

## eManners Do and Don't List for the Tutor Room

### DON't List

1. Don't come to the tutor room the night the assignment is due without having even attempted it.
2. The tutors do not have the time to assist you at every step, and you learn little from such practices. It is the tutor room policy that **help can only be given to students who are putting forth a good faith effort to work independently.**
3. Don't come to the tutor room to work on your assignments. A crowded tutor room discourages others from coming for help. Work independently in another location. It is too tempting to ask for help for every little snag. The goal is not just to complete the assignment, but to LEARN how to solve problems.
4. The tutor room is not a substitute for going to class. Miss class only when absolutely necessary - and then only very rarely. When you do miss class, it is your responsibility to learn the material on your own. The tutors or your instructor cannot be expected to give a private lecture to anyone who missed class. If you are not doing your part to learn, the tutors may be unwilling (and unable) to help you.
3. Never interrupt conversations. If you must break in, wait to see if you are recognized OR say something like, "Please excuse me, but did you realize there are doughnuts in the break room." You should never assume your time is more important than everyone else's.
4. If a tutor interrupts a conversation he/she is having with someone else to ask you if you have a quick question, this means a 5 second question. Otherwise, just say you will wait.
5. Show respect for those helping you. In our society, we treat people differently depending on how we view their status. I don't know if this is right or wrong, but it is the case. The respect takes many forms: not interrupting, valuing their opinion, controlling our temper, waiting for them, accommodating their schedule, wanting to please. No one wants to be treated as if their time and feelings are unimportant.
6. Do not eat or drink in the tutor room.

### DO LIST

1. Limit the number of times you see the tutors in a single day.
2. Come for help prepared. Be able to describe the problem.
  - a) Is it a compile or run-time error?
  - b) Were you able to open the input file correctly?
  - c) How much input was read? Did you echo the input so you can tell?
  - d) Where is the program dying?
  - e) What kind of message do you get?
3. Read the book and google the problem before coming to the tutor room for help. Being able to solve your own problems is an important life skill.
4. **One of the main problems we see is students NOT knowing how to use the debugger. Using the debugger is an essential element to your success. Some people say they are too busy to learn how to use the debugger. They are "too busy sawing to sharpen the saw". This is a huge mistake. Ask for help in learning this skill.**

5. It is easy to focus on the negative, but if you offer sincere praise now and again, your complaints will be taken much more seriously. Take time to be polite to secretaries, technicians, and tutors. It makes their job much easier. When they are happier, everyone benefits.