

The Center for Academic Success & Tutoring (CAST) operates tutoring and academic coaching on an appointment basis. While walk-ins may be accommodated depending on staff availability, it is strongly recommended that students schedule an appointment in advance to guarantee a session.

- To meet with a tutor or coach, students must have their appointment booked and documented using the Bookings scheduling system. Appointment requests sent to a tutor or coach via e-mail will not be accepted.
- Students are expected to schedule their appointment at least 12 hours in advance, and may book an appointment up to 2 weeks (14 days) in advance. Appointments are not automatically recurring.
- Appointments are available in-person or remotely, and students must specify their preference when booking the appointment. Last-minute requests to switch the appointment modality may not always be accommodated. In those cases, the appointment may be rescheduled.
- Appointments are generally capped at 1 hour, but actual session length may vary.
- **Students may only receive assistance in courses for which they are currently enrolled at FSC.** If a student withdraws from a course, they are no longer entitled to receive support for that course.
- **Students are only permitted one (1) appointment per course per day.** (Lab/Theory courses are counted as one course). **Back-to-back or double appointments for the same course on the same day will not be accepted and will be cancelled by the CAST staff.**
 - Students are not permitted to have an appointment and then request a walk-in appointment or join a group appointment for the same course on the same day.
- **Students who need to cancel or reschedule an appointment should do so at least 12 hours prior to their session** by contacting the CAST staff during normal business hours at 934-420-2066 or e-mailing TutoringCenter@farmingdale.edu.
 - Students who excessively cancel appointments will receive a warning from the CAST staff and may be prohibited from scheduling additional appointments for the remainder of the semester.
- **Students must notify the CAST staff if they will be arriving late to their appointment. Late arrivals will not have their session extended past the original end time. Students who fail to arrive on time and notify the CAST staff within the first 15 minutes of their appointment will have their session cancelled and be marked as a "No-show".**
 - Students who are marked as a "No-show" will forfeit their appointment and will not be permitted to schedule a walk-in session for that same time slot.
 - After two "No-show" incidents, students will receive a warning and be encouraged to meet with the Director or Coordinator to discuss the policy violations. Any subsequent no-shows may result in the student being prohibited from scheduling additional appointments for the remainder of the semester.
- Students may request to be added to a waitlist if their desired appointment day/time is not available.
- If the CAST staff needs to cancel or reschedule an appointment due to an unexpected circumstance (such as a tutor calling out sick), every effort will be made to notify the student in advance of the cancellation. The CAST staff will try to reschedule the appointment for the next available opening.

This policy is subject to enforcement and modification by the Director and Coordinator, who reserve the right to monitor and manage any appointments as needed.