



## Procedures and Guidelines for 1-on-1 Tutoring

- < Submit Qualtrics survey requesting 1-on-1 tutoring (if you do not already have a scheduled appointment) or follow the instructions on the website to schedule an individual appointment via SSC
- < When your appointment is scheduled you will receive an email notification via SSC (please allow at least 24 business hours, and up to 72 business hours, for your request to be processed if you submitted a " Individual Tutoring Appointment Request Form" )  
\*You will be notified via email if there is no tutoring available for your requested course
- < Sign into your Single Sign-On page ([SSO](#)) and click the Zoom tab, and have your student email account open as well
- < Your tutor will email you a link to your @student.csulb.edu email address to join their Zoom meeting
- < Either click or copy/paste the URL into a new browser and join the meeting
- < If you have not received any email notifications or Zoom invites within 5-10 minutes of your scheduled appointment, please report the issue, in detail, to [Alin.Yessaian@csulb.edu](mailto:Alin.Yessaian@csulb.edu)

A few helpful tips:

- < Carefully review the Zoom Resource links provided on our website in order to be prepared for your session
- < Make sure you are in an area free of distractions
- < Already be logged into your SSO page so that you're ready to begin your session right away!