



Established
1979

California State University, Los Angeles
University Tutorial Center

John F. Kennedy Library, Palmer Wing
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<http://www.calstatela.edu/centers/tutorctr>
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How to Schedule a
TUTORING APPOINTMENT

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The University Tutorial Center is funded by the Educational Opportunity Program and the Division of Academic Affairs.

You must present your CSLA student photo I.D. card each time you schedule and check-in for an appointment to see a tutor.

The tutors will *assist* you with your homework but *not do* your homework for you. *Expect to do your own work with the tutor's assistance.*

First-Time Users of the Center

If you are a first-time user of the Center, please complete a Student Information Survey/Registration Form. This information will be kept confidential and is used only to prepare administrative reports about the background of students who use the Center and to provide you with a report if you ever require verification of being tutored or attending a workshop.

Courses Tutored

Check the posted List of Courses Tutored to see what courses are being tutored this quarter. The University offers over 3,600 courses; unfortunately, we do not have tutors for every course. If a course is not listed, please inquire at the Tutoring Information & Scheduling counter. We can check to see if one of the tutors might be able to provide you with some assistance.

Center's Hours

The Center is open for tutoring from the second through the tenth week of each quarter; no tutoring available during final exams week. Please call or visit the Center for the current quarter's hours of operation.

Tutor Schedules

Checking Tutor's Schedules. The tutors' schedules are posted on the wall. Each schedule also lists the tutor's courses. The vertical red lines indicate only the hours that the tutors are working; the horizontal red lines indicate the tutors' breaks. To find out if a tutor is available for particular days and times, you will need to inquire at the Tutoring Information & Scheduling counter.

How to Schedule a Tutoring Appointment—continued

Planning Your Schedule. A blank schedule is provided in the Center for you to write down your classes and commitments to you determine your available hours. You can also use the schedule to write down tutors' hours.

BEFORE SEEING A TUTOR

Scheduling a Tutoring Appointment. To schedule a one-to-one tutoring appointment, go to the Tutoring Information & Scheduling counter. You CANNOT schedule an appointment without your I.D. card. Have your CSLA student photo I.D. card out and ready to present to the office assistant when your turn arrives. This will facilitate your being scheduled and also prevent non-CSLA students from using the services you are paying for with your fees.

When you schedule your appointment, you will be asked for the course department and number and the days and times you are available to be tutored. If you have a preferred tutor or preferred day and time, please inform the office assistant at this time. Although you may have one preferred tutor, we encourage you to work with other tutors so that your choices are not limited. You will need to be flexible with your schedule because tutors for specific courses tutored are not available every hour of every day.

Replacing Your CSLA I.D. If you do NOT have your I.D. card at the time you schedule your appointment, you will be allowed "One Exception" for the quarter. To replace your I.D. card, pay the \$5 Golden Eagle Card Fee at the Cashiers' Office, ADM 128, and then go to the Golden Eagle Service Center, Golden Eagle Building 220.1 (located directly above the Food Court), to have your picture taken.

Being Tutored in a Group. You will be working with a tutor on a one-to-one basis at a specified day and time. If you wish, you may also share a tutoring appointment with one or two of your classmates who must also check-in and have a Student Information Survey/Registration Form on file.

Scheduling Appointments by Telephone. We prefer that you schedule your appointments in person. However, after you have scheduled your first appointment in person, you may then schedule subsequent appointments by telephone. Please understand that students scheduling appointments in person at the time you call will be given priority so you may be asked to wait on the telephone or to call back at a later time.

Scheduling Your Next Appointment. Your scheduled appointment meets one-time only; it is NOT a permanent appointment for the quarter. If you are affiliated with the Educational Opportunity Program or the Office for Students with Disabilities, you may request a quarter-long tutoring appointment subject to tutor availability. Please be informed that your participation in these programs and eligibility will be checked. If you are found to be not eligible, your quarter-long appointment will automatically be canceled without prior notice.

