

Small-Group Tutoring Policy

Students may make a **MAXIMUM of TWO appointments per week** for any course they are currently enrolled in (that is available).

Each in-person session will be 50 minutes in length, maximum THREE students per session.

Cancellation Policy: If you cannot make a scheduled appointment, please cancel your own appointment in TutorTrac no less than 2 hours prior to your appointment (or it will be considered a no-show).

No-Show Policy: Missing an appointment without canceling is called a no-show. No-shows impact the tutors who anticipate your appointment as well as a student who could have been scheduled in the spot you missed. If, in one semester, you accumulate **THREE** no-shows, your ability to schedule small group tutoring appointments will be suspended for the remainder of the term. If your privileges are suspended, you may continue to utilize the Math Learning Center, but on ONLINE only.

Please contact the MLC at mlc@fau.edu if you have any questions/concerns.

Making an Appointment

Here are the step-by-step instructions:

1. Before you start, please note that it is best to utilize Firefox or Google Chrome as your internet browser. TutorTrac does not always display all of the menus correctly if you are using Internet Explorer.
2. Go to www.fau.edu/tutoring
3. Log in with your FAU ID and password
4. Click on 'search for availabilities' on the left side of the screen.
5. For Center, select 'Math Learning Center' or 'SAM Lab' for Methods of Calculus only
6. For Section, select the course you would like tutoring in.
7. You do NOT need to fill in or change any of the other sections. Click 'Search'
8. All of the available tutors, times, and dates will appear. Click on the time slot that you would like to book the appointment for. (NOTE: If your search does not return any results, all appointments for that course are already full OR we are not offering in-person tutoring for that course this semester—check online tutoring).
9. When the box pops up, under Reason, select 'Tutoring.' You may also enter your phone number and/or notes about what you are going to need assistance with (optional).
10. Click 'Save'

Viewing Upcoming Appointments and/or Canceling an Appointment

Here are the step-by-step instructions:

1. Before you start, please note that it is best to utilize Firefox or Google Chrome as your internet browser. TutorTrac does not always display all of the menus correctly if you are using Internet Explorer.
2. Go to www.fau.edu/tutoring
3. Click on 'Click here to make an appointment'.

Please contact the MLC at mlc@fau.edu if you have any questions.

4. It's going to take you to TutorTrac. Once there, follow the instructions on the page to log onto TutorTrac. (Make sure to include a capital Z when entering Z number for password!)
5. Once logged on, near the center of your screen, you will see a list of "Upcoming Appointments."
6. If you need to cancel an appointment, click on the grey circle with a white X next to the appointment you wish to cancel. (NOTE: *You are only able to do this if it is at least 2 hours before the appointment time.*)
7. A dialog box will pop up and you will have the option to enter a reason for your cancellation. Once complete, click "Confirm Cancellation."