

LU Remote Tutoring Guidelines for Staff, Tutors and Learners

Whether meeting in person or remotely, everyone at LU (staff, tutors, and learners) have a shared responsibility to ensure a safe and respectful environment. As we encourage you to hold tutoring sessions remotely, these guidelines are important for us all to follow.

Please read these guidelines and take time to read them with your learner. If you have any questions, let the Program Director know.

LU staff are responsible for:

1. Responding to tutors' and learners' concerns about remote tutoring. Following up if a learner or a tutor feels uncomfortable during a session or in instances where LU guidelines or policies are not being adhered to.
2. Alerting tutors and learners to any new issues regarding digital safety or online tutoring practices.
3. Ensuring that personal information from tutors and learners is not shared online unless permission has been given.

Tutors are responsible for:

1. Creating a positive learning environment online or remotely.

The same general rules that are true in an in-person session apply to remote tutoring sessions. You are expected to be on time for a session, dress appropriately, refrain from alcohol or drugs, and in all things respect your learner.

2. Reporting any dispute, inappropriate behaviour, or illegal activity that happens in your session to an LU staff member.

If you feel uncomfortable with something that happens during your online/remote tutoring session, please talk to someone at LU. LU staff are here to support both you and your learner and will treat the issue seriously and confidentially.

3. Finding a quiet space to hold your session (particularly if you are video conferencing).

Be aware of whether people around you can hear what you and your learner are talking about or, if you are using a device, if others can see the screen. Confidentiality is important.

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4. Ensuring that your on-screen background is neutral and appropriate.

Make sure that any images, documents, or background items are suitable for your learner to view (and not private in nature).

5. Taking the necessary care if you are recording your tutoring session.

If you are recording a session or taking a screenshot during your session, ask permission first. Explain why you are making the recording and what the recording will be used for. Save the recording in a safe place. Make sure you are the only person with access to the recording. Delete the recording when you are finished using it.

6. Pre-testing online resources that you use in your sessions.

If you are recommending a particular online resource, make sure you know they are safe (look for https:// or the lock icon for all websites) and their content is appropriate.

7. Protecting your online privacy and security.

If you need to log-in or subscribe to a resource online, or you are asking your learner to, make sure you have checked the site, read any privacy guidelines and understand the kind of information you are giving to the site (email address, address, name, location). If you and your learner are opening new accounts or signing on to platforms together (e.g. both signing up for Facebook), try to ensure that you do not share passwords and usernames.

8. Ensuring private information sent between you and your learner is transmitted securely.

Do not send or request from your learner any private or confidential information online unless you use a secure method to transmit the information. If you or your learner want to share confidential documents (e.g. tax returns, medical results, bank statements, bills), use an encrypted email, or make sure that any personal identification is removed from the document. If you are unsure how to do this, then it is best to find other ways to support your learner with these kinds of documents (e.g. finding examples of documents online, or a worksheet that provides generic exercises).

Learners are responsible for:

1. Creating a positive learning environment online or remotely.

The same general rules that are true in an in-person session apply to remote tutoring sessions. You are expected to be on time for a session, dress appropriately, refrain from alcohol or drugs, and in all things respect your tutor.

2. Reporting any dispute, inappropriate behaviour, or illegal activity that happens in your session to an LU staff member.

If you feel uncomfortable with something that happens during your online/remote tutoring session, please talk to someone at LU. LU staff are here to support both you and your tutor and will treat the issue seriously and confidentially.

3. Finding a quiet space conducive to learning to participate in your session (particularly if you are video-conferencing).

Be aware of whether people around you can hear what you and your tutor are talking about or, if you are using a device, if others can see the screen.

4. Pre-testing any online resources that you ask your tutor to use in your sessions.

If you are recommending that your tutor uses or opens online resources, make sure you know they are safe (look for <https://> or the lock icon for all websites) and their content is respectful.

5. Protecting your online privacy.

If you need to log-in or subscribe to access a resource online, or you are asking your tutor to, make sure you have checked the site, read any security guidelines and understand the kind of information you are giving to the site (email address, address, name, location). If you are opening new accounts or signing on to platforms together (e.g. both signing up for Facebook), try to ensure that you do not share passwords and usernames with your tutor.

6. Protecting your private information online.

Do not send any private or confidential information online to your tutor unless you use a secure method to transmit the information. If you want to share confidential

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documents (e.g. tax returns, medical results, bank statements, bills), use an encrypted email, or make sure that any personal identification is removed from the document.

7. Respecting your tutor's privacy.

If you are recording a session or taking a screenshot during your session, ask permission first. Explain why you are making the recording and what the recording will be used for. Save the recording a safe place. Make sure you are the only person with access to the recording. Delete the recording when you are finished using it.

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