



WebEx Student Guidelines for Tutoring

Please read this guide carefully, before requesting an online tutoring session. Email questions to the EXCEL! inbox at ccd.excel@ccd.edu

Requirements

- Enrolled in a CCD course(s)
- Official school email for use of appointment setting (CCD preferred; all other students taking a CCD course(s) permitted)
- CCD Student Conduct and Academic Policies apply
- Tutors will assist you with homework and assignments; tutors are not able to assist with quizzes, tests, or other assessments
- Access to a working computer or mobile device with internet

Missed Appointments

If you are going to miss an appointment, please reply to your appointment confirmation email.

- Your email reply should include the following:
 - Subject Line: Tutoring Cancellation: Course Number
 - EXAMPLE: Tutoring Cancellation: Math 121
 - Appointment time
 - Student name

Late policy

- Students are considered late when they enter the appointment room five or more minutes after the scheduled time
- Being 10 minutes late to an appointment counts as a cancellation of the appointment
- More than 2 cancellations or missed appointments within one week will result in your being moved to a wait list for an appointment

Mailing Address: Campus Box 204 | P.O. Box 173363 | Denver, CO 80217

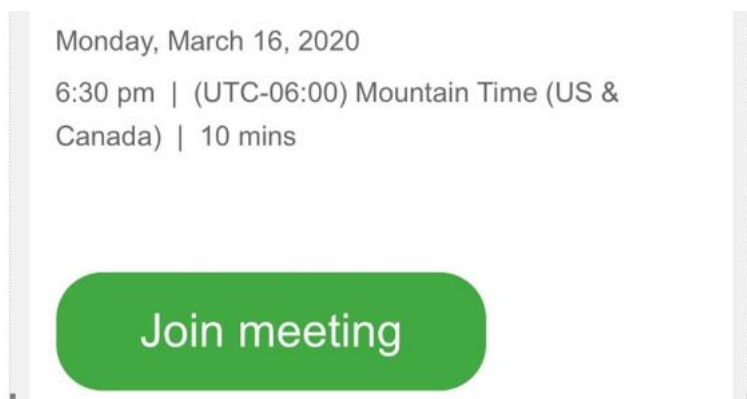
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Webex Access

Students do not need a Webex account to join Webex meetings. You may already be using this feature if you are a CCD work-study or hourly employee or if your instructor has requested you use Webex for your courses.

All appointments and related communication will be verified using your required student email. You can request one 25-minute appointment per day.

- When your appointment is confirmed you will receive a confirmation email with a link to the Webex appointment
- Click on the "Join Meeting" button in the confirmation email to connect to your appointment. You may be asked to download a browser version of the Webex application if you are using a laptop or smartphone. Download this app prior to the start of your appointment



- You are permitted to enter the appointment room up to 5 minutes prior to your appointment

Specific Steps on How to Request an Appointment

The following steps are required for setting up individual tutoring requests. Only one appointment request can be made per student per day.

- Submit your tutoring request <https://www.ccd.edu/excel-zone-online-tutoring-request-form>

Thank you for allowing the EXCEL Zone to continue to support you during this time. We look forward to working with you!