



Lincoln Memorial University  
Tagge Center for Academic Support

Policy Manual  
2023-2024

**Mission Statement**

The mission of Lincoln Memorial University's Tagge Center for Academic Support Tutoring Services is to serve currently enrolled undergraduate students of LMU. Tutoring services help students develop personalized learning strategies to develop into independent and successful students for life.

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## **Purpose**

The purpose of this document is to outline the policies and procedures for the Tagge Center for Academic Support at Lincoln Memorial University. It will serve as a method to clearly communicate what students seeking services can expect from their tutor and what our tutors can expect from a student (tutee) they are assisting. It will also serve as a guide for how to handle issues that may arise in tutoring situations.

## **Definitions of Terms Used Throughout This Manual**

Tutee- student(s) being tutored.

- Currently, these are undergraduate students currently enrolled in courses at any campus location operated by Lincoln Memorial University
  - If the student is located off the main Harrogate campus, the sessions can occur virtually through Zoom or MS Teams

Tutor- student leading the tutoring one-on-one or group session

- Students who have met eligibility criteria and work under the supervision of either the Director of the Tagge Center for Academic Success (Ms. Stephanie Wright) or the Tutorial Coordinator in the Student Support Services Program (Mrs. Ashley Wilson)

## **Normal Business Hours**

Fall and Spring semesters only

- Monday – Thursday: 8am – 10pm
- Friday: 8am – 4pm
- Saturday: closed
- Sunday: closed

## **Location**

The Tagge Center is located just inside the Carnegie-Vincent Library. Upon entering the library from the main entrance facing the campus quad, the Tagge Center can be found by heading toward the hallway on the right and then immediately entering the first doorway on the left.

## Scheduling an Appointment

The Tagge Center utilizes Microsoft Bookings for scheduling all tutoring appointments. There are several ways to make an appointment:

- Scanning the QR code posted around campus and on a sign just outside the Tagge Center door
- Calling the Tagge Center 423-869-6310
- Walk-In
- Clicking the shortcut found on the desktop of ALL LMU computer lab computers



- Access the link found on the Tagge Center's page at <https://www.lmunet.edu/academic-support-services/tutoring>

Regardless of the method used above, the result is the same. The Tagge Center's Bookings Page appears:

Select service	
Blackboard Help 50 minutes	Paper Reviews 50 minutes
ACCT-210 Financial Accounting 50 minutes	ACCT-211 Managerial Accounting 50 minutes
AHSC-300 Medical Terminology 50 minutes	ART-100 Art Appreciation 50 minutes
ART-382 Survey of Art History 2 50 minutes	BIOL-100 Intro to Biology 50 minutes
BIOL-111 General Biology 1 50 minutes	BIOL-112 General Biology 2 50 minutes
BIOL-115 Gross Anatomy 50 minutes	BIOL-230 Microbiology 50 minutes
BIOL-262 Human Anatomy & Physiolo... 50 minutes	BIOL-290 Writing in the Life Sciences 50 minutes

## Steps to Make an Appointment:

← **Select the course to be tutored (the current courses tutored are listed alphabetically)**

**\*Note-** the courses listed will vary based on current semester's course offerings and availability of eligible tutors

After clicking on the course needed, scroll to the bottom to reserve a time.

**Option 1-** (If you don't have a preferred tutor.)  
**This will have the most scheduling options**

If they don't...

← Choose a date and time that will work for them.  
If no times are shown, choose another date.

