# CAE FAQ for Students

**Q: Who can use the services at the CAE?**
A: All Drew students, faculty, and staff can use the services of CAE.

**Q: Can a tutor help with a take-home exam?**
A: No. Unless we have written permission from faculty about the parameters of assistance, the CAE can not help with take-home exams.

**Q: What can the tutor help me with?**
A: Tutors can help you understand course content, prepare for a test, draft or revise a paper, and more!

**Q: Is there a fee for your services?**
A: No, CAE resources are free.

**Q: What are open/walk in hours?**
A: Open hours provide dedicated tutor coverage for high volume courses, which are classes in which student demand for tutoring is high. During these open hours students who walk in without an appointment might be able to meet with a tutor. Availability is contingent on demand. Tutors will be in the CAE, but students with appointments will be given priority.

**Q: So do I need an appointment? How early can I book?**
A: Signing up for an appointment ensures that you'll see the peer subject tutor or writing specialist of your choosing at a specific day and time. However, you may walk in without an appointment, and IF a tutor is available, she or he will be happy to work with you. Go to drew.mywconline.com to make an appointment. You can make an appointment as far in advance as you'd like.

**Q: What can I do to make sure I get the most out of my appointment?**
A: Complete the online appointment form with as much detail as possible. This helps ensure that your tutoring sessions are completely tailored to your goals.

**Q: What should I bring to my appointment?**
A: It's helpful to your tutor to learn as much about your assignment as possible. So, bring the assignment you're working on, any handouts or readings that you're using, and drafts or work-in-progress at any stage. Bring your questions and your positive energy, too!

**Q: Can I see someone for any subject during all the hours that the CAE is open?**
A: No, because not every tutor can offer assistance in every subject and different tutors work at different times. Although we try to have as full a staff as possible throughout the day, the best

way to determine if a tutor will be available to help you is to check out our online scheduling system or call us.

**Q: What if all the appointments are already booked?**
A: Don't panic! You may put your name down on our electronic waiting list at drew.mywconline.com. If we have a last minute cancellation or no show, we will call you to let you know. We also strongly encourage you to e-mail the CAE requesting more tutors be made available during the date/time you need. If we get enough requests for more tutors on a specific day/time, we will try to add one or more tutors to the schedule permanently as their schedules and our budget allow!

**Q: The class I need help in isn't listed in the drop down menu. Can someone else help me?**
A: If you can't find the class in the drop down menu, we do not currently have a tutor for it. You can request a tutor.

**Q: How do I request a tutor for a class that isn't listed in the drop down menu?**
Stop by the front desk at the CAE (Academic Commons, 1st floor University Library) and fill out a "Request for Tutor" form or e-mail us at CAE@drew.edu. Once we receive your request, it may take us 7-10 days to hire a tutor. Occasionally, it is challenging to find a tutor for a particular course. While we do our very best to connect students with tutors, please know that we cannot guarantee a tutor for every course.

**Q. How can I apply to become a tutor?**
A. