

Appointment Policies

1. Types of Appointments

The student must be aware of all requirements associated with the type of appointment scheduled and assignment.

- **Face-to-face appointments require the student to be present in the Writing Center.**
- **Virtual appointments via Zoom requires the student to be in the session at the same time as the designated tutor.**

Note: A post-session form will be provided as proof of attendance to the Writing Center. It is the student's responsibility to keep track of these forms in case the instructor requires this document.

2. Session Time Limits

Appointments are made for 45 minutes maximum. While some tutoring sessions may conclude earlier, the tutor will ensure that appointments do not extend over the allotted time. If a student has an assignment that is longer than 5-7 pages, they will most likely be required more than one session to have the complete assignment reviewed.

3. Integrating Feedback

The student is expected to apply feedback between appointments and the drafting process, regardless of whether they are seeking tutoring for a revised assignment or bringing in a new assignment/task for review. If the student is not applying feedback from the previous session to the next, the Writing Center reserves the right to mark the tutoring session as missed and return the assignment without a review or conclude the tutoring session immediately.

- **No more than one assignment per session**
- **Instructions required**
- **Have work material ready for the tutoring session**

4. Punctuality

If a student is more than **ten minutes** late for a face-to-face or virtual appointment and has not contacted the Writing Center, the tutor has the right to cancel the session and tutor any walk-in students. In this type of case, the late student will not be able to have a tutoring session when arriving. Please keep in mind that the length of the student's session will be determined by the appointment time and not the particular time the student shows up. Therefore, all students are encouraged to arrive early and be not only respectful but mindful of others' time.

5. Walk-In Appointments

Students may schedule a same-day tutoring session when walking into the Writing Center by scheduling a time with an available tutor. If all tutors are in session, a staff member will set up an appointment for the student to come back at a more convenient time.

- **It is highly recommended that students do not walk in on the day that their assignment is due as we cannot guarantee that a tutor will be available to work with the student requesting a session.**

6. No-Show Policy

If the student does not show up for a face-to-face or virtual appointment nor calls to cancel, the tutoring session will be marked as no-show. Appointments are marked as "no-show" if the student has not joined the session within **10 minutes** of the starting time.

- **If the student has three or more consecutive absences (no-show, no call), then the student will not be allowed to schedule a future appointment and will only be allow for walk-in assistance until further notice by the Director of the Writing Center.**

ADDITIONAL POLICIES

1. Working on Exams

If the student is working on take-home midterm or final exams, will required the instructor's permission to work on these assignments prior to visiting the Writing Center and scheduling a tutoring session.

- **If the student attends a session, our tutors will assume that the student has the instructor's permission.**

2. Workshops Attendance

When attending a Writing Center's workshop, it is crucial that the student is present and participating in order to receive credit and attendance to be documented.