

**Henry Ford College
Learning Lab
Tutoring Program F.A.Q. (Frequently-Asked Questions)**

Last updated: 11/08/2016

1. What is tutoring?

Tutoring at the HFC Learning Lab is a support program, designed to assist students in clarifying subject matter and developing skills to better learn, understand, and apply information learned in the classroom.

2. What will tutors help with?

Tutors will help clarify topics or points of discussion brought up in class. Tutors are not allowed to help with homework, quizzes, or exams/tests, but can assist with examples or similar problems/concerns.

3. How can I get the most out of a tutoring session?

Make sure to bring your textbooks, notes, and have in mind questions or issues you want to address. This will help the tutor in understanding where you are with your learning and how to best assist you.

4. Who is eligible to receive tutoring?

Any currently registered HFC student can receive tutoring. Please bring your HFC Student ID to each tutoring session.

5. Who provides tutoring services?

Tutoring is provided by students (paid and volunteer peer tutors), professional tutors, and HFC adjunct and full-time faculty.

6. What types of tutoring is available?

Tutoring is provided on a drop-in or walk-in basis, and also by scheduling an appointment.

Drop-in/Walk-in: Unless assisting a person who has scheduled an appointment, all tutors are required to circulate among the students present during their shift. Tutors will divide their time amongst the students and give help in a round-robin fashion.

Appointment: Tutors will assist the student who scheduled the appointment for the duration.

7. How long are tutoring sessions?

Sessions are scheduled for 40 minutes, with a five-minute grace period to allow the Tutor to prepare for the next session. Please respect the time limit so that other students may benefit.

8. How many sessions can I schedule per week?

Up to two (2) sessions can be scheduled per seven (7) day period. These can be scheduled back-to-back, or at different times during the day. Both sessions can be scheduled with the same Tutor or two different Tutors.

9. What classes are available for tutoring?

The HFC Learning Lab provides support for a variety of courses, with an emphasis on courses in the following disciplines: Mathematics, English, ESL, Biology, Anatomy & Physiology, Chemistry, Physics, and World Languages.

We also provide tutoring for select Career and Technical Education programs.

Information on current tutoring offerings are available on our website ([link](#)).

10. Why isn't [insert course name] available?

The Learning Lab depends on staffing and funding to provide course support. The availability of these changes each semester, and thus influences the courses available for support.

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11. Can you hire someone to support [insert course name] this semester?

Only courses listed on the schedule for the current semester are supported. Because of a variety of reasons, course support is highly unlikely to change within a given semester.

12. Why don't you have more tutors or times available for [insert course name]?

The Learning Lab attempts to provide a variety of days and times of support for the courses listed. Beyond their work in the Learning Lab, our tutors are people with a wide range of additional responsibilities. The schedule reflects the best combination of availability from the best personnel possible.

13. When does tutoring begin?

Limited tutoring usually begins at start of the first week of each semester, with additional availability to follow.

14. When is the last day of tutoring?

Tutoring ends on the last day of classes for each semester as listed on the [academic calendar](#).

15. Why is there no tutoring during Spring Break or Final Exams?

The Learning Lab is closed during Spring Break.

During Final Exams, some of tutors will choose to have limited availability. However, peer tutors must also prepare for their midterms and final exams. While most tutors will not work (and are not required to work) during these times, you are welcome to speak with an individual tutor for their availability during this time, or check our website ([link](#)).

16. Can you recommend another tutoring service?

We cannot make recommendations for other tutorial services unaffiliated with Henry Ford College. We cannot schedule personal/private tutoring appointments outside of our office or services.

17. How do I schedule a tutoring appointment?

Please read [this document](#) for directions on scheduling an appointment with an tutor.

18. How far in advance can I schedule an appointment?

Appointments can be made up to two weeks (14 days) in advance, but no sooner than one day (24 hours) in advance. We do not allow same-day appointments. Please plan accordingly.

19. Do I have to meet with the same Tutor each week?

No, you do not have to meet with the same Tutor. Consult the appointment tutoring schedule for available Tutors and courses supported.

20. What is the cancellation policy?

Failure to attend or cancel a scheduled appointment may result in a loss of appointment privileges at the discretion of the Coordinator of the Learning Lab or designee. If you are unable to attend your scheduled appointment, please cancel it using the appointment system.