



## Procedures and Guidelines for Drop-In Tutoring

- Submit Qualtrics survey requesting Drop-In tutoring (these will be monitored continuously during Drop-In operating hours)
- Sign into your Single Sign-On page ([SSO](#)) and click the Zoom tab, and have your student email account open as well
- When your Qualtrics submission is received a tutor will be notified and 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 there are no available tutors for your subject at that time you will receive an email and/or text notification informing you
- If you have not received any email notifications or Zoom invites within 5-10 minutes of submitting a Drop-In tutoring request, 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!