**Option 2-** (If you have a specific tutor you would like to meet with.)

← Choose the tutor from the drop-down list and the dates/times available will change based on their schedule/availability

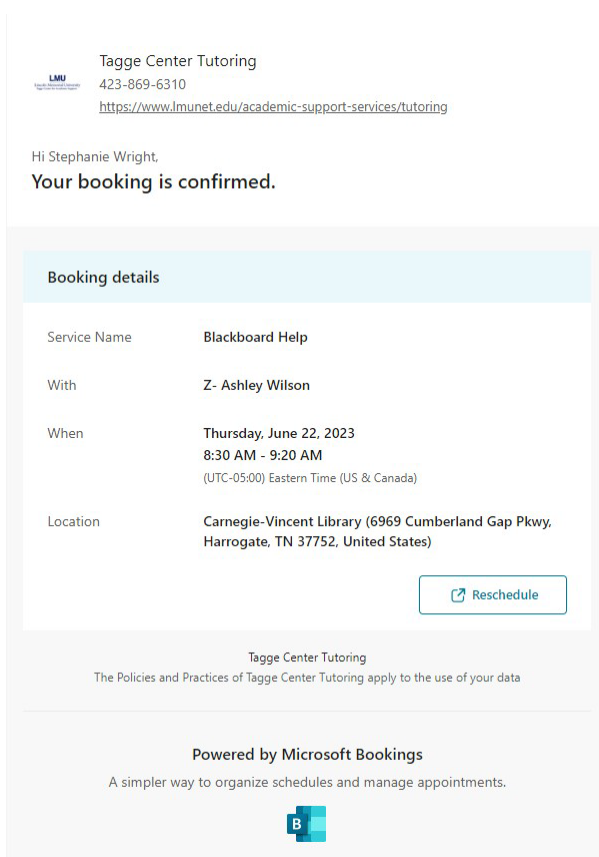
**Fill in the requested information.**

\*The phone number will allow us a contact method if something comes up and we need to get ahold of the student quickly.

← Be sure to get the professor's name- this will be important for the tutor to know!

**Congratulations! You've made a tutoring appointment!**

You will soon receive a confirmation email in your LMU email inbox that will look like this:




**Tutee email example**

- ← Course being tutored
- ← Tutor's name
- ← Date/Time of the appointment
- ← Location

This appointment will also show in your LMU Outlook Calendar and, if you've turned on notifications, you will receive additional notifications through that program as well.


## Reminder Email Examples

To give you time to cancel an appointment, without penalty, two reminder emails will be sent to your LMU email address. The first email will be sent 24 hours before your appointment and the second email is sent 30 minutes before your upcoming appointment. These emails will look like:



Tagge Center Tutoring  
423-869-6310  
<https://www.lmunet.edu/academic-support-services/tutoring>

Hi Stephanie Wright,  
**You have an upcoming booking.**



**Appointment reminder**

Don't forget your upcoming tutoring appointment in the Tagge Center! We are looking forward to helping you soon!

**Booking details**

Service Name	Blackboard Help
With	Z- Ashley Wilson
When	Thursday, June 22, 2023 8:30 AM - 9:20 AM (UTC-05:00) Eastern Time (US & Canada)
Location	Carnegie-Vincent Library (6969 Cumberland Gap Pkwy, Harrogate, TN 37752, United States)

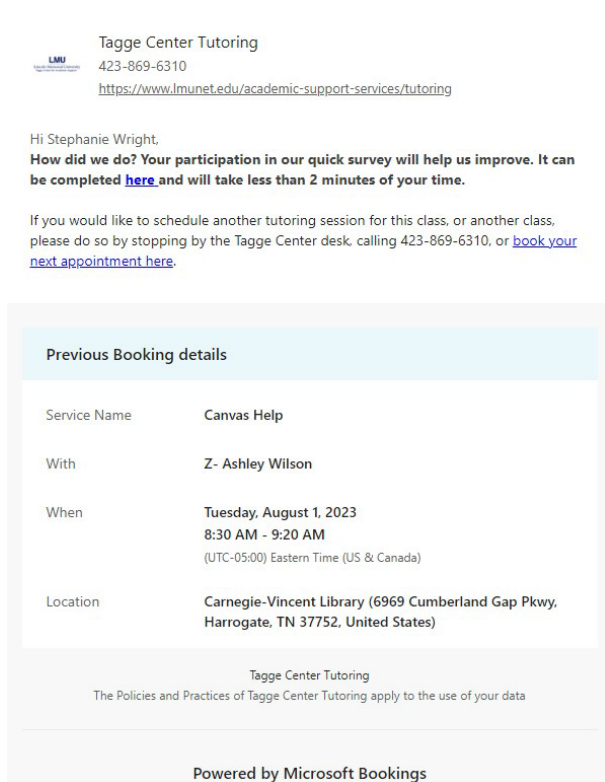
Tagge Center Tutoring  
The Policies and Practices of Tagge Center Tutoring apply to the use of your data

## Follow-up Emails

At the conclusion of your tutoring session, you will receive a follow-up email.

