



FAQs from Tutorial Services

Repeated Coursework Policy

Starting in the Spring term of 2009, a student will no longer be eligible to receive free in person one-on-one tutoring services after the 3rd time of attempting to take a course for any combination of grade, audit, withdrawal or incomplete. In extreme cases of an immediate relative's death or of personal injury, an appeal with proper official documentation must be submitted to the Director of Tutorial Services.

1. Do I need to be a student at CSN to receive tutoring?

Yes, you must be currently enrolled at CSN (College of Southern Nevada).

2. I am a student at Nevada State. Can I receive tutoring?

No, **only** students enrolled at the College of Southern Nevada (CSN) can receive tutoring.

3. I am a student. Can I receive tutoring for the class I was enrolled in last semester?

No, you may only receive tutoring for the current semester's enrollment. **You must re-enroll each semester.**

4. I am a student at CSN. Can I receive tutoring for my UNLV classes?

No, you may only receive tutoring for currently enrolled classes at CSN.

5. Can I receive tutoring if I am planning to enroll at CSN?

No, you must be a current student.

6. Can I receive tutoring for Math if I am not enrolled in Math?

No, you receive tutoring for the classes that you are presently enrolled in, providing a tutor is available.

7. Are there tutors available for all the classes offered at CSN?

No, please check with the campus that you attend and we will inform you as to availability. A majority of academic classes (such as Math and English) have tutoring available.

8. Do I have to get tutoring at the same campus, where I am taking the class, which I need tutoring for?

No, you can receive tutoring at any of our three campuses, providing a tutor is available.

9. How many hours of tutoring can I receive?

Students can receive up to four hours of free tutoring for each credit of class that they are enrolled in. These hours are only good for the semester; you cannot carry them over to another semester.

10. What happens if I use up my tutoring hours?

You may purchase additional hours for \$ 9.00 per hour. Just come to the desk and they will assist you.

11. Can I receive tutoring for more than one subject?

Yes, you can receive tutoring for all the classes that you are currently enrolled in, providing there is a tutor available.

12. How do I enroll for Tutorial Services?

You must enroll in person. You must bring your class schedule, printed from the registrars' site after you log in: https://bighorn.nevada.edu/sis_csn/XPLXWSRV/START.HTM.

You will be given a packet of information to fill out detailing the process of Tutoring. You will be informed about the expectations of the Tutors. **You will be informed of the \$9.00 No Show fee that will be assessed if you do not cancel and miss a tutoring appointment. Students must complete and return in person the No Show Waiver form if they wish to have their fee waived. This form is online for your convenience. Submission of the form does not guarantee that your no show will be waived.**

After you have completed your first tutoring session, you will be allowed to login and use our online scheduler to make future appointments. Staff will assist you with this process.

13. Do you have tutors for Continuing Education?

No

14. I am auditing a class, can I receive tutoring?

Yes, but priority is given to students on a grade track.

15. How many times can I be tutored for a class I have taken before?

Starting in the Spring term of 2009, a student will no longer be eligible to receive free in person one-on-one tutoring services after the 3rd time of attempting to take a course for any combination of grade, audit, withdrawal or incomplete. In extreme cases of an immediate relative's death or of personal injury, an appeal with proper official documentation must be submitted to the Director of Tutorial Services.

16. How long is a tutoring session?

One on one tutoring is usually one hour. However, if you need a longer session for a test please contact the desk. We cannot guarantee availability of longer sessions. Students auditing classes will not receive longer sessions.

17. When does tutoring start?

Usually after the first week of class, check with the desk for actual dates, as they may vary.

18. Can the tutor do my homework?

No, the tutor may assist you in similar problems or make suggestions only.

19. Can the tutor help me with a take home test?

No, unless the instructor has given Tutoring permission.

20. If I am studying for the placement exam in Math or English, can I receive tutoring?

No, you must be enrolled in a specific class.

21. How does the Math and Science Resource Center work?

There is a Math and Science Resource Center on each campus. Students do not make an appointment. It is drop in only, for brief questions (approximately 20 minutes). This is a good place to do homework because there are experts available to answer questions as they come up. **However the Math and Science Resource Centers are designed for quick questions not detailed one on one assistance. We advise students needing this type of Tutoring to use the one on one appointments.**

22. What Math levels are covered in the Math and Science Resource Center?

Generally up to and including Math 181. Each Resource Center has slightly different tutor content concentrations. You may call the campus to find out if they have a tutor in the area you are interested in.

23. What Science levels are covered in the Math and Science Resource Center?

Generally there will be some Biology, Chemistry, Physics and other sciences available. Each Resource Center has slightly different tutor content concentrations. Not all sciences are routinely covered in the Resource Centers.

