

## RWSSC- Student Frequently Asked Questions (FAQ) about WC Online

Q: How do I apply for Reading, Writing, and Study Strategies (RWSSC) tutoring?

A: You will set up and appointment via WC Online <https://umb-asp.mywconline.com/> and meet with the tutor at the agreed upon time to discuss your work.

Q: What is the difference between drop-in tutoring and ongoing tutoring?

A: Drop-in tutoring allows tutees to come to appointments on an as needed basis. Ongoing tutoring is a regular, weekly appointment with the same tutor over the course of a semester. This allows you and tutor to get to know one another and have some familiarity with the types of papers, projects and homework you've been assigned.

Q: Can I see the same tutor on an ongoing basis?

A: Yes (!) and we encourage you to do so! You will set up your first appointment with your tutor (through WConline) and in that first meeting you will have an option to set up future appointments on an ongoing basis.

Q: What should I expect for my first session with a tutor?

A: In your first tutoring session your tutor and you will discuss your reading and writing history, challenges and goals. Together, you can go over your schedule and assignments to decide what you'd like to work-on during the session. During the last 15 minutes you and the tutor will summarize what you went over, set goals for future sessions (if necessary) and wrap-up by addressing any of your questions or concerns.

Q: How long are appointments?

A: Appointments are an hour; however, if you're a new or drop-in tutee your first session will last for 45 minutes with the last fifteen minutes spent setting future goals and reviewing the lessons introduced in that session.

Q: Can my sessions be less than an hour?

A: We have found the ideal time for RWSSC sessions is one hour. If scheduling is an issue for you or if you are unable to find a tutor who meets your schedule you can put yourself on a waitlist or come to a drop-in workshop or session.

Q: How does the “waitlist” work?

A: When you cannot find a tutor with a day/time that works with your schedule you can put yourself on the waitlist. To gain access to the waitlist, click on the clock icon near the top of the grid for that day. You will be prompted to enter information and will be emailed as soon as a time that meets your requirements becomes available.

If there are no available tutors with times that match your schedule, put yourself on the waitlist. You will be notified whenever a time that meets your requirements becomes available.



Q: How do I cancel an appointment? How many appointment am I allowed to cancel?

A: Through WCOnline you are able to cancel your appointment (see **Student Guide to WC Online**). When you cancel an appointment another tutee has the option to select that time. Based on our need to service as many students as possible, cancelling two appointments **could result in that time period being assigned to another tutee**.

Q: What if I miss an appointment?

A: Please keep in mind, **after missing two appointments you will not be able to schedule an appointment** and you will need to be re-instated to use WC Online and set up future appointments.

Q: I've been making appointments all semester and suddenly I'm not able to. What should I do?

A: If you missed or cancelled appointments, see the information above. Depending on the situation, you may have to wait until the following semester to be re-instated to use WC Online. You should contact RWSSC ([rwssc@umb.edu](mailto:rwssc@umb.edu)) to make an appointment to review your situation.

Q: How do I cancel my appointments for the rest of the semester?

A: Talk to your tutor if you can or email [rwssc@umb.edu](mailto:rwssc@umb.edu). Please keep in mind: if you stop going to your appointments without canceling your account will be de-activated which will cause problems for you in future scheduling.