It will include a link to an evaluation form where you can let us know what you thought of your tutoring session. We will use this information to constantly improve our services and your experience. We want to make you a successful student, so please submit the survey. Any responses shared with tutors will be completely anonymous.

There will also be a link you can click to make further appointments. At this time, repeating appointments must be made individually, so if you would like another appointment at the same time you will need to make a separate appointment for each session.



### Tutee Follow-up

- ← Link for tutee to submit an evaluation report for the current session
- ← Information on how to schedule another session as well as a clickable link to the Bookings' page
- ← Reminder of course name  
Reminder of tutor name
- ← Reminder of date



# Tagge Center Policies

## Tutee Weekly Appointment Limits

- PER COURSE- max of two 50-minute, one-on-one sessions each week
  - Group tutoring does not count toward the weekly limit
  - Exceptions can be made with the approval of Ms. Wright ([stephanie.wright03@lmunt.edu](mailto:stephanie.wright03@lmunt.edu)) or Mr. Long ([sean.long@lmunet.edu](mailto:sean.long@lmunet.edu)) and must be made/approved via email in advance

## Cancellation Policy

- Tutees must notify the Tagge Center and/or their tutor of their inability to attend their tutoring appointment prior to the appointment's designated start time.
  - During a semester, students who fail to show for three scheduled appointments (per course) without prior notification will lose access to participating in one-on-one tutoring appointments for that course.
    - To regain access to one-on-one tutoring for a specific course, they **must** meet with, or email, Ms. Wright ([stephanie.wright03@lmunt.edu](mailto:stephanie.wright03@lmunt.edu)) for approval.

## Meeting Location Policy

- One-on-One Meetings need to occur either inside the Tagge Center or in the room directly across the hall from the Tagge Center
- Appointments with 2-3 tutees have priority of the large oval table(s) in the room directly across the hall from the Tagge Center
  - If another large group is using these, check for other oval tables in the library before requesting a study room
- 3+ tutees can use an upstairs study room
  - The tutor is responsible for reserving a room with a library front desk worker and returning the key when the appointment is complete
- There should **NEVER** be a one-on-one tutoring session held by a tutor in an upstairs study room

## Session Attendance

- Tutees are not allowed to attend any sessions (individual or group) that meet during their class times

## Inclement Weather

When the Harrogate campus of LMU is closed due to inclement weather, all scheduled in-person tutoring sessions will automatically shift to an online format. Tagge Center tutors will use virtual platforms to conduct the sessions, maintaining the scheduled time and ensuring that students receive the assistance they need to progress in their students.

Additionally, our tutors will proactively reach out to all students with scheduled sessions to confirm the online meeting details. Communication will be facilitated through student LMU email accounts to ensure that students are informed and prepared for the virtual tutoring experience.

This policy is designed to prioritize the safety of all parties involved while continuing to provide valuable educational support. We appreciate your understanding and cooperation during adverse weather conditions, and we are committed to delivering high-quality tutoring services regardless of external challenges.

Thank you for your understanding and cooperation.

## Conduct Expectations

The Tagge Center seeks to make it clear what the expectations for tutees and tutors are. Below are the established expectations for participants in our tutoring services.

