



Tutoring Policy

Tutoring services are available to all current and potential students at the MCCTC Adult Career Center. These services are available Monday- Friday, on-site, and must be scheduled with a Student Success Coach in advance. Walk-ins will not be accepted unless a designated drop-in time has been established by the institution.

- Tutoring Services must be scheduled at least 24 hours in advance. Appointment times may vary and are dependent upon the schedule of our tutors.
- Tutoring sessions may be scheduled for no more than 2 hours per session.
- Our Student Success Coach commits to responding to all email communication within 48 hours of receipt. This individual will not be responsible for communicating with students during the weekend or during holiday breaks.
- If the student is not present within 15 minutes after their tutoring session was scheduled to begin, the tutoring session will become a “No-Call-No Show” and will need to be rescheduled for a later date, following the 24 hour scheduling rule.
- Out of respect for our staff members’ time, students may not push their appointment times to later in the day.

In the event that a student is unable to attend their scheduled appointment:

- Students must contact the Student Success Coach directly by email, OR call the Adult Career Center Business Office (330)729-4100 to officially cancel their appointment.
- Cancellations should be made at least 12 hours in advance, except in the case of an emergency.
- Failure to show for a designated appointment time, will result in “strike” to your record.
- After two (2) “strikes,” a student will no longer be permitted to utilize tutoring services.

I understand the expectations for utilizing the tutoring services at MCCTC, and I agree to abide by the rules outlined above. I understand that failure to abide by these guidelines may result in such privileges being revoked.

Print Student Name

Signature

Date