

## **No Show Policy & Late Cancellation Policy**

All students utilizing the services of the ASC agree to abide by these policies and agree to the consequences of policy violations. To cancel an appointment, please email Lisa Knapp-Wilson at [lknapp-wilson@mxcc.edu](mailto:lknapp-wilson@mxcc.edu) or cancel via your Bookings confirmation email.

### **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 Academic Success Center recognizes that sometimes advanced notice is not possible. Appointments cancelled within three 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 ASC to cancel an appointment outside the ASC's operating hours (or the ASC Supervisor or other staff member is unavailable to cancel the appointment at the specified time), students are advised to leave a message on the ASC's voice-mail system [(860) 343-5770]. *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 Academic Success Center's appointment scheduling and data keeping system. 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 Academic Success Center. This email can only be sent to the student's Middlesex Community College email account and

cannot be emailed to personal email addresses, even if that email address is on file with the ASC.

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 to clarify the policy. 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.