USF ESSC Instruction Guide

The College of Engineering is providing FREE tutoring to all Engineering Students through the Engineering Student Success Center (ESSC) at **ENG 104**. A few tutors are online through MS Teams.

To receive Tutoring Service from USF ESSC you must book an appointment with one of our tutors:

USF ESSC – Booking Instructions

1) Go to our booking page: **Here**.

2) Select the location. Most tutors are on-campus (at ENG104). Few tutors are online.

3) Select the session time length you need.

4) Select the tutor available (verify the topics this tutor can help with).

5) Select the date and start time for your tutoring session.

6) Enter your details and any other information as requested. For email, please use your USF email (netid@usf.edu).

7) Once you are done, click on "Book Appointment."

8) Check your USF Email. You should receive a booking confirmation. If not, contact your booked tutor or ask in our **USF ESSC – Microsoft Teams** to confirm your appointment.

9) Once it's time to start your tutoring session, if <u>on-campus</u>, please come into ENG104 and meet with your tutor. If <u>online</u>, your tutor will contact you through Microsoft Teams to start the meeting.

10) If the topic you need is not showing, ask us in our **USF ESSC – Microsoft Teams** for availability.

Any technical questions? Please ask us here: **USF ESSC – Microsoft Teams**

Any feedback? Please, complete this short optional survey: **ESSC Evaluation Survey**

Need to get back to our main USF ESSC Website? Click the following link: **USF ESSC Website**

Please read the next page with further rules, policies, terms & conditions!

USF ESSC - Rules, Policies, Terms & Conditions

1) **_60-Mins Max Sum Active Booking* (per tutor)_**: You can only have a total sum of 60-mins active booking* max per tutor (regardless of if it's the same or different days). If you need more time, you need to wait after completing your current meeting(s) to book more. You can have combinations of smaller sessions (for example, two 15-mins and one 30-mins appointments) per tutor. _The Bookings system will cancel or reduce the last meeting that is over the 60-mins max sum_ (either same or different days). This is to allow equal fairness for all students. *_Active Booking = Any future booked session that has not been completed yet._

2) **_Same Day Booking Are Allowed_**: If there are any available slots, you can book the tutor the same day (even during the tutor's work hours). If the timeslot shows on the booking page, then you can book it. However, students will only see availability of tutors starting 30 minutes away from the current time. This is to give tutors some time before the appointment starts in case they need to briefly review the material that will be discussed during the meeting. (Remember: tutors are also students!).

3) **_Up To 72-Hours Advance Booking_**: The booking page will only show you the hours available for today and the next 72-hours. If you need an appointment for later in the semester, you must wait until your desire date/time is within the next 72-hours. Once it shows up, you can book it.

4) **_30-Mins Session Extension with Tutor_**: Before your session ends, you can ask your tutor to extend your current meeting up to 30-mins extra **if the tutor is available** (i.e., no other students are waiting and it's with the tutor's work hours). You can ask again for another up to 30-mins more at the end of such extension. So on, until the tutor is no longer available, or you don't need more time.

5) **_Last 5-Mins Just to End Session_**: Regardless of the selected session length, the last 5-mins of each meeting is _just_ to conclude the session. Such conclusion may include: (i) A summary of what was learned; (ii) Complete the last current question; (iii) Ask for the 30-mins extension (as explained in #4); (iv) Ask one short question that can be answered under 1-min; or (v) depending on the tutor's decision as best fits. The tutor may have another booking just after (back-to-back).

6) **_Cancel or Reschedule_**: To cancel or reschedule, please use the link at the end of your confirmation email. Having issues? Contact your tutor or message us through the **ESSC Microsoft Teams**.

7) **_Do Not Be Late_**: If you are late by 15-mins or more, your appointment will be automatically canceled.

8) **_If Early, Inform Your Tutor & Wait at ENG 105_**: If you are early to your appointment, please come into ENG 104 and inform your tutor. Then, please wait for your appointment next door at ENG 105. But we do NOT have a front desk and the tutor may NOT call you. So, please, come in when your appointment starts.

9) **_Tutors and Students for ESSC are the priority in Room ENG 104_**: Even though we let other students work/study at this location, tutoring is always the main purpose for this room. This implies that, if tutors and tutees don't have enough space to work, we will politely ask those who are not using our service to find a new space. We expect everyone to be aware of this rule and respect it! Although room ENG 105 is our waiting room, the printer at ENG 105 is open access to everyone. Also, please keep your sound level to a minimum.

10) **_Contact The Tutors for Technical Help_**: If you got any technical questions, comments, concerns OR you can't find the subject you need help with, feel free to contact us through the **ESSC Microsoft Teams**.

11) **_Report Any Issues or Feedback_**: If you encounter any issues or you wish to provide any feedback, please feel free to fill the following optional survey: **ESSC Survey** or message us through the **ESSC Microsoft Teams**. For more serious issues, you can report it directly to the Lead Engineering Tutor Saaket (**saaket@usf.edu**).

12) **_Need SAS Accommodations_**? Please, let your tutor or the Lead Tutor Saaket (**saaket@usf.edu**) know and we will work our best to fit your needs.

13) **_Do Not Abuse the Tutors or Pressure for Answers_**: The ESSC Tutoring Service is just to provide help on any student question or doubt that the tutors can answer. The tutors are NOT allowed for any academic dishonesty as listed under USF Policies. For example (but not limited to) doing the student's homework/tests

for them or just provide the answers is not allowed. The tutors will work as best as possible to explain the concepts and/or use similar example problems. A student that forces, abuses, or harasses (as according to USF guidelines) a tutor to do something that they are NOT allowed or comfortable doing AND has been warned, *such student will no longer receive service from ESSC*. Equal tutor-tutee respect is expected.