



## **Centers for Academic Success One-on-one Student Appointments Policies & Procedures**

Effective January 19, 2016

1. Students may make a total of three *1 hour appointments* per week with tutors in the One-on-One Tutorial Learning Center. This is a weekly total which includes any subject the student is enrolled in.
2. Students must be currently enrolled in CSN and also in the class in which they are requesting assistance.
3. Students will be asked to utilize drop-in Resource Centers during their hours of operation as opposed to the One-on-One Tutorial Learning Center. One-on-One appointments will be extremely limited for subjects offered in a drop-in center. These subjects include, but are not limited to, Biology, Chemistry, Physics, Math, Communication, and English.
4. Students may schedule appointments one week in advance.
5. Students may extend sessions at the One-on-One Tutorial Learning Center if the student and tutor wish to stay and cover more material after the originally scheduled session is finished. Tutor must have open weekly hours.
6. Students currently registered with the Disability Resource Center (DRC) may receive reasonable accommodations. Please meet with a Disability Specialist in the DRC for documentation needed for this request.
7. A student must speak to a customer service supervisor regarding any inability to make it to an appointment. The supervisor then determines if the no show is waived or not. Any unwaived no show will count toward the weekly three appointment limit.
8. A student who no shows an appointment with no communication will be disabled in the schedule, and any future appointments will be cancelled. To be reinstated, the student must contact a supervisor in the One-on-One Tutorial Learning Center. Students may cancel scheduled appointments online the day prior, before 7pm - [www.mywco.com/csntutoring](http://www.mywco.com/csntutoring).

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