### Student Tutees:

- Will only attend sessions that do not conflict with their regularly scheduled courses
  - If a student is found to be skipping class to attend tutoring, the session will be ended immediately and possible student conduct violations could be enacted
- Attend class consistently- tutoring is NOT to be a replacement for class attendance
- When sessions require sign-in/check-in verification, tutees may ONLY sign themselves in
  - Signing in other students could result in a conduct violation
- Ask questions and engage in conversations with the tutor that are relevant to the course material
- Be respectful- inappropriate language will not be tolerated
- Have an open mind, positive outlook, and willingness to work
- Make an attempt to do the assigned work prior to the session
- Bring everything needed to the session- papers, notes, books, etc.
- Respect the tutor's time- sessions are 50 minutes in length. If more time is needed, please schedule another appointment.
  - Arrive on time- sessions will NOT run over for late arrivals
- Tutors are NOT allowed to complete work (homework, quizzes, tests, papers, etc.) for tutees
- Understand access to any tutor's previously graded work (homework, quizzes, tests, papers) will NOT be granted
  - Repeated requests for such material will result in a conduct violation

### Student Tutors:

- Will only work during scheduled hours that do not conflict with their regularly scheduled courses or athletic accommodations
- Set clear expectations about the tutoring session and answer questions to the best of your ability- keep conversations relevant to the course
  - Be willing to ask for additional help if needed
- Be respectful- inappropriate language will not be tolerated
- Have an open mind, positive outlook, and willingness to work with students from diverse backgrounds and learning styles
- Remain neutral to student-professor conflicts- remind students of appropriate channels to reach resolution
  - Never speak negatively about a professor
- Stay knowledgeable about campus-wide resources available to students
- Respect the tutee's time- sessions are 50 minutes in length. If more time is needed, please schedule another appointment.
  - Arrive on time- sessions will NOT run over for late arrivals
- Tutors are NOT allowed to complete work (homework, quizzes, tests, papers, etc.) for tutees
  - The goal of tutoring is to create independent lifelong learners
- Understand access to any tutor's previously graded work will NOT be granted
  - Repeated requests for such material will result in a conduct violation

**Tutees and/or Tutors may be reported to the Office of Community Standards for noncompliance violations for failure to adhere to the above expectations.** “Noncompliance” is defined in the Railsplitter Community Standards Guide as “Demonstrating insubordination by failing to comply with the directive of University officials, faculty, and/or staff (including Resident Assistants)”.

The Student Code of Conduct (found on pages 30-37 within the [Railsplitter Community Standards Guide](#)) also addresses general misconduct that could potentially occur during a tutoring session. The following behaviors are addressed in the Community Standards Guide and necessitate your familiarity with the topics discussed: abuse or physical harm; alcohol; arson & fire safety; bullying or harassment; controlled substances, drug paraphernalia, and other substances; damage to property; disorderly conduct; falsification; hazing & pre-initiation activities; identification; noncompliance; public law; sexual misconduct or harassment; solicitation; theft; tobacco usage; unauthorized entry; and weapons, firearms, or dangerous materials.

## LMU's Academic Integrity Policy

As for the Tagge Center, it is of utmost importance that we abstain from any activity that could be perceived as academic dishonesty and ensure you feel safe at all times.

We will deny any request to see academic materials provided to us by the academic community here at LMU. These items include, but are not limited to homework keys, quizzes, tests, or academic papers. Copying any of these items with the intent to replicate the results as their own is a violation of the academic integrity policy. Below is pg. 35 from the current [LMU Undergraduate Catalog](#) which outlines this behavior as inappropriate. As per the policy, this protection also extends to a tutoring participant pressuring you to see your work. If a tutoring participant persists with requests after being denied access to these artifacts, you are within your right to end the tutoring session.

