

**Henry Ford College
HFC Learning Lab & Tutoring Services
Tutoring Program F.A.Q. (Frequently-Asked Questions)**

Last updated: 2/11/2021

1. What is tutoring?

The HFC Learning Lab & Tutoring Services provides academic support in the form of tutoring. Tutoring is designed to assist students in clarifying subject matter and developing skills to better learn, understand, and apply information learned in the classroom.

2. What will Tutors help with?

Tutors will help clarify topics or points of discussion brought up in class. Tutors adhere to HFC's policies governing academic integrity (<https://www.hfcc.edu/about/student-policies>). Tutors are not permitted to give unauthorized assistance with homework, quizzes, or exams/tests, etc., but are able to assist with examples or similar problems/concerns.

3. How can I get the most out of a tutoring session?

Make sure to bring your textbooks, notes, and have in mind questions or issues you want to address. This will help the Tutor in understanding where you are with your learning and how to best assist you.

4. Who is eligible to receive tutoring?

Any currently registered HFC student can receive tutoring.

5. Who are the Tutors?

Tutoring is provided by Professional Tutors and HFC adjunct and full-time faculty.

6. Where is tutoring located?

Most tutoring is currently delivered virtually using Microsoft Teams (available through the [HFC Student Portal](#)). Limited tutoring is available on campus for some classes that are taking place in-person. Please consult the drop-in calendar for the location of your tutoring.

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7. What types of tutoring is available?

Tutoring is offered on both a drop-in and by-appointment basis.

- Drop-in: Unless assisting a person who has scheduled an appointment, all Tutors are required to circulate among the students present during their shift. Tutors will divide their time amongst the students and give help in a round-robin fashion.
- By-appointment: Tutors will assist the student who scheduled the appointment for the duration.

Note: Students who have scheduled appointments take priority over drop-in guests.

8. Is tutoring individual (one-on-one) or in groups?

Tutoring may take the form of individual (one-on-one) sessions or in small groups.

9. How long are tutoring sessions?

Appointments are scheduled for 25-minutes, with a five-minute grace period to allow the Tutor to prepare for the next session. Please respect the time limit so that other students may benefit.

10. How many sessions can I schedule per week?

Up to three (3) appointments can be scheduled per seven (7) day period. Students can book two appointments during the same day that are not back-to-back. Same-day appointments can be scheduled with the same Tutor or different Tutors.

11. What classes are available for tutoring?

The HFC Learning Lab provides support for a variety of courses. While the specific courses vary, most semesters have support for Mathematics, English, ESL, Biology, Anatomy & Physiology, Chemistry, Physics, and World Languages.

We also provide tutoring for select Career and Technical Education programs.

Information on current tutoring offerings are available on our website ([Learning Lab Tutoring](#)).

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12. Why isn't [insert course name] available?

The HFC Learning Lab & Tutoring Services depends on staffing and funding to provide tutoring support. The availability of these are subject to change each semester, and thus influences the courses supported with tutoring.

13. Can you hire someone to support [insert course name] this semester?

Only courses listed on the schedule for the current semester are supported. Because of a variety of reasons, course support is highly unlikely to change within a given semester.

14. Why don't you have more Tutors or times available for [insert course name]?

The HFC Learning Lab attempts to provide a variety of days and times of support for the courses listed. Beyond their work in the HFC Learning Lab, our tutors are people with a wide range of additional responsibilities. The schedule reflects the best combination of accessibility from the available personnel.

15. When does tutoring begin?

Limited tutoring usually begins at start of the first week of each semester, with additional availability to follow.

16. When is the last day of tutoring?

For most courses, tutoring is available through the week of final exams for each semester, as listed on the [HFC academic calendar](#).

17. Why is there no tutoring during Spring Break?

The HFC Learning Lab is closed during Spring Break.

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18. Can you recommend another tutoring service?

The HFC Learning Lab provides online tutoring through a partnership with Link-Systems International, Inc., the owner of NetTutor. This service is provided at no cost to HFC students.

With the exception of NetTutor, we cannot make recommendations for other tutorial services unaffiliated with Henry Ford College. We cannot schedule personal/private tutoring appointments outside of our office or services.

19. How do I schedule a tutoring appointment?

Please refer to the written and video instructions on our website, [Learning Lab Tutoring](#).

20. How far in advance can I schedule an appointment?

Appointments can be made up to two weeks (14 days) in advance, but no sooner than one day (24 hours) in advance. We do not allow same-day appointments. Please plan accordingly.

21. Do I have to meet with the same Tutor each week?

No, you do not have to meet with the same Tutor. Consult the appointment tutoring schedule for available Tutors and courses supported.

22. What is the cancellation policy?

Failure to attend or cancel a scheduled appointment may result in a loss of appointment privileges. If you are unable to attend your scheduled appointment, please cancel it using the appointment system.