



Practices & Procedures—Updated Fall 2022

General Writing Center Practices:

- Students using the Writing Center are encouraged to wear masks. Disposable masks are available for student use. This policy is subject to change per county and/or college mandates.
- Students need to register with the Writing Center each semester for all Writing Center services. Self-registration for Writing Center CRN(s) is available through the student portal. Please see our front desk or website for assistance.
- To use the Center, students need to bring their current Mt. SAC student ID each time they visit to check in. Please remember to pick up IDs before leaving the Center.
- Any conversations in the tutoring space should be kept at a low volume to minimize disruptions / distractions.
- Please step out if you must take a phone call to limit the disruption to others in the Center.
- Photocopying is currently unavailable in the Center.
- The Writing Center is not responsible for the security of students' belongings, nor is it responsible for any lost or stolen items. Please make sure to keep your items with you and if you need to step out, take your belongings.

Computer Lab Practices:

- Students wanting to use a computer should ask the front desk to swipe them into the lab and assign them a computer. If there is a problem with the assigned computer, please notify the front desk immediately.
- Please sanitize your hands prior to using a computer. Hand sanitizer is available.
- Black and white and color printing are now available. Letter size paper only (8.5 x 11 inches).
- The lab cannot accommodate printing on special letterhead, colored paper, or envelopes.
- Students should bring a flash drive (USB) to save work, upload it in Google Drive, or email it to themselves. The Writing Center is not responsible for any lost work on the computers.
- The volume of any audio/video students are engaging in must not distract other students. Headphones are available for checkout at the front desk; please wipe down prior to returning them. Cleaning wipes are available.
- Students need to take personal items (backpacks, purses, wallets, etc.) with them when they leave the computer station. Any items left behind will be put in the lost and found box at the front desk.

Workshop Practices:

- Students who have registered in advance are guaranteed seats in person or online. Drop ins are allowed in if space allows.
- Late students may be let in, but the instructor will not have time to cover missed material. Being on time will allow students to better understand the lessons of the workshops.
- Students will be encouraged to actively participate and stay for the duration of the workshop to receive a verification form.
- Please have the workshop packet either downloaded or printed out and accessible before the start of the workshop. If you do not have the packet, let the instructor know right away.
- Workshop times and dates are subject to change.

Tutoring Practices:

- Students are encouraged to make 30- or 60-minute appointments depending on their assignment and learning needs.
- All appointments are made on our online scheduling platform, [WCOOnline](#). Pay attention to whether you are making an online or in-center appointment.
- Try and log-in or arrive a few minutes early to check-in or ensure connectivity.
- Students can have multiple consultations in a day or week, but we may ask that they work independently between appointments.
- Walk-in tutoring is available at our physical location on a first come, first served basis, but availability is dependent on tutor availability and cannot be guaranteed. Students may have to wait for the next available tutor in times of higher student traffic.
- On the walk-in form, please mark computer location or write “waiting area” on the walk-in list so that you can be located when it is your turn for tutoring.
- If you wish to wait for a specific tutor for a walk-in appointment, know that your wait time might be significantly increased, or you might not be seen that day. If you prefer to work with a specific tutor, making an appointment with that tutor via our online appointment system is best.
- Students may be removed from the walk-in list and lose their spot if they do not respond when called for walk-in tutoring in times of high traffic.
- A student who is more than 10 minutes late for an online appointment will lose that appointment and be marked as a no-show. A repeated pattern of no shows may result in loss of appointment making privileges for the semester (students, however, will still be able to benefit from walk-in appointments).
- Students using tutoring are expected to treat tutors courteously.

What to Expect from a Tutor:

- Tutors will work with students on any aspect of a writing assignment, including but not limited to brainstorming, development, organization, grammar, citations, and revision.
- Tutoring is focused on learning. Therefore, rather than editing your work, tutors will model structure, ask questions to help you think, share resources to help you further your knowledge and skills, and respond to your work as a curious and engaged reader.
- Tutors will focus on your goals for the session and help you to set goals if you are unsure.
- Tutors will give dedicated focus to one assignment per session. If you have multiple assignments to review, please make multiple appointments / plans for multiple visits.
- Tutors will focus on constructive feedback and growth in a holistic, supportive manner.