



## Individual Tutoring Appointment FAQ's

### 1. How do I schedule an appointment?

Please check our tutorial on our website <https://learningcenter.utah.edu/>

### 2. I scheduled an appointment but I cannot find my confirmation email to connect with the tutor. What do I do?

First look in your Umail and personal email address as most University of Utah students have registered to ConexED using two accounts. Then check in your spam folder. If you have no success finding your confirmation email, email us at [learningcenter@utah.edu](mailto:learningcenter@utah.edu) or call our office at 801-581-5153. Be aware that we DO NOT have access to ConexED confirmation emails, but we will help you connect with your tutor via a different platform.

### 3. How do I cancel an appointment?

You can cancel your appointment via your confirmation email. If you don't have your confirmation email, email us at [learningcenter@utah.edu](mailto:learningcenter@utah.edu) or call our office at 801-581-5153 or contact your tutor directly.

### 4. I do not see my course listed on ConexED. What do I do?

Try looking during a different date range by pressing "Next Week". If you still cannot see your course check our websites "list of courses" to make sure we provide tutoring for the specific course. If your course is not supported by the Learning Center, check <https://learningcenter.utah.edu/alternative.php> for additional tutoring services.

### 5. My tutor did not show for our appointment. What do I do?

Make sure you wait for 15 minutes for your tutor to show up, as sometimes tutors might be caught up in another tutoring session. If after 15 minutes your tutor doesn't show, email our office at [learningcenter@utah.edu](mailto:learningcenter@utah.edu) to notify us. In the meantime, you can schedule another appointment with a different tutor, if available.

### 6. I have issues connecting to ConexED and I have a tutoring appointment shortly. What do I do?

Clear the cache and cookies in all browsers, close the browser and reopen it. If the issue persists, contact your tutor directly or email us at [learningcenter@utah.edu](mailto:learningcenter@utah.edu) or call our office at 801-581-5153 so we can help you connect with your tutor. The Learning Center office is open Monday – Friday, 9:00 am – 4:00 pm.

### 7. I received an email regarding my one no-show tutoring appointment. Why am I receiving this email?

According to our policy "If you miss two scheduled appointments, you will be required to call (801-581-5153) to schedule any additional appointments. More than **three no-show** appointments could result in your right to schedule being taken away for the semester." Please cancel your tutoring

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appointments at least 3 hours in advance, as a no-show appointment takes a session away from another student who might need our services.