

Frequently Asked Questions

General ACT Information

What is the Academic Center for Tutoring (ACT)?

The ACT is a free service provided to all CSU students who are invited to work on their class assignments with knowledgeable subject tutors in a relaxed and comfortable setting.

Who can use the ACT?

Any CSU student can use the ACT - whether you are in a beginning course, an advanced course, or a graduate course. CSU Alumni are also allowed to use the ACT. We do not tutor non-CSU students. We do not broker tutors' services to offer freelance tutoring outside of the ACT. Please visit our [Policies](#) page.

What are the ACT's hours and locations?

Please visit [Contact](#) for our hours and locations.

How can I contact the ACT?

Please visit [Contact](#) for our hours and locations.

Tutoring Session Information

Do I have to make an appointment or can I just walk-in?

Students who seek tutoring must first make an appointment. For information on appointments and walk-ins, go to our [appointments](#) page.

What subjects do you tutor?

Our tutors can help with math, science, writing, and humanities. They primarily focus on undergraduate courses, but there is limited help with some aspects of graduate writing.

What happens during a tutoring session?

In a typical session you will sit down with your tutor and describe your assignment and what you would like to work on during the session. You and your tutor will work on those aspects and perhaps others. Before ending the session, you will discuss how you will proceed with your assignment or studies.

What should I bring to a tutoring session?

Bring your assignment (an actual copy is best). You can also bring notes you have made, references you are using, and anything else relating to the assignment or material.

Can I work with the same tutor every time?

Yes, generally you can work with the same tutor consistently, as long as you request that person and s/he is working and not already scheduled with another student.

What if I can't make it to the ACT during its open hours?

For people in this situation, an Internet consultation may be a very good alternative. Internet appointments are made similarly to face-to-face appointments.

Is the computer lab at the ACT open to all students?

We reserve the computers in the lab for consultations. They are not available for general student use.

Where can I find on-line information and help for my courses?

Please visit our [Student Resources & Policies](#) webpage for helpful academic sources.

How can I become a tutor?

If you are interested in working in the ACT, please go to our [Employment](#) page.

tutor.com

What is tutor.com?

tutor.com is a company that provides online on-demand tutoring services for a variety of subject areas. Visit their website for more information: <https://www.tutor.com/>

How much does tutor.com cost?

<https://www.tutor.com/> has a variety of plan options available for individuals. However, CSU has contracted with USG to provide a limited number of hours of tutoring through tutor.com to CSU students, paid for by the university. You can purchase additional hours through their website by clicking on 'Individual Subscriptions'.

Which classes can I get help with through tutor.com?

Nearly all core courses as well as writing in any course. You can also get help with general study and life skills. You can see the complete list of services available by accessing the CSU tutor.com landing page through CougarView.

How do I access tutor.com services paid for by CSU?

Through CougarView

I used all my tutor.com hours provided by CSU and I need more help from a tutor, what do I do?

1. Check if the ACT has tutors for the service(s) you need. It is always free to see a CSU tutor, subject to availability.
2. You can request more tutor.com hours. Whether your request is granted will depend on a variety of factors including available funding.
3. You can purchase additional hours at tutor.com as an individual subscription.

I had a bad experience with tutor.com, what do I do?

Make sure you fill out the survey provided by tutor.com to let them know. You can also contact the ACT and share your experience by calling [706-507-8646](tel:706-507-8646) or emailing act@columbusstate.edu. We appreciate you taking the time to provide feedback! You can also share any positive feedback you have as well!

Information for Faculty

How can a tutor help my students?

Our tutors will give your students feedback or assistance on their assignments and coursework, including, but not limited to:

- understanding your assignment instructions
- generating ideas when the student doesn't know how to start
- increasing skill level in respective subject or courses
- developing better study habits
- helping to build students' confidence in themselves

Can a tutor come to my classroom to inform my students about the ACT?

You can request a tutor come visit your classroom to share information about the ACT. Visits are usually about 15 minutes.

To get started, please submit the [Class visit request form](#).

Should I require my students to visit the ACT?

We prefer that instructors do not assign mandatory tutoring sessions. Students who are forced to come to the ACT are sometimes reluctant or resistant to tutoring. However, we hope that instructors will encourage their students to view the Center as a great resource and to try it out.