GUIDE TO STUDENT CANCELLATIONS AND NO SHOWS

UA Little Rock | TRiO Student Support Services | Tutoring Services

Tutors should do two things for a student cancellation, and three things for a no show:

- ALL Cancellations
  1. Send student an email
  2. Fill out session page

- ALL No Shows
  1. Send student an email
  2. Fill out session page
  3. Clock out

Your email messages to students will vary depending on the circumstances. Please see details below for how to craft your notes. You may use this as a guide.

(If you, as the tutor, need to cancel a session, contact the student more than 24-hours before the appointment, if possible, and fill out a session page marking it as 'tutor cancelled.' Don't be a no show.)

NOTE: CC the SSS staff member who gave you the tutoring assignment on all email responses for cancellations and no shows.

EMAIL MESSAGE CONTENT GUIDE

1. TIMELY Cancellations:

   o **All timely cancellations:** Send them an **email** (not a text only)
      1. thank them for letting you know
      2. let them know you are sorry to miss them
      3. remind them of your next scheduled appointment (give date and time)

2. LATE Cancellations:

   o **First two** late cancellations: Send them an email (not a text only)
      1. thank them for letting you know
      2. let them know you are sorry to miss them
      3. remind them of your next scheduled appointment (give date and time)

   o **Third** AND **all subsequent** late cancellations: Send them an email (not a text only)
      1. thank them for letting you know
      2. let them know you are sorry to miss them
      3. remind them that, **since this is their third (or whatever number) late cancellation and they now have a two-week suspension of tutoring**, you will see them at your **next scheduled** appointment date and time **that falls after the two week suspension** (which runs for 14 days from the date of the cancelled appointment) (give date and time)

3. <mark>NO SHOWS:</mark>

- **First** **no show:** Send them an email (not a text only)
    1. remind them you had an appointment that day (give start time)
    2. let them know you are sorry to miss them
    3. remind them of your next scheduled appointment (give date and time)

- **Second** **no shows:** Send them an email (not a text only)
    1. remind them you had an appointment that day (give start time)
    2. let them know you are sorry to miss them
    3. remind them that, **since this is their second no show** **and they are now suspended until they meet with their SSS advisor**, you will let them know when an SSS staff member says you may begin tutoring again (encourage them to make an appointment with their advisor as soon as they can, so they may begin tutoring again as soon as possible)
    4. NOTE: Once you are contacted and know the student has seen their advisor and may start tutoring again, **send an email to the student** to let them know you may resume tutoring at your **next scheduled appointment** (give date and time)

- **Third** AND **all subsequent** **no shows:** Send them an email (not a text only)
    1. remind them you had an appointment that day (give start time)
    2. let them know you are sorry to miss them
    3. remind them that, **since this is the third (or whatever number) no show** **and they now have a four-week suspension of tutoring**, you will see them at your next scheduled appointment date and time **that falls after the four-week suspension** (which runs for 28 days from the date of the now show) (give date and time)

TRACKING CANCELLATIONS AND NO SHOWS

The question of **how to keep up with the number of cancellations and no shows** a student has may cross your mind; however, there is a simple solution.

At your first meeting with each student, you will be creating a schedule for the entire semester. The student should keep a copy. Keep one for yourself. Give a copy to an SSS staff member.

Your paper schedule of the entire semester will serve as your touchstone and guide for your activity with the student. Use it wisely. Use it well. Use it often.

1. <mark>**If a student cancels**</mark>, mark the appointment on the schedule with a **TC** or **LC**, and do the two things mentioned in the previous directions (i.e., email and session page).
2. <mark>**If a student is a no show**</mark>, mark the appointment on the schedule with a **NS**, and do the three things mentioned in the previous directions (i.e., email, session page, clock out).