

### Individual Tutoring Policies

- The tutor will not do the work for you. The tutor's job is to assist you in mastering course material and developing your skills by providing examples, asking questions, pointing out areas for improvement, engaging in a dialogue about subject matter, and/or discussing study strategies and techniques.
- Tutoring is an active, engaging process that requires your full participation. Please bring any materials you have (assignment sheet, notes, text, etc.) to help ensure a successful session.
- Learning is a process that takes time and consists of numerous stages. In order to make the best use of the CFAA's tutoring services, you should visit early and often.
- The tutor is not responsible for your grade; the tutor is also not able to forecast the grade the instructor will give you.
- To ensure we help the most students possible, students may only make one appointment per subject per day. Students may have an appointment for writing, math, and science on the same day, but not two writing appointments on the same day.
- Expect your actual session length to be 5 to 10 minutes shorter than the time period shown as reserved on the schedule. This "debriefing" time enables your tutor to complete the required Client Report (accessible by the next tutor you work with) and communicate any follow-up suggestions they may have.
- While you may request a specific tutor, you are not guaranteed to be able to work with that particular tutor every time.
- Even when you have booked an individual appointment, your appointment may be combined with that of another student if you both are working on the same subject matter and additional tutors are not available.
- If you schedule an appointment, it is your responsibility to email ([learning@etsu.edu](mailto:learning@etsu.edu)) and cancel or re-schedule if you can't make it.
- Failure to attend a tutoring appointment will result in your being marked as a "no-show." After two no-shows, the system will disable your tutoring account, and you will have to visit the center and meet with a staff member to have your account reset.
- Students can make appointments up to two weeks in advance. Students who qualify for additional assistance (those who have previously failed the course, are registered with Disability Services, are enrolled in a Learning Support course, or have received an academic alert) can visit the center and meet with a staff member to schedule weekly recurring appointments.
- Individual appointments are not available for courses supported by the Supplemental Instruction (SI) Program: Anatomy & Physiology I & II, Biology I & II for Majors, General Chemistry I & II, and Organic Chemistry I. If you are not able to attend these sessions, you will need to contact the CFAA ([learning@etsu.edu](mailto:learning@etsu.edu)) to meet with a staff member to schedule weekly recurring appointments.

**Please contact the CFAA with any questions or concerns.**

**[learning@etsu.edu](mailto:learning@etsu.edu)**

**[etsu.edu/uged/cfaa/learning](https://etsu.edu/uged/cfaa/learning)**

