

ACADEMIC SUPPORT AND ACCESS CENTER

TUTORING LAB & DROP-IN POLICIES

FOR TUTORS AND STUDENT USERS

Communication: Cancelling and Rescheduling Appointments

- Students must cancel appointments three (3) or more hours in advance of their appointment.
 - A tutor will mark a student 'no show' if the student is 10 or more minutes late and has not communicated with the tutor in advance.
- Students will be marked 'no-show' if they do not show up for appointments or cancel three or fewer hours before their appointment.
 - Two or more no-shows will result in the student's WOnline account being disabled. After meeting with the Tutoring Manager, students are typically let back into WOnline.
- Students can reschedule appointments by canceling their appointment and then scheduling another appointment. Alternatively, they can email the tutor or tutoring@american.edu for scheduling assistance.
- Two or more missed/no-show appointments will result in the student being locked out of WOnline until they meet with the Tutoring Manager to be reinstated. To coordinate this meeting, email tutoring@american.edu or follow the directions in the email from the Tutoring account to be reinstated.

Drop-In Tutoring

- Drop-in tutoring occurs in various spaces around campus. Drop-in tutoring does not require appointments. See schedules on WOnline.
- If a student notices that a tutor does not have an appointment on their schedule, the student may "drop in" without an appointment. Once there, the student and tutor should make sure to complete an appointment form for the student, so that their information is in the WOnline scheduling system (for data purposes).

End-of-Session Surveys

- At the end of each tutoring session, students are to complete [this survey](#) to provide feedback about their tutoring experience.

Session Duration & Quantity

- One-on-one sessions are scheduled for either 30 or 60 minutes and will last 25 or 50 minutes, respectively.
- Students may not schedule more than two tutoring appointments per course, per week. If a tutor notices that a student schedules two appointments with them and one with another tutor for the same course, the tutor will inform the Tutoring Manager. The Tutoring Manager will then contact and either cancel or reschedule the student's additional appointment.
- Students may not schedule more than one hour of tutoring for a course and/or with a specific tutor in one day. Eg, students are limited to one hour of ACCT-240 tutoring per day, and they may not schedule more than one hour of ACCT-240 tutoring in a day.

Questions, concerns or suggestions should be directed to tutoring@american.edu.