The **EXCEL**erator Academic Coaching Session Expectations

To make the most of your Academic Coaching session, please review these guidelines carefully:

Who Can Use Academic Coaching:
Academic Coaching is available only to SCC students who are actively enrolled in courses during the current semester. For Math and Science coaching, students must be currently enrolled in the specific Math or Science courses they need help with. Unfortunately, we cannot assist students who are not enrolled in these courses for the semester.

Number of Appointments:
Students can meet with an Academic Coach for up to **two (2) 45-minute appointments each day**, but the appointments **CANNOT** be scheduled back-to-back. They must be spaced out at different times during the day, depending on availability.
If a student needs a full hour in one session because of a disability, they must first get approval from SCC's Disability Support Services (DSS) in the Student Center. After approved, please contact the front desk directly and book 1-hour long sessions in-person, or through phone or email.

Check-In and ID:
Always check in at the front desk and bring your SCC student ID number.

Late Appointments:
If you are more than 15 minutes late, your appointment will be canceled, so that another student can be assisted.

Be Prepared:
Before your session, review your course material and attempt the problems. Academic Coaches are here to guide you, not to do the work for you. Sessions will focus on understanding concepts rather than solving problems for you.

Class Materials and Methods:
Bring your class notes! Academic Coaches and Peer Tutors will follow the methods your instructor teaches. If needed, they will refer to your textbook as a secondary resource.

If you don't have your notes, no problem—our Academic Coaches and Peer Tutors can shift the session to focus on helpful academic success strategies instead!

What We Can and Cannot Help With:

- Academic Coaches will work through examples from your notes or textbook, answer questions, and provide study tips.
- They will **NOT** complete your homework, cover material from missed classes, or help with take-home exams or quizzes.

Created: 12/03/2024, Updated: 09/25/2026
Prepared by: Chris Cross, Director of the Excelerator

- Academic Coaches will support you at any stage of the writing process, from understanding assignments and brainstorming ideas to organizing, drafting, and editing. Services include feedback on thesis statements, coherence, grammar, and citations in MLA, APA, or CMS formats.
- ESL students can also receive help with writing, language structure, and conversation practice.

No Distractions:

- Food, drinks, and children are **NOT** allowed during the 1:1 coaching session.
- Online sessions are usually 45 minutes long, so please come prepared with your materials and questions.
- Reduce distractions, mute background noise, set your phone to vibrate, and avoid answering calls. Sessions may end early if distractions are disruptive.

Professionalism and Conduct:

The EXCELerator Tutoring Center is committed to maintaining a respectful, professional environment for all students, coaches, and staff. All interactions—whether in person or through any form of communication—are expected to reflect courtesy, integrity, and mutual respect.

- **Professional Communication:**
  - All in-person interactions between students, Academic Coaches, and Peer Tutors must remain respectful and professional at all times. Disrespectful, hostile, or inappropriate behavior may result in the termination of a session and loss of access to coaching services.
  - Email communication with Academic Coaches and EXCELerator staff should be professional in tone. Students and staff are expected to use appropriate language, proper greetings, and courteous phrasing in all written correspondence.
  - Academic Coaches and Peer Tutors will similarly maintain a professional, supportive, and non-judgmental tone in all communications with students.
- **Gift-Giving and Bribery:**
  - To preserve the integrity and fairness of our academic support services, the giving or receiving of excessive gifts, gratuities, or any items of value between students and Academic Coaches or Peer Tutors is strictly prohibited.
  - Any attempt to offer gifts, favors, or other incentives in exchange for preferential treatment, answers, completed work, or any form of academic advantage constitutes bribery and will not be tolerated.
  - Violations of this policy may result in the immediate suspension of coaching services and may be referred to SCC's Office of Student Affairs for further action in accordance with the College's Student Code of Conduct.

Delays and Availability:

If an Academic Coach/Peer Tutor is unavailable at your scheduled time, please be patient. Call the **EXCEL**erator: Tutoring Center at **636-922-8444** for updates.

Created: 12/03/2024, Updated: 09/25/2026
Prepared by: Chris Cross, Director of the Excelerator