Approximately how many hours a week do you study? *

Additional notes

e. Click Submit

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 36 hours so that you can schedule your first tutorial session.

If you do not receive an email from your tutor within 36 hours, please email Central Support.(centraltutorsupport@bootcampspot.com) to let us know.

Your tutor will invite you to the Tutors & Student's Slack. For a basic overview of Slack and the setup process, please visit this link.

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. **Important *Note: this is a free Slack account and therefore you should immediately 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. <u>You should reach out to your tutor when you need to schedule a session.</u> Tutoring ends on the graduation date.

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