

FAQ

Tutoring & Writing Center at Olin Library, Rollins College

1. What courses can I come for help with?

We offer tutoring in almost all courses, especially in courses that have had student demand in the past. Not all courses have tutors, though. If you search for a tutor in our appointment scheduler and see no one for your course, we can still help! Contact the Tutoring & Writing Center at (407) 646-2607, and we'll try to find a tutor for you. Remember that you can meet with a writing consultant to go over writing assignments for any course and for any professor, at any stage of your research and writing process.

2. What is the difference between tutors and writing consultants?

Tutors can help with the content of a course since they have already taken the courses they tutor and are usually majoring in that academic field. Writing consultants can give you help with anything from understanding your assignment, brainstorming, organizing your thoughts, writing a draft, to a near final review of the paper for grammar, mechanics, and citation style.

3. Where are you located?

We are located on the 2nd floor (the main floor) of the Olin Library. When you arrive for your appointment, please sign in at the library's front desk. You will be directed back to TJ's (the Tutoring & Writing Center) to meet your tutor or writing consultant. It helps if you can remember the name of your tutor/consultant because they will have a name card to help you find each other.

4. Who are the tutors and writing consultants?

We are a peer tutoring center, so all tutors and consultants are your fellow Rollins students. Peer tutors excel in their specific subject areas; peer writing consultants are very good at helping people think about their writing. Both are nominated by faculty members and then go through additional training to make them even better prepared to work with you.

5. How can I make an appointment?

You make an appointment in **FoxScheduler**, which you can access from the Library homepage or the Tutoring & Writing Center homepage. You can also access it via the following link: rollins.campus.eab.com NOTE: If you are a graduate student, please call us at (407) 646-2607 to get set up in the scheduling system. Go to the link on the Olin Library Tutoring & Writing Consulting page, in the R-Net list (at the bottom, Tutoring/Writing), or directly at rollins.campus.eab.com

1. Log in to FoxScheduler with your normal Rollins username (NO "@rollins.edu") and password.
2. On the FoxScheduler homepage, you'll see which includes **Class Information**, with your current courses, **Reports** your tutors/consultants have made in the past, and a **Calendar** of your sessions
3. Click **Make an Appointment**
4. Select a service category. You can choose among **course specific tutoring, writing, consultation, or librarian research help.**
5. Select a reason for the appointment: **one of your courses** for tutors, **kind of writing help** for writing consultants, or **departments** for librarian research help.
6. Select a location (always Olin Library).
7. Select a tutor/consultant/librarian. These people will be listed based on your previous answers. Select more than one person to show all of their availabilities.
8. Click on the blue rectangles for the day and then chose a time slot - 30 minutes. **If you'd like an hour, repeat this step.**
9. If no times work for you, click **request tutor appointment** to send a message to the office coordinator for help.

10. On the confirmation page, tell the person more about your needs. Also, send yourself email and text reminders.

11. After clicking **Confirm Appointment**, you'll be sent an email and the appointment will show up on your FoxScheduler home page (FoxScheduler will say EAB Campus on some headers).

6. May I make an appointment the same day?

Appointments must be made at least 18 hours before the time you need an appointment. Planning ahead ensures that you can get the help you need and lets the tutors and writing consultants know when they will have appointments and need to be here to meet you.

7. What should I bring to the appointment?

Most students bring all of their work (books, notes, etc.) to their appointments with tutors. For Writing Center appointments, be sure to bring the professor's assignment so the consultant can help you make sure you have addressed it thoroughly. Also bring a printout or digital copy of what you've written so far. You may wish to bring your laptop or have the session in one of Olin's computer labs if you need to access the internet or your saved files.

8. Will my professor know about my appointment?

Your tutor or consultant will write a Tutor Report in FoxScheduler summarizing your session and offering next steps to complete your assignment. You will get a copy of this report via email. If your professor offers extra credit for attending a session, please forward your Tutor Report to your professor by email. Your professor can also view your Tutor Report by logging in to FoxScheduler (EAB Campus).

9. What do professors think about students who use tutoring/consulting?

Since they nominate the tutors and writing consultants for the job, your professors love to see their students making appointments with them. Some professors require you to go, some give extra points, but most just encourage it.

10. Can I cancel or change my appointment?

Yes. You can cancel your appointment yourself in FoxScheduler. To cancel, log in, look for your appointment in the Calendar, and click Cancel Appointment at the bottom of the pop-up box. If you need help, visit the Circulation Desk in Olin Library or call us at (407) 646-2607, and we can walk you through the process. We ask that appointments be cancelled 18 hours before your scheduled appointment. Same-day cancellations as well as no-shows mean that no other student can meet with those tutors or writing consultants. Note that tutors and consultants are your fellow students, and they are only paid when they have appointment, so missing an appointment without cancelling early affects them as well.

- *1 no-show and/or same-day cancellations: You get a warning email from FoxScheduler.*
- *2 no-shows and/or same-day cancellations: You are banned from the Tutoring & Writing Center until you meet with the Director or Coordinator of the TWC. Call (407) 646-2607 to set up a meeting.*
- *3 no-shows and/or same-day cancellations: You are banned from the Tutoring & Writing Center for one month.*
- *4 no-shows and/or same-day cancellations: You are banned from the Tutoring & Writing Center for the balance of the semester.*

11. How often can I see

...a writing consultant? *You may make up to three appointments per week with a writing consultant, but we ask that you work on your paper in between appointments.*

...a tutor? *You may make up to three tutoring appointments per week. Keep in mind that others will need to see the tutor as well, as each department has a limited number of tutors.*

12. May I make back-to-back appointments?

Appointments FoxScheduler are for 30-minute blocks. You may make an hour appointment by booking two back-to-back appointments (these back-to-back 30-minute appointments count as one 60 minute appointment). More than one hour with a writing consultant often leads to information overload, so it's better to have two appointments with time in between to make those revisions or edits in your next draft. Tutoring appointments are set up as 30 minutes; you may make two 30-minute appointments back-to-back.

13. Do I have to bring a completed paper to my Writing Center appointment?

No. Writing Consultants can help you with any stage in your writing process, from understanding the assignment to polishing a final draft. Bring what you have so far.

14. Where can I find information about ... citation styles, for example?

Click on the Resources page in our web site: <http://www.rollins.edu/library/twc/resources.html>

15. What days are you open and closed in the semester?

We open in the third week of classes and close on the last day of final exams. We are also closed on all College Closure days, including Fox Day in the spring.

16. When are you open?

Tutoring is available only when the Olin Library has staff on duty at the front desk. During fall and spring semesters, you may schedule an appointment Monday-Thursday 8 a.m. to 11 p.m., Fridays 8 a.m. to 4 p.m., Saturdays from 9 a.m. to 4 p.m., and Sundays 11 a.m. to 11 p.m. Not all tutors are available for all hours. See the specific hours for each tutor or writing consultant in FoxScheduler. We have much reduced hours and staffing in the summer sessions.

17. How much does it cost?

It's FREE! Our tutors and writing consultants are paid for the time they spend with you, but our services are free to you!