24. Do I have to be a currently enrolled student at CSN to use the Math and Science Resource Center?

Yes, you must be currently enrolled. The tutors will ask you for your C number for verification.

25. Can I get tutoring after my classes' final?

No, tutoring ends after your last class final.

26. Can I tutor with a friend?

No, tutoring is one on one. Contact the desk with specific questions.

27. Can I be barred from tutoring?

Yes, if you fail to abide by the student agreement or fail to pay a no show fee.

28. What kind of experience do the tutors have?

Some tutors are retired professionals; others are working in their fields and tutoring on the part time. A great majority are students who are academically excellent. All tutors are approved by their appropriate academic department. All tutors receive training in tutoring skills. Students evaluate their tutors.

29. Does tutoring provide textbooks and other materials?

No, you **must** bring your own textbook, notes and appropriate instructional tools (calculator etc.).

30. I am a disabled student, can I receive accommodations?

Yes, you must be registered with Disability Resource Center at CSN.

31. Can the tutor meet me off campus?

No, tutoring must take place on a CSN campus.

32. Can I make appointments with the tutor directly?

No, you must make them in person, on the phone or online with the Tutorial Services staff.

33. Can I ask for the tutor's phone number?

No, you must contact the staff to speak to the tutors.

34. Can I request a bilingual tutor?

Yes, if one is available with content expertise. However, appointments are on a first come first served basis.

35. Will I see the same tutor for the whole semester?

It depends; appointments are on a first come first served basis.

36. Where are the tutoring desks located?

There is a tutorial services desk at West Charleston on the second floor of the D building, at Cheyenne in the library, and at Henderson in the computer lab located in the C building. There are no other service locations.

37. Can I use my hours for one class that I have not used and add them to one I have used up?

No you cannot transfer hours from one class to another.

38. Can I choose my tutor?

Yes, you can but we cannot guarantee availability. You may also change tutors.

39. Can I get help for a paper even if there is not a tutor in that area?

Yes, but it depends on the type of class you are taking and whether you are just seeking help in English. Generally we will refer you to the CSN Writing lab at

<http://www.writingmechanics.com/> or to Smarthinking available on your e-learning log in page.

40. Do you have online tutoring available?

CSN has online tutoring available through Smarthinking:

<http://onlinecampus.csn.edu/default.asp>. Tutorial Services does not manage this service, but it is free to all CSN students.

41. How do I become a tutor?

Contact the Tutorial Services desk at any campus.

42. Can I use Tutorial Services even though I am an online student?

Yes, Tutorial Services serves all currently registered CSN students.

43. Can I still receive tutoring even after I have dropped my class?

No, your tutoring privileges cease when you withdraw from the class.

How to Contact Tutorial Services?

CHARLESTON TUTORIAL SERVICES	CHEYENNE TUTORIAL SERVICES	HENDERSON TUTORIAL SERVICES
6375 West Charleston Blvd. Bldg D – Room 203 (second floor) Las Vegas, Nevada 89146 Phone: (702) 651-5732 tutorialservicescharleston@csn.edu	3200 East Cheyenne Ave. Room 2100 (Library) N. Las Vegas, Nevada 89031 Phone: (702) 651-4232 tutorialservicescheyenne@csn.edu	700 College Drive Bldg. C – Computer Lab Las Vegas, Nevada, 89015 Phone: (702) 651-3125 tutorialserviceshenderson@csn.edu

Where Else Can I Find Tutoring Assistance?

Although not managed by Tutorial Services, our department works in collaboration with the following academic support units:

Accounting Labs

Offers FREE assistance in accounting classes. No appointment necessary. Call 651-3100 for more information.

CHARLESTON Bldg. C – Computer Lab

CHEYENNE Room 2057

HENDERSON Bldg. B – Room 201

Communications Lab

Provides English as a second language (ESL) testing. Labs also provide language students access to audio, video, and computer materials used in developing language proficiency.

CHARLESTON Bldg. C - Rooms 213-214 651-5736

CHEYENNE Computer Lab 651-4074

HENDERSON Bldg. C – Computer Lab 651-3002

Language Labs

Provides English as a second language (ESL) testing. Labs also provide language students access to audio, video, and computer materials used in developing language proficiency.

CHARLESTON Bldg. C - Rooms 213-214 651-5736

CHEYENNE Room 2649 651-4074

HENDERSON Bldg. C – Room 114 651-3002

Writing Centers

Visit <http://www.writingmechanics.com/>. FREE assistance with no appointment necessary.

Tutors assist with grammar, thesis statements, cohesion, documentation and other aspects of the writing process. The drop-in centers are located in

CHARLESTON Bldg. C – Room 112 651-7402

CHEYENNE Room 1707 (Telecom Building) 651-4101

HENDERSON Bldg. C – Computer Lab 651-3187