Because of the demand for tutoring, you may schedule only one appointment per course at a time; ***scheduling multiple appointments is NOT permitted.*** When you report for this appointment, you may then schedule your next appointment; thus, depending on tutor availability, you can be tutored more than once per week. You will be tutored ONLY in the course printed in the appointment book and on your appointment reminder and tutoring evaluation form. We understand that scheduling appointments for particular courses can be difficult. However, to be fair to everyone using the Center, if you are discovered to have scheduled multiple appointments for the same course, only the first appointment will be honored and the others will be automatically canceled immediately without prior notice.

How to Schedule a Tutoring Appointment—continued

If you are scheduled to see a tutor for one hour and the tutor appears to be available for the next hour, do NOT assume that you can automatically see the tutor for the next hour. You will need to report back to the Tutoring Information & Scheduling counter prior to the start of the next hour to see if the tutor is available and schedule an appointment for that second hour.

Seeing a Tutor on a Walk-In Basis. We encourage you to schedule an appointment ahead of time whenever possible. However, you can try to see a tutor on a walk-in basis, subject to tutor availability.

Checking Your Appointment Reminder. Your appointment begins either on-the-hour (55-minute appointment) or quarter after the hour (45-minute appointment). You will be given a Tutoring Appointment Reminder so please check your appointment time carefully so you are not late or absent for your appointment.

Canceling Your Appointment. If you need to cancel your appointment, as a courtesy to others, please call the Center so that your appointment can then be made available. The Center is equipped with a 24-hour telephone answering machine so that you may leave a recorded message at any time of the day or night. When you call, plan to give your name, your tutor's name, the course department and number, and the appointment day and time.

Confirming Your Appointment. The tutors are students also and are subject to the same types of illnesses and emergencies as you. When we receive notice of a tutor being absent, we will immediately try our best to contact you at the telephone number and e-mail address written on your Student Information Survey/Registration Form and try to reschedule the appointment or make arrangements for you to see another tutor. If you are making a special trip to campus for your tutoring appointment or you have few hour wait after class until your appointment meets, call or stop by the Tutoring Information & Scheduling counter to see if your tutor will be absent or late.

ON THE DAY OF YOUR TUTORING APPOINTMENT

Arriving Early. Plan to arrive before your appointment begins so that you have sufficient time to check in. Have your CSLA student photo I.D. card out and ready to present to the office assistant when your turn arrives. This will facilitate your being checked in and also prevent another student from taking your appointment. We recommend that you schedule your next appointment at this time. If you are **5** minutes late by the Center's clock or you do not report to the counter to check-in, your appointment can be canceled and assigned to another student who is waiting. If you are going to be late, call the Center to hold your appointment or inform the office assistant at the time the appointment is first scheduled so that a notation about your being late can be recorded. In this case, appointments will only be held for 15 minutes.

Substituting Tutors. Please be aware that you may be switched to a different tutor for the same course without prior notice in the case of an absent tutor.

Seeing Your Tutor. The office assistant will give you a tutoring evaluation form and an office assistant evaluation form and direct you by table number to the tutor. If you are early, please stay in the waiting area until your appointment begins. Go to the tutor's table when the time for your appointment arrives. Have your tutoring evaluation form ready to show the tutor. You will be asked by the tutor to return to the counter to check in if you do not have the tutoring evaluation form.

Doing Your Own Work. Please understand that you will do your own work with the tutor's assistance and not ask the tutor to do your work for you.

How to Schedule a Tutoring Appointment—continued

AFTER YOUR TUTORING APPOINTMENT

Ending on Time. When the tutoring session has ended, please leave the table quickly as a courtesy to the next student who is waiting to see the tutor.

Completing the Evaluations. Please complete both the tutoring evaluation form and the office assistant evaluation form before you leave and place them in the appropriate evaluation boxes. If you have any comments or suggestions, please write these on the evaluations. Neither the tutor nor the office assistants will see their evaluations until after the quarter ends. These evaluations do help us to improve and maintain a quality tutoring program with quality customer service.

Scheduling Another Appointment. If you decide to schedule another appointment at this time, you will need to wait in line if others are already waiting in line ahead of you.