



# MARSHALL UNIVERSITY ENGLISH LANGUAGE INSTITUTE

LEARNING RESOURCE CENTER

## FAQS

### What can I expect from a tutoring session?

Tutors are here to serve English Language Institute students and Marshall University international students who want help with their writing, grammar, reading, listening, and speaking as well as research consultation including library data bases research, source evaluation, research process and formatting your citations.

### Can I get help with papers from other classes besides English?

Yes. Most of our tutors are English and English as a Second Language majors, but many of them have experience writing in a variety of other disciplines, so discipline-specific papers are welcome. However, if your paper is discipline-specific, please bring in all supporting material to help the tutor better understand the parameters of the assignment, including information regarding discipline-specific conventions.

### What are my responsibilities?

Students are not required to have a complete draft in order to have a tutoring session, but it is crucial for students to bring all relevant course documents to the session, particularly a description of the assignment. The more information tutors have about your writing task, the more effective they can be in guiding you

through the writing process. Students are also required to be active participators in their own sessions by remaining engaged and open to dialogue with the tutor.

### What the LRC can't do?

Students should view tutors as peers or coaches, not teachers who can guarantee certain grades or error-free papers. Tutors are not able to:

- Make corrections to assignments
- Predict or guarantee a particular grade on an assignment
- Help with course specific content

### What is the timeframe of a typical tutoring session?

The length of a tutoring session depends on the complexity and the length of your assignment. In general, the minimum time for appointments is 30 minutes, and the maximum time is 60 minutes.

If an assignment requires more time, students are more than welcome to schedule several appointments during the week

### How do I make an appointment?

Email [elougli@marshall.edu](mailto:elougli@marshall.edu) for the current appointment schedule.

### How many appointments can I make per week?

There is no limit on how many appointments you schedule per week. It based on the tutors' availability only.

We also have virtual, face-to-face and fully online appointments.

We also offer some evening hours as well as couple Saturday appointments based on tutors' availability.

### What if I have to change or cancel my appointment?

If you must cancel or reschedule an appointment, go to your confirmation email that you will receive after booking a session and click on reschedule. It will take you to your booking page where you can choose to reschedule, cancel or new booking.

If you have any problems doing so, please email: [elougli@marshall.edu](mailto:elougli@marshall.edu)

### What if I am late for my appointment?

If you arrive more than 10 minutes late for your appointment, your appointment may be cancelled so the tutor can serve a walk-in student. If you are late but the tutor is still available, you will have your remaining appointment time.

### What if I miss my appointment?

We don't ban students from using the LRC for no shows, but we appreciate heads up cancelation if you can't make it .

### How do I show my professor that I have been to the LRC ?

A tutoring session of 30-minutes or more is required in order to receive a session report for your professor or instructor. Please give your tutor your professor's email and ask your tutor to send out a session report at the end of your session.

### What if I have questions about your services?

Please email [elougli@marshall.edu](mailto:elougli@marshall.edu) regarding our services.

