



When a student arrives to the dashboard, they will see choices (cards) that include meeting with a tutor now and scheduling an appointment to meet with a tutor later. These cards will be in addition to the locker, paper drop-off, and question drop-off cards that display based on the institution's NetTutor installation. If the student clicks on the card to meet with a live tutor now and live tutors are available at that time for that subject, the student will be connected to the first available tutor; this is the current way a student connects to live tutoring in NetTutor.

If the student selects the card to schedule an appointment to meet with a tutor later, the student will enter our scheduling system where they can select a date and time to meet with a tutor for that subject area. In this first phase, all NetTutor scheduled sessions will be 30 minutes long and assigned to the first available tutor; at the student's request, sessions may "go over" at the tutor's discretion and would consume the next 30-minute appointment slot, if available. Students will also be able to use the scheduling system to set up text and email reminders to be sent ahead of their upcoming appointments, as well as cancel or reschedule appointments.

After the appointment is scheduled, the student will see a notice of the upcoming appointment on their dashboard. When the appointment is set to begin, the student will see a link to join the scheduled session. The student will have 10 minutes from the scheduled start time to join the session. If the student doesn't join the session within this 10 minute timeframe, the student will be considered a no-show and the session will close.

## Cancellation Policy

Students will be able to cancel appointments up to 24 hours in advance at no charge to the institution. Appointments canceled less than 24 hours in advance will be charged to the institution.

## No-Show Policy

If a student doesn't show up for an appointment, the session will be charged to the institution. If the same student is a no-show for more than two appointments, the system will block the student from scheduling new appointments. An institution administrator can then go into the scheduling system and unblock that student at their discretion.

## Usage Reporting

Outside of the exceptions made for cancellations and no-shows, scheduled sessions will be charged at 30 minutes to the institution. In the stats tool, the institution administrator will be able to see whether live sessions are drop-in or scheduled.