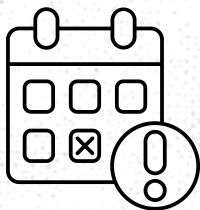


SCHEDULING & LATE POLICIES



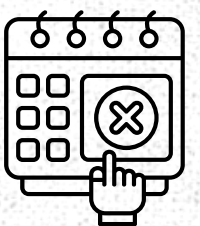
LATE POLICY

Due to high traffic, we encourage students to make every effort to be on time to their appointments. After 15 minutes, appointment slots cannot be guaranteed to be held. Students who are more than 15-minutes late to their scheduled appointments may have to wait for the next available tutor or academic coach. Students should also expect that, if they are late, there is no guarantee that the entire scheduled session time will be available.



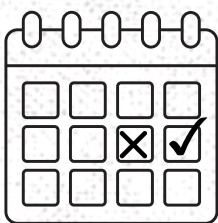
NO-SHOW POLICY

When a student schedules an appointment and does not attend their session without cancelling ahead of time, the appointment is marked as a “no-show.” If a student has 3 no-shows within a semester, they are unable to schedule an appointment on their own. In order to be able to schedule appointments on their own again, students must attend at least 1 drop-in session and speak with the Learning Resource Center Manager, who can be reached at tutoring@waubonsee.edu or (630) 466-2426.



STUDENT CANCEL/RESCHEDULE POLICY

If students need to cancel or reschedule their appointment, they can do so directly through Navigate360 or by following the link in the Appointment Reminder email. Students can also reach out directly to the Tutoring Center through email, phone call, or by physically stopping by any of our locations. A Tutoring Center staff member will be more than happy to assist you in cancelling or rescheduling your appointment.



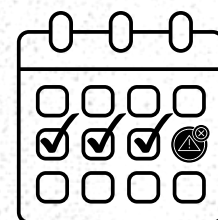
STAFF CANCEL/RESCHEDULE POLICY

Every effort is made to ensure students meet with the staff member they request. However, due to scheduling changes and other unforeseen circumstances, that may not always be possible. In the event that a tutor or academic coach needs to cancel or reschedule an appointment, either the staff member or a representative from the Tutoring Center will reach out to the student via email to reschedule or change the modality of the appointment (in-person to Zoom) if appropriate. If the Tutoring Center has staff available to meet with the student at that time, that option will also be available.



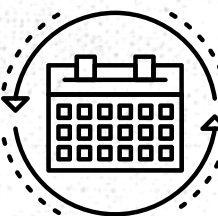
SAME-DAY APPOINTMENTS

The Tutoring Center does not offer same-day appointments. Students are, however, able to drop-in during the Tutoring Center’s open hours, listed on our website under “The Tutoring Center’s Open Hours.” Please be aware that different campuses/locations may have different hours of operation. Appointments are accepted up to 24 hours in advance. If you are in need of immediate assistance and a tutor or academic coach is not available for drop-in, we recommend exploring Tutor.com, our 24/7 online tutoring service that offers support in more than 300+ subjects, study skills, time management, and test preparation.



APPOINTMENT ALLOTMENT PER WEEK

Students are able to make up to 6 hours of appointments across all Tutoring Center services per week. Students can make up to 2 hours of appointments per day. Students are able to stay in drop-in during the Tutoring Center’s open hours as long as they would like, with the understanding that a tutor or academic coach might not always be available to meet with them one-on-one for longer periods of time.



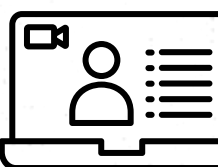
RECURRING APPOINTMENTS

Students are able to make recurring appointments for up to 4 weeks. After that, students are encouraged to speak with their tutor or academic coach and see if the frequency of appointments is working and if it needs to be adjusted. At that time, another 4 weeks of appointments may be scheduled.



DROP-IN POLICY

Working with a tutor or academic coach in drop-in during the open hours is based on a first-come-first-served basis as well as specific tutor and academic coach availability. Students may be asked to work independently or there may be a waiting period during high-traffic periods. During drop-in, times may be limited for students as opposed to a traditional appointment, but every effort will be made to ensure students have a productive experience.



ZOOM DROP-IN POLICY

Working with a tutor or academic coach in drop in on Zoom is based on a first-come-first served basis. However, due to the nature of a Zoom session, time is more limited virtually, rather than in person. Students can expect to work with a tutor or academic coach for approximately 45 minutes each day they drop in on Zoom. Additional time may be allocated at the discretion of the tutor or academic coach, based on a number of factors, including, but not limited to, the overall busyness of the Tutoring Center, where the student is at with their work, and technical issues.