



# Learning Support Centre

Get the support services that you need to improve your grades and be successful!

## How many hours of FREE one-to-one Content Peer Tutoring can I access?

- 3 hours per week (2 hours maximum per day); unlimited drop-in, group, or open labs.

## How far in advance can I book a tutoring appointment?

- Appointments must be booked online at least 2-8 days in advance.

## Where do I meet my tutor?

- Fennell - Sign in at the front desk of the Learning Support Centre (C122).
- IAHS – Student Engagement (144)
- Stoney Creek – Rm. A112
- All tutoring must take place on campus.

## How do I book with a tutor in my program?

- Use the “Limit to” function to filter by course name/code, to select a tutor in your subject/program area.

## How do I cancel an appointment?

- Over 20 hours’ notice:
  - Cancel on-line
- Less than 20 hours’ notice:
  - Call: **905-575-1212 x 3279**
  - E-mail **peer.tutor@mohawkcollege.ca**
  - In person at the LSC (C122) @ Fennell; IAHS – Rm. 144; Stoney Creek – Rm. A112
- Two cancellations with less than 20 hours’ notice may result in suspension of booking ability for the remainder of the semester.

## What should I bring to my appointment?

- Textbook
- Notes
- Laptops
- Other necessary materials

Come prepared! Tutoring sessions are not designated time to start an assignment.

## What will my tutor help me with?

- Review your homework
- Work through sample problems
- Explain concepts
- Prompt you through steps and let you know when you’ve made a mistake.
- Offer suggestions for studying and preparing for tests.

**Tutors will NOT do your homework assignments for you**

## What happens if I miss an appointment?

- You must show up within 10 minutes of your start time or it will be marked as a **no-show**.
- Two **no-shows** will result in suspension of your account until you meet with the Peer Tutor Services Staff. Any future missed appointments or late cancellations will result in bookings being prohibited for the remainder of the semester.

## What happens if my tutor has to miss my appointment?

- Every effort will be made to notify you, as soon as the information is available.
- Unfortunately, we cannot guarantee another tutor will be available for their time slot.
- We do our best to post cancellations for drop-in/group tutoring in the Learning Support Centre or on our website.

Reminder: You are responsible for your work and final grades. Please refer to the college’s Academic Honesty Policy: <http://www.mohawkcollege.ca/student-life/library/get-help/research-help/academic-honesty>



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## How to register and book a one-to-one Content Peer Tutor appointment

**Step 1:** Log onto the Peer Tutor website:

<http://www.mohawkcollege.ca/student-life/academics/academic-support/learning-support-centre-at-fennell/peer-tutoring>

**Step 2:** Review our Tutee Program guidelines

<http://www.mohawkcollege.ca/faq/peer-tutoring-frequently-asked-questions> or see the reverse side of this sheet.

**Step 3:** If you have not already registered, click on "First visit? Book your appointment today" to complete the registration form.

**Step 4:** Once you have registered, log in using your username (e-mail) and password. Be sure to select the correct schedule for your campus.

**Step 5**

**Step 5:** Use the "Limit To" function at the top of the screen to select your course name/code. This will filter to show the tutors able to tutor your course.

**Step 6:** Select a Peer Tutor with an open (white) timeslot that fits your schedule. Fill out the reservation form.

## How do I know my appointment has been booked correctly?

- Your appointment should appear in yellow
- You should receive a confirmation e-mail with the details of your appointment.

## What if my tutor does not have any openings?

- View our drop-in, group, or open lab schedules in your subject area, by visiting the Learning Support Centre or our website:

<http://www.mohawkcollege.ca/student-life/academics/academic-support/learning-support-centre-at-fennell/peer-tutoring>

- Need help with Math? Try the **Math Learning Centre**
- <http://www.mohawkcollege.ca/student-life/academics/academic-support/learning-support-centre-at-fennell/math-learning-centre>
- Need help with a paper/report? Try the **Writing Centre**
- <http://www.mohawkcollege.ca/student-life/academics/academic-support/learning-support-centre-at-fennell/writing-centre>

## What if my course is not listed on the online booking site?

- To receive support from one of our Student Ambassadors
  - Call: 905-575-1212 x 3279
  - E-mail [peer.tutor@mohawkcollege.ca](mailto:peer.tutor@mohawkcollege.ca)
  - In person at the LSC (Room C122)
  - Every attempt will be made to match you with a tutor but we cannot guarantee a tutor for every course offered at the college.

Please note: The primary focus of the Peer Tutor Program is to provide tutoring in first year subjects.