

## No Show & Late Cancellation Policy

All students utilizing the services of the LEC agree to abide by these policies and agree to the consequences of policy violations as indicated by the *Student Contract for Tutoring*, signed by every student during their first appointment with the LEC. To cancel an appointment, call the LEC main desk at (909) 593-3511, ext 4342. If no one answers, the LEC is equipped with a voice message system; please leave your cancellation notice through this messaging system.

### No Shows

Students with tutoring appointments have fifteen minutes to arrive for their intended appointment. If you do not arrive within 15 minutes of your appointment's scheduled start time, you will be considered a *No Show*. Tutors are no longer obligated to meet with a student who arrives more than 15 minutes late for his/her session, but they may still choose to do so at their discretion.

### Late Cancellations

Students are advised to cancel within 24 hours of their appointment's schedule start time. However, the Learning Enhancement Center recognizes that sometimes advanced notice is not possible. Appointments cancelled within two hours of the appointment's schedule start time (or within 15 minutes after the appointment has already started) are considered *Late Cancellations*.

In the event the student attempts to contact the LEC to cancel an appointment outside the LEC's operating hours (or a Center Supervisor or other staff member is unavailable to cancel the appointment at the specified time), students are advised to leave a message on the LEC's voicemail system (ext 4342). *Students will not be unfairly penalized for unsuccessful cancellation attempts that may result due to internal communication errors or staffing discrepancies.*

All *No Show* and *Late Cancellation* occurrences are reported through the Learning Enhancement Center's appointment scheduling and data keeping system, WOnline. The following outlines permissible actions when multiple No Show and/or Late Cancellations occur:

1. A combination of three *No Show* and/or *Late Cancellations* within a semester or term period will result in a warning email from the Director or Assistant Director of the Learning Enhancement Center. This email can only be sent to the student's University of La Verne email account and cannot be emailed to personal email addresses, even if that email address is on file with the LEC.
2. Any additional *No Show* and/or *Late Cancellations* will result in a *temporary suspension of appointment-making privileges* until the student meets with the Director or Assistant Director to clarify the policy. For online, regional campus, or students without reasonable access to the main campus, this meeting may take place over the telephone. Appointment-making privileges will be restored at the conclusion of the meeting/conversation to clarify the policy.

3. Any subsequent *No Show* and/or *Late Cancellations* may result in a permanent revocation of appointment-making privileges. Affected students may still utilize drop-in tutoring (subsequent to tutor availability). Appointment-making privileges will be restored at the beginning of the following semester/term. If necessary, the matter may be escalated to the Associate Vice President of Academic Support & Retention Services for further consideration.