The Writing & Tutoring Center

**Frequently Asked Questions**

*What is the Writing & Tutoring Center’s mission?*

Our mission is to support your academic success by providing you with tutoring services that supplement your classroom instruction and lead you into a lifetime of successful learning.

*Who can use the WTC?*

Any currently enrolled TCC student is welcome to use our services (tutoring, space, and computers).

*How do I schedule or cancel an appointment?*

Appointments can be made in person (Building 7, Room 221) by calling 253-566-6032 or online via your student portal, up to a week in advance. Cancellations must be by phone or in person. Call ASAP if you need to cancel your tutoring appointment so we can give the time to another student.

*What is the “10 Minute Rule”?*

If you are late for an appointment by 10 minutes or more, it is considered missed and your tutor may be reassigned to help another student.

*How many appointments can I miss?*

You are allowed to miss up to 4 hours of appointments in a quarter before TutorTrac automatically inactivates your account and prevents you from making any more appointments. To reactivate your account, please see the front desk.

*What do I need to bring to the WTC for my session?*

To be fully prepared for your tutoring session, we ask that you bring all coursework and supplies you need for your assignment, including books, notes, calculators, and your assignment sheet.

*How much tutoring can I get per week?*

* A maximum of two hours of tutoring appointments per week for each class you are taking.
* A maximum of two hours with the same tutor in one day. (Note that these cannot be scheduled back-to-back.)
* Drop-ins (individual and dedicated group drop-in times) do not count towards the weekly limit.
* Please note that these limits are subject to schedule and tutor availability.

*Can I be scheduled with the same tutor every session?*

While we cannot guarantee it, we advise you to schedule your session in advance if you would like to work with a specific tutor. We actively work to foster an atmosphere of independent learning. To support this aim, we limit students to a maximum of two hours per day with the same tutor, including drop-ins and appointments.

*Do I have to have an appointment to get help?*

It is always best to make an appointment; however, we are able to offer drop-in help (up to 30 minutes per session) on a first-come, first-served basis as our availability allows. Note that drop-in help is NOT guaranteed.

*What if I cannot come to the WTC?*

Get online help with your assignments by using the eTutoring quick link in your student portal or Canvas classroom. You can submit a paper for review, ask questions and get live tutoring online. Response times vary, but most questions and papers will be answered within 24-48 hours. See eTutoring for details!

*Are there other resources available in the WTC?*

YES! We have computers, course-credit opportunities, handouts and more.

**We will be happy to answer any questions you have!**

* Call us at 253-566-5184
* Email [tutoring@tacomacc.edu](mailto:tutoring@tacomacc.edu)
* Stop by 7-221