

# 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 a copy of their assignment and the prompt, if provided. Although, a printed copy is preferred
- 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.**

## **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 only via phone or in person. **Email cancellations are not allowed.** 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; any one student with a group assignment can make the appointment for their group over the phone or in person with each group member's information. 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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