### **Academic Integrity**

The integrity of the learning experience is built upon the mutual responsibilities of students and faculty. It is the responsibility of the faculty of LMU to foster complete honesty, fairness, and truthfulness in all teaching and learning activities, i.e. "academic integrity." Based on this shared responsibility and definition, the faculty identify the following as violations of academic integrity and provide typical consequences for these violations while reserving the right to use their own judgment, within the bounds of academic freedom, to determine if academic integrity has been violated and to determine the fair consequences for that violation. Where proctors are assigned and responsible for assessment supervision, they have the same authority and responsibilities of faculty members. Students are expected to complete original work. This standard has been developed with input from the LMU Faculty Senate and the LMU Student Government Association and approved by the LMU Academic Council. Faculty must also design learning activities and assessment environments to minimize opportunities for students to violate academic integrity. If a violation is observed or otherwise detected, faculty may stop the activity for those involved and then review the evidence with their immediate supervisor and/or academic dean. Following this review, the student(s) involved will be notified of the specific violation and consequences. Students cited for violations may follow the appeals process in the academic program. If the appeal is not resolved in the LMU school or college, the Vice President for Academic Affairs will receive and resolve the appeal. Consequences for violating academic integrity by students range from a zero on the assignment to suspension from the University. Repeated violation within a course usually results in immediate failure of that course. Violations in multiple courses, including repeating the same course in another semester, usually results in immediate failure and suspension from the university. Violations of academic integrity will be recorded and archived in the student discipline records by the Associate Dean of Students and in the academic records of the University by the Vice President for Academic Affairs. The student's academic advisor will also be notified of the violation.

**Cheating** - Cheating may be active or passive. Active cheating is when one decides and pursues behavior which is dishonest. Passive cheating is when one decides to do nothing to prevent cheating or fails to notify the academic authority (i.e. the instructor) of cheating. Dishonesty of any kind on academic assignments is cheating. Academic assignments are diverse but usually include: quizzes, exams, problem sets, essays, research papers, analysis papers, book reviews, creative objects, performances, speeches, and presentations. Unauthorized possession of examination questions or answers, the use of unauthorized notes during an examination, obtaining information during an examination from another student, assisting others to cheat (collusion), altering grade records, or illegally entering an office are instances of cheating. These violations may be in person or via technology. Faking an illness in order to take a test at a different time, failure to report others who are violating academic integrity, bullying/intimidating others to prevent reporting of a violation, and falsifying an attendance sheet are also forms of cheating. In addition, forgery, falsification, fabrication, and misrepresentation are cheating. Copyright infringement is stealing and cheating the creator of recognition or compensation for intellectual property.

**Plagiarism** - Plagiarism is regarded by the faculty and administration as a very serious offense. Plagiarism is to present the work of others as one's own. Failure to give proper acknowledgment/citation to the original author of a statement, or statements, is the most common form of plagiarism. Plagiarism is also to present as new and original work which was completed and submitted previously by the same author(s). Any student who fails to give credit for quotations or essentially identical material taken from books, magazines, encyclopedias, web sources or other reference works, or from the essays, research papers, or other writing of a fellow student has committed plagiarism. Instructors may prohibit access to and use of electronic devices in a course, especially during quizzes and examinations. Electronic devices include but are not limited to calculators, telephones, smartwatches, computers, and tablets. Where computers are used for testing, the faculty member is expected to design and regulate the environment to minimize opportunities for students to violate academic integrity. This may include using lock-down web browser technology. Additional and more specific guidance, standards, and consequences with respect to academic integrity may be defined in each course syllabus. The syllabus may also state other specific expectations that will be followed in courses to encourage academic integrity. Students are encouraged to clarify with the instructor the exact meaning of academic integrity in each course and learning situation.

## **Title IX/Sexual Harassment**

The Office of Institutional Compliance oversees Lincoln Memorial University (“LMU”) and J. Frank White Academy’s (“JFWA”) (collectively “the University”) compliance with federal law and handles all complaints of discrimination. The Title IX Coordinator is designated to oversee the University’s compliance with Title IX of the Education Amendments of 1972 (“Title IX”). LMU does not discriminate on the basis of sex in its education programs or activities, including admissions and employment.

Questions about Title IX and this policy may be directed to the Title IX Coordinator:

Rebekah Webb, M.Ed.

Title IX Coordinator & Institutional Compliance Officer

Phone: (423) 869-6315

Email: [titleix@lmunet.edu](mailto:titleix@lmunet.edu) or [rebekah.webb@lmunet.edu](mailto:rebekah.webb@lmunet.edu)