Frequently Asked Questions

General Peer-Tutoring Information

1. What type of academic support is available through the Writing and Learning Center?

The Writing and Learning Center (WLC) offers free peer-to-peer tutoring for courses in all six colleges, including foundational courses in each department and in key subject areas such as mathematics, biology, statistics, economics, engineering, and written communication. Peer tutors are available by appointment for one-to-one or small group consultations on course assignments, writing projects, problem sets, exam preparation, and general study skills; drop-in learning support is also available at all four locations and via subject-specific Help Hubs. Booking tutoring appointments in advance is recommended, but drop-in, last-minute appointments are also possible as availability allows.

2. Where is tutoring located and what are the hours of operation?

Tutoring is available in person at four locations and is available online via Zoom. The main tutoring hub is located at the Writing and Learning Center in Kennedy Library, Room 111C. Satellite tutoring sites are located in the PVC Knowledge Center, yakʔitʸutʸu community center, and the Cerro Vista Cerro San Luis community center. While hours of operation in each location vary, tutoring support is available Monday – Friday between the hours of 10:00 am and 8:00 pm, and Sunday from 4:00 pm until 8:00 pm. For current information on our hours and locations, visit the Tutoring Hours webpage.

3. Are tutoring appointments conducted in-person or virtually?

Students may opt to engage in either an in-person or virtual tutoring session when reserving an appointment in advance. Drop-in tutoring sessions are generally available in person with virtual drop-in options via subject-specific Help Hubs. For more details, see the Tutoring Information section below.

4. How long are tutoring appointments?

Tutoring appointments can be scheduled for 30 or 60 minutes at a time. If you would like more than 60 minutes of learning support, you can schedule an additional appointment, but we ask that you schedule a 30-minute break between appointments to avoid cognitive overload and to allow you time to process the information you already received.
5. How do I prepare for my tutoring session?

Peer-to-peer tutoring is intended to help clarify and practice course concepts and/or assist in resolving points of confusion. To maximize the benefits of a tutoring appointment, attempt to complete homework exercises/assignments before attending your 30- or 60-minute session. This will allow you to identify specific problems or concerns and set goals for your work with the tutor. Bring with you to your tutoring appointment your textbook, class notes, and any other study materials you have. Having resources ready and being prepared with questions will help the tutor best support your learning needs and objectives. Also, be sure to include specific questions/goals on the form you complete when booking your appointment, as those specifics will help the tutor give you more individualized support.

6. What qualifications do WLC tutors possess?

WLC peer tutors are undergraduate and graduate students currently enrolled in classes at Cal Poly who have successfully completed the courses they support. All peer tutors complete a tutor-training program before they begin tutoring and also engage in ongoing professional development workshops throughout their time serving as peer tutors.

7. I am interested in becoming a peer tutor. How do I get started?

The Writing and Learning Center is always hiring! To review the peer-tutor job description, review qualifications, or apply to be a WLC tutor, go to the Become a Tutor page of Cal Poly’s Writing and Learning Center website.

8. Does the WLC offer or make referrals for private tutoring?

The Writing and Learning Center does not maintain a list of private tutors largely because our goal as the primary academic support unit on campus is to provide all Cal Poly students with free access to tutoring for any subject. Should you find that our services are not meeting your needs, please email writingandlearning@calpoly.edu, and we will do our best to better accommodate your learning support needs.

Tutoring Appointment Information

1. How do I schedule a one-to-one tutoring appointment?

- Go to https://calpoly.mywconline.com/ and either register for an account using your @calpoly.edu email address or log into your account if you are a returning client.
• To find an available appointment for the course or subject for which you are seeking support, complete the requested information in the “Find an Appointment” form.

• Identify and reserve the appointment that best fits your availability from the resulting options.

• If none of the listed appointments meet your needs, either select the “start your search over with different parameters” or restart your search with one of the other Writing and Learning Center locations.

IMPORTANT: Be sure to check each of the four Writing and Learning Center schedules. Not every course/subject is supported at every location.

