

CTAS Online Tutoring Policies and Procedures

CTAS offers online tutoring by appointment and by drop-in (first come-first served). All appointments will start promptly on the hour. (See our hours of operation below.) Drop-in tutoring sessions may start at any time during our hours of operation. Online tutoring sessions are up to 50 minutes.

General Policies & Procedures

- Students should use a desktop or laptop for online tutoring sessions. Smartphones may work for most online tutoring sessions, but they are not recommended. Firefox and Chrome are the recommended Internet browsers to use with Blackboard.
- Students are expected to be in a quiet area and join their online tutoring sessions 5 minutes before the scheduled start time.
- Students should be prepared in advance for their tutoring session by having the writing assignment available, writing down questions for the tutor in advance, and having a .pdf version of the paper to share with the tutor if need be.
- After making an appointment, students will receive an e-mail with a link to access their session. **Students will receive the e-mail on the same day as their appointment.** Students will be able to join the session up to 15 minutes before the scheduled start time.

Policies Regarding Tutoring Sessions

- Students may have up to **3 tutoring sessions per day** and up to **8 sessions per week**.
- Students may make up to **4 one-time appointments at a time for course-specific tutoring, or 1 one-time appointment at a time for Writing tutoring**. Students can make one-time appointments up to 6 days in advance.
- Students may make a one-time appointment for the same day by visiting the CTAS “Virtual Office” on our website, provided that they request the appointment at least two hours in advance.
- Students may have up to **2 weekly appointments per semester for course-specific tutoring and 1 weekly appointment per semester for Writing tutoring**.
- If students need to cancel an appointment, they should do so at least two hours before the scheduled start time.
- Back-to-back (consecutive) sessions are allowed as long as the second session is with a different tutor and for a different subject.

Please note: Tutoring appointments are limited, and we want *all* QCC students to be able to use our services. Therefore, if a student misses more than 3 appointments or cancels an appointment more than 5 times or is late for an appointment more than 5 times, he/she may lose the appointment.