

## Diversity Programs Office Guided Learning Center Tutoring FAQ

### How do I schedule an appointment?

Create a WOnline account and follow the directions to request a tutor. Please refer to pages 1-3 of the *GLC WOnline Student Account Directions* document.

### Can I schedule an appointment for the same day?

No. We do not permit same day appointment requests. Appointments must be made at least 48 hours in advance. Please refer to page 2 of the *GLC WOnline Student Account Directions* document.

### For how long and how frequently can I meet with my tutor?

All GLC tutor sessions are 1 hour in length. You can meet with your tutor 1-3 times per week, during the semester. If you want to set-up a repeating weekly appointment, ask your tutor to set it up.

### Can I cancel or reschedule my scheduled tutoring appointment?

Yes. You can make changes; however, we ask that you aim to give your tutor *at least 24 hours* advance notice if you need to cancel or change an appointment. Please refer to page 4 of the *GLC WOnline Student Account Directions*.

### Why can't I schedule a tutoring appointment?

- a.) You might be trying to access a day/time that is unavailable for scheduling (ie. Same day appointments)
- b.) You are attempting to schedule an appointment more than three weeks in advance.

### What happens if I miss my tutoring appointment?

A missed appointment, without prior notice will result in a 'NO SHOW.' If a student receives three or more 'NO SHOWS' in a semester, you risk losing your GLC tutoring privileges. Please refer to page 4 of the *GLC WOnline Student Account Directions*.

### How can I prepare for my tutoring appointment?

Be sure you have uploaded any syllabi, course assignments/notes, etc. to your appointment request form, for your tutor to review/prep. Prepare a specific list of questions and concepts you don't understand, to share with your tutor during the session. Have all materials nearby during your session: notes, study guides, assignment guidelines, textbooks. If these items are in .pdf format, you will be able to upload and share them in the virtual GoBoard room.