



ACE FAQ's

1. **Do I need to make an appointment to see a Peer Tutor or Math Specialist?**

Appointments are needed to meet with a Peer Tutor or Math Specialist individually. However, ACE also offers Drop-In Labs for accounting, economics, finance, and math. To make an appointment call 232-6746 or visit the office.

2. **Do I need to sign up in advance to attend one of the workshops?**

Yes, please visit the ACE and Writing Center Blackboard site in order to reserve a space in one of our workshops and get location information.

*Gateway Sessions do not require an advance sign-up.

3. **I need to get a form signed showing that I attended a workshop. How do I do this?**

Simply bring the form with you and ask the workshop instructor to sign it at the end of the workshop.

4. **Have the student Peer Tutors been trained to help students?**

Peer Tutors are trained and certified by [The College Reading and Learning Association](#) (CRLA). They are required to complete a minimum of ten hours of tutor training, including classroom and workshop instruction, tutor training videotapes, special tutor projects, and conferences.

5. **Can I just go to ACE for quiet study time?**

Yes. We have comfortable couches, study tables, wireless access and computers for student use. Please note that only students working with a staff member can use the printers.

6. **I am a student-athlete and have to log a certain number of hours of quiet study at ACE each week. How do I do this?**

Just come into ACE, log in at the front desk, sit down, relax and study. Don't forget to log out when you leave. Meeting with a peer tutor, writing consultant, or specialist also will count toward your weekly hours.

7. **I received an email stating that I missed an appointment, but I was there. What does this mean and what do I do?**



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The emails are automated and calculate missed appointments based on logins. If you did not log into the computer at the front desk, there is no record of your visit. Missing three appointments will restrict your access to making new appointments. If you feel this was an error, visit the ACE front desk and someone can help you.

8. **What should I bring to a tutoring session?**

Students are expected to their textbooks, notes, and any other course material that will assist in learning the material. It can also be helpful to bring old homework assignments, quizzes and tests.

9. **When should I attend a tutoring session?**

The best time to attend tutoring is early and often. Students who attend ACE more than 3 times in a semester for a specific subject are likely to improve their overall grade in a course. Tutoring is most helpful as a supplement to coursework. As such, students who attend early and often reap the most benefits. Don't wait to fall behind!