

## Writing Center Frequently Asked Questions



### **Who may use the Writing Center?**

If you are student at Middlesex Community College, you may use the Writing Center's free services.

### **How do I make an appointment to use the Writing Center?**

There are three ways to make an appointment: by visiting [www.middlesex.mass.edu/ACE](http://www.middlesex.mass.edu/ACE), by calling the Writing Center, or by visiting us in person. You may schedule appointments to work on your own writing only. You may not use your account to make appointments for any person other than yourself. Note that if you are working on a group and/or collaborative assignment, the tutor can only help with the part of the assignment that you wrote. However, the whole group may come in for group tutoring.

### **How long is an appointment?**

Appointments with Writing Tutors are for thirty minutes, and appointments with English Language Learner (ELL) Tutors may be for either thirty minutes or an hour. Only those students enrolled in an ELL course may make appointments with ELL tutors.

### **How many appointments may I make?**

You may make one appointment per day. At the end of your scheduled appointment, if you would like additional help, you may add yourself to the drop-in list.

### **How does the drop-in list work?**

Drop-in students will be accommodated on a first-come, first-serve basis. However, it is not guaranteed that drop-in students will have the opportunity to see a tutor.

### **What will I need to bring to the Writing Center with me?**

- Your "A" number (to check in for your appointment)
- Assignment instructions
- A sense of what you want to accomplish during your appointment

### **What do I do when I arrive at the Writing Center?**

When you arrive at the Writing Center, you will use the kiosk by the front desk to sign in. You may sign in to do any one of the following three things: 1) work independently, 2) work with the next available tutor (be added to the drop-in list), or 3) check in for a scheduled appointment. The appointment software the Center uses will allow you to check in for your tutoring session up to thirty minutes before your scheduled appointment.

### **What if I am late for my appointment?**

If you are more than five minutes late for an appointment, you may have your appointment given to another student who is on the drop-in list.

### **What if I miss my appointment?**

Please make every effort to notify the Writing Center of appointment cancellations in advance. If you miss two appointment sessions without canceling, you will receive a warning. After three "no shows," you will be required to have a conversation with an ACE professional staff member before making further appointments.

### **What other tutoring options do I have?**

Writing tutoring is also available through e-tutoring. Please see the Academic Centers for Enrichment (ACE) webpage for more information.