2. What if the course or subject for which I am seeking assistance is not listed?

Complete this Learning Support Request form with information on the course or subject for which you are seeking tutoring, and a staff member will contact you.
3. Will my appointment be in person or virtual?

Appointments are scheduled in person by default. If you would like to meet with your tutor virtually, follow the steps outlined in the answer to the previous question to create an appointment. When completing the appointment form, take note of the check box that reads “This is an ONLINE CONSULTATION.” You must select this box to schedule a virtual consultation.

4. Several classmates and I have similar questions about our course materials and want to see a tutor together. Are small group tutoring appointments available?

In general, tutoring sessions are conducted on a one-to-one basis. However, small group tutoring appointments are available by request and must be made in advance with a Writing and Learning Center coordinator. Feel free to email writingandlearning@calpoly.edu with your course information and the availability of all proposed group members if you would like to arrange for small group tutoring appointments.

- Approved small groups will have no more than three students at one time, and all participants must be in the same section of a course.
- Small group tutoring sessions will be scheduled for an hourlong appointment to ensure enough time is allotted to meet the learning support needs of all students attending the session.

5. I cannot find an available appointment. Is there a waiting list?

To add your name to the wait list for a particular tutor or course while searching for appointments in the default “Appointment Search” view, select the “Waiting List” link at the top of the results page.
To add your name to the wait list for a particular tutor or course while searching for appointments in the “Calendar Display,” select the Waiting List link located at the bottom of each day.

![Waiting List: January 9, 2023](image)

Be sure to specify the tutor (staff or resource) with whom you would like to work or focus for the course in which you would like support when completing the form. Not doing so will result in emails and text messages for any appointment that becomes available—even if that tutor cannot help with your course.

Please be aware that the waiting list does not work as you might expect. The system will simultaneously notify every student who has requested support for a particular subject or tutor on the date in question, and the first student who logs into the schedule and reserves that session will get the appointment. Replying to the wait list notification will not reserve the appointment. **You must log in and schedule the session.**

6. **What happens if I cannot make it to my appointment?**

**CANCELATIONS:** Students may cancel or modify appointments up to the start time of the session. Appointments canceled less than 2 hours in advance will be marked as a late cancelation. Three late cancelations in one quarter will result in the deactivation of your account, after which you will be contacted by a WLC staff member with instructions on reactivating your WLC account.
**NO-SHOWS:** Appointments not canceled prior to the start time will be marked as missed/no-show. The tutoring appointment scheduling system automatically disables a student's account after three missed tutoring sessions in one quarter, after which you will be contacted by a WLC staff member with instructions on reactivating your WLC account.

- If you receive a late cancelation or no-show notification due to extenuating circumstances, email writingandlearning@calpoly.edu and a staff member will get back to you.

7. **How do I obtain proof that I attended a WLC tutoring session?**

All Writing and Learning Center appointments are concluded with the tutor and student collaboratively completing what is called a Client Report Form (CRF). This session summary form will automatically be emailed to you at the end of your tutoring appointment. If you need attendance confirmation but do not receive the CRF, email writingandlearning@calpoly.edu with the appointment date and time. WLC staff will re-send the session summary form to your @calpoly.edu account.

8. **Is drop-in support available or do I have to schedule an appointment in advance?**

Students are encouraged to schedule appointments in advance for one-to-one tutoring support; however, drop-in sessions are available at all four campus locations on a first come first served basis pending tutor availability.

Subject-specific Help Hubs operate solely on a drop-in basis:

**MATH & STATS HELP HUB** (in-person and virtual support available)
Monday-Thursday, 4-7 pm. In-person in Kennedy Library, Rm 111H. To join virtually, click the above link.

**ENGINEERING HELP HUB** (only virtual support available)
Tuesday and Thursday, 6-8 pm. To join, click the above link.

**ARCE HELP HUB** (only virtual support available)
Monday and Wednesday, 6-8 pm. To join, click the above link.

9. **Who do I contact if I have further questions?**

Email writingandlearning@calpoly.edu with any questions.