ACADEMIC SUPPORT AND ACCESS CENTER
TUTORING LAB 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 cancel a tutoring session 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 WCOnline account being disabled. They will then have to meet with Nicole Cannizzaro, Assistant Director of Tutoring and Program Development, or a Lead Peer Tutor to be granted access back into the system.
- 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.

Drop-In Tutoring
- Drop-in group tutoring occurs in Anderson Conference Room. See schedules on WCOnline.
- 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 WCOnline 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 their supervisor, Nicole Cannizzaro. Nicole will then contact and either cancel or reschedule the student's additional appointment.

Questions, concerns or suggestions should be directed to Nicole Cannizzaro, ASAC Assistant Director of Tutoring and Program Development, at 202-885-3365 or tutoring@american.edu.

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