



EMU Mathematics Tutoring Center

No Show Policy & Late Cancellation Policy

As a primarily student-staffed facility, the EMU Math Tutoring Lab relies on the punctuality and consistency of its customers in order to continue to provide these critical resources.

Unfortunately, our ability to provide those services to students is sometimes hampered when students book appointments with our tutors and then do not arrive for their appointments without formally canceling.

As such, the Math Tutoring Lab has formally adopted policies concerning No Show violations and Late Cancellations. All students utilizing the services of the Math Lab agree to abide by these policies and agree to the consequences of policy violations when using our services.

No Shows

Students with tutoring appointments have fifteen minutes to arrive for their intended appointment. If you do not arrive within 15 minutes of your appointment's scheduled start time, you will be considered a *No Show*. Tutors are no longer obligated to meet with a student who arrives more than 15 minutes late for his/her session, but they may still choose to do so at their discretion.

Late Cancellations

Students are advised to cancel within 24 hours of their appointment's schedule start time. However, the Math Lab recognizes that sometimes advanced notice is not possible. Appointments cancelled within three hours of the appointment's schedule start time (or within 15 minutes after the appointment has already started) are considered *Late Cancellations*.

All *No Show* and *Late Cancellation* occurrences are reported through the Math Lab's appointment scheduling and data keeping system. The following outlines permissible actions when multiple No Show and/or Late Cancellations occur:

1. A combination of three *No Show* and/or *Late Cancellations* within a semester or term period will result in a warning email from the Coordinator of the Math Lab. This email can only be sent to the student's EMU email account and cannot be emailed to personal email addresses.
2. Any additional *No Show* and/or *Late Cancellations* will result in a *temporary suspension of appointment-making privileges* until the student meets with the Coordinator of the Math Lab to clarify the policy. This meeting may take place over the Zoom. Appointment-making privileges will be restored at the conclusion of the meeting/conversation to clarify the policy.
3. Any subsequent *No Show* and/or *Late Cancellations* may result in a permanent revocation of appointment-making privileges. Affected students may still utilize Discord Live Chat tutoring (subsequent to tutor availability). Appointment-making privileges will be restored at the beginning of the following semester/term.