LEARNING RESOURCE CENTER
Appointment and Walk-in Policies

While each appointment is unique, predicated on the student’s concerns, students and Consultants have the following rights:

Students have a right to expect that the writing consultants/tutors who meet with them will be prepared to:

- Give them their full appointment time.
- Act as a reader-audience and discuss a paper, not fix it.
- Model active learning strategies.
- Encourage a collaborative discussion.
- Allow them to maintain ownership of their ideas.
- Offer instruction about how to choose and narrow a topic.
- Help them develop organizational strategies.
- Share suggestions for how to revise.
- Show them how to display to their writing strengths and recognize their writing weaknesses.

Consultants have a right to expect that students will come prepared for a successful appointment by:

- Arriving a few minutes early to fill out paperwork.
- Having both a hardcopy of their assignment and the prompt, if provided.
- Shutting off their cell phones.
- Bringing only one assignment to discuss.
- Thinking about specific concerns they want to address during the appointment.
- Actively participating in the discussion.
- Being receptive to and trying out alternative ideas and/or approaches.
- Asking for clarification when they don’t understand a consultant's response.
- Recognizing that all their concerns may not be addressed in one 30-minute appointment.
- Scheduling the appointment at least 24 hours before the paper is due.

*Please note that consultants will NOT edit your paper, but will go through it with you and give suggestions for how you can revise your work.

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APPOINTMENTS ARE RECOMMENDED!
We strongly recommend you make an appointment at least a week in advance to best fit your schedule. The Writing Center and the Writing Lab are generally booked with appointments 2-3 days in advance. Only currently enrolled CSUN students may make appointments.

WALK-IN SESSIONS
For the Writing Center and Writing Lab: Available on a limited basis when students do not check in on time for their scheduled appointments. Although you will be asked to fill out forms, filling them out does not guarantee you a session that day. Since these sessions are based on “no shows,” students who take walk-in session might have only 20 minutes with a consultant. Waiting times vary. Walk-ins are offered on a first come, first serve basis. Walk-in tutoring is never guaranteed.

CANCELLATION/ NO SHOWS
If you are unable to keep a scheduled appointment, you must cancel or reschedule at least 2 hours before the scheduled appointment either by phone or in person. If you do not cancel at least 2 hours before your appointment, or fail to show up for your appointment, you will be entered into our database as a “No Show.” After 2 “No Shows”, you will not be allowed to make appointments for the rest of the semester. However, you may wait for a walk-in session.

APPOINTMENT LENGTH
Due to the number of students that use our services, appointments in the Writing Center and the Writing Lab last 30 minutes.

FILLING OUT FORMS
Since we ask students to fill out an appointment form each visit, please arrive a few minutes early for each appointment.

10 MINUTE LATE ARRIVAL POLICY
In order for us to help as many students as possible, if you are more than 10 minutes late, we will give your appointment to a student who has been waiting for a walk-in session. If you show up after the 10 minutes, you will have to sign up as a walk-in and wait for the next available session.

NUMBER OF APPOINTMENTS PER WEEK
Students are limited to one appointment per week. However, if you feel you need more time, you may sign up for a “walk-in session” up to a total of two writing sessions (one hour) per day.

GROUP APPOINTMENTS (2-5 people)
Only by approval of the Writing Coordinator; at least two group members must be present to make an appointment with each group member’s information, and on the day of the appointment with a consultant. all group members that signed up must be present and on time.

OTHER OPTIONS
Writing Workshops:
http://www.csun.edu/lrc/writing-workshops
UDWPE Prep:
http://www.csun.edu/lrc/udwpe-prep

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