

## FREQUENTLY ASKED QUESTIONS ONLINE TUTORING

### How do I make an appointment?

Making an appointment with a tutor is easy! Click on the link below and select the tutor you would like to see. Pick a time and date that works for your schedule. Once confirmed, please make sure to check the email you entered for the Zoom link.



### I cannot attend my tutoring session anymore. What should I do?

These things happen so do not worry! Canceling your appointment is a simple process. Please refer to the guide below to learn how to cancel or reschedule your appointment.



### I tried canceling my appointment, but it wont let me. What should I do?

This usually happens when you try to cancel within 24 hours of your appointment. If you cannot cancel or reschedule your appointment through Acuity, email Luis Martiz (lmartiz@usc.edu).

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### How long are the tutoring sessions?

Tutoring sessions are 25 minutes long.

### Is there a limit to the number of tutoring session I can reserve?

Students can reserve two tutoring sessions per day. When the tutoring center is busy, students are limited to 4 sessions a week.

### What can we talk about in tutoring?

Tutoring sessions are **student led** so you decide what you want to work on. Below are some of the most common subjects help with at the tutoring center:

#### Writing

- Grammar
- Brainstorming
- Essay Outlining

#### Oral Skills

- Presentations
- Pronunciation
- Vocabulary

#### Formating

- APA 7
- References
- Citatons

### I cannot find the Zoom link to my tutoring session. What should I do?

Do not panic! Double check your email for an email from Acuity. You receive the link two times, once when you make the appointment and again 2 hours before your appointment. If you still cannot find it, email Luis Martiz ([lmartiz@usc.edu](mailto:lmartiz@usc.edu))

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### **I tried to make an appointment but there are no available appointments, is that normal?**

It depends! After around Week 10, our tutoring center gets busy with end of the semester assignments. Try to plan ahead and schedule an appointment as soon as you think you need it. Appointments become available 7 days before the start date.

### **Is there in-person tutoring?**

No. Tutoring will be online for the Fall 2021 semester.

### **Who are the tutors?**

All International Academy tutors are lifelong educators who will do their best to help you reach your full academic potential. Check out their bio's by clicking the link below.



### **What time is tutoring available?**

We offer tutoring at times convenient to students. We schedule hours based on popular times from the previous semester. Please view the current semester schedule below.

