While each appointment is unique, predicated on the student's concerns, in general students and Consultants have the following parameters to work under.

**The writing consultants and tutors will:**

- give students the full appointment time.
- encourage collaborative discussion.
- discuss, not fix/edit, assignments with students.
- offer instruction on choosing and narrowing a topic.
- help develop organizational strategies.
- share editing and revising strategies.
- help identify patterns of error in grammar and mechanics.

**The writing consultants and tutors will expect you to:**

- arrive a few minutes early to fill out paperwork, then shut off your cell phone during your appointment.
- choose only one assignment to work on.
- actively participate in the tutoring session.
- ask for clarification if you don’t understand something.
- be receptive to alternative ideas and approaches.
- recognize that all your concerns may not be addressed in one 30-minute appointment, so arrive with specific concerns you want to discuss.
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 non-guaranteed 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 maximum) per day.