Appointment Scheduling Protocol
Engineering Peer Tutoring

Because tutoring services are not a substitute for attending class or doing one’s own study and independent practice, and on occasion tutoring availability can be limited for a course, there are several required considerations to make when scheduling appointments:

1. Scheduling Back-to-Back Appointments
While Advise Assist (our scheduling platform) allows back-to-back scheduling of appointments, students are not permitted to schedule more than two back-to-back appointments for the same course with the same tutor on the same day, OR exceed three appointments for the same course per week.

For example, it is permissible to schedule a 1pm and 2pm appointment for Calculus 1 with the same tutor, but it is NOT permissible to schedule three-hours in a row (i.e. 1pm, 2pm and 3pm) for Calculus 1 with the same tutor on the same day. This extended time can render the session ineffective due to exhaustion for all parties. The Tutor Coordinator reserves the right to cancel appointments not scheduled in accordance with this protocol.

2. Advanced Scheduling
While Advise Assist allows scheduling appointments up to three weeks in advance, students are reminded that if you book the tutor’s time in this manner, it is REQUIRED that you give advanced notice for cancellations (24 hours is suggested). If the student pre-books multiple appointments and late cancels or no-shows those appointments repeatedly, the Tutor Coordinator reserves the right to block the student from tutoring services for a 30-day period.

3. Limited Tutoring Availability for High Demand Courses
There are times when tutoring for an upper-level or high-demand course is limited. In these cases, when demand for tutoring in any course exceeds the appointments available, and if you have demonstrated a high late-cancellation or no-show appointment rate for these courses, small group tutoring of up to 3 students in one appointment may be instituted. Students with high cancellation or no-show rates may find their ability to secure a private appointment limited.

4. Cancellations
It is the student’s responsibility to cancel appointments in advance. 24 hours is suggested. Repeated late cancellations or no-shows will cause the student to be blocked from making future appointments. If a student is blocked from making appointments, the message, “No available appointments” will appear. If you see this message when making an appointment, immediately contact the Tutor Coordinator at tutor@eng.auburn.edu.

5. Appointment Comments
In all cases, when scheduling an appointment, students are strongly encouraged to include a comment about what you would like to work on in the session. Giving the tutor a head’s up, will allow them time to prepare for your session and render the work you do together much more effective.