

ASC Policies for Students

- Students must be currently enrolled in classes at Fresno Pacific University to receive tutoring services.
- Back-to-back appointments for the same tutoring subject are not allowed. Any back-to-back appointments will be cancelled.
- Tutors are not required to work with students beyond the time allotted for each session. If the tutor and student agree, the session can be extended by a maximum of 15 minutes.
- Students who are more than 15 minutes late to a session without prior communication to the ASC will be marked as a “no-show”.
- Tutors and/or students have the right to end a session at any time if they believe the time is no longer productive.
- Tutors will not do the work for you.
 - The role of the tutor is not to do your assignments for you or to walk you through each step. Students are to be doing their own work and be actively involved in the tutoring process.

Cancellation Policy

If students need to cancel an appointment, they can do it online using Penji on the browser or the app. If this is not possible, we ask that they call the Academic Success Center front desk at (559)453-5585 ext. 5585 to let us know. This allows the time slot to be made available for another student.

If the ASC must cancel a student's appointment for any reason, we will do our best to assist the student in rescheduling the appointment.

Students who miss or cancel tutoring appointments 2 times in a row will not be allowed to make appointments for 7 days. However, they may still seek tutoring on a drop-in basis.