

While each appointment is unique, predicated on the student's concerns, in general 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:

1. give them their full appointment time.
2. act as a reader-audience and discuss a paper , not fix it.
3. model active learning strategies.
4. encourage a collaborative discussion.
5. allow them to maintain ownership of their ideas.
6. offer instruction about how to choose and narrow a topic.
- 7 help them develop organizational strategies.
8. share suggestions for how to edit and revise.
9. tutor them on grammar and mechanics.
10. show them how to play to their writing strengths and recognize their writing weaknesses.

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

1. arriving a few minutes early to fill out paperwork.
2. shutting off their cell phones.
3. bringing only one assignment to discuss.
4. thinking about specific concerns they want to address during the appointment.
5. actively participating in the discussion.
6. being receptive to and trying out alternative ideas and/or approaches.
7. maintaining ownership of their ideas.
8. asking for clarification when they don't understand a consultant's response.
9. recognizing that all their concerns may not be addressed in one 30 minute appointment.
10. giving themselves enough time for revision before a paper is due so that they might return to check the revision.





APPOINTMENT & WALK-IN POLICIES

Appointments are recommended

Same day appointments rarely are available so 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. Schedules are posted one week in advance on Monday mornings. Only currently enrolled CSUN students may make appointments. Contact the Learning Resource Center for more details on phone appointments for Writing Center eligible classes.

Walk-In Sessions

For the *Writing Center*: Available on a *limited/non-guaranteed* 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 an session that day. Since these sessions are based on "no shows," students who take walk-in session will have only 20 minutes with a consultant. Waiting times vary.

For the 113/114/115/UNIV 100 *Writing Lab*: Between 10 a.m. and 3 p.m. we have at least one tutor designated as a "walk-in" tutor. These sessions are filled 10 minutes before the appointment on a **first-come, first serve non-guaranteed** basis. We are especially busy at the end of the term.

Cancellation/No Shows

If you are unable to keep a scheduled appointment, you must cancel 2 hours in advance by phone or in person. If you do not cancel at least two 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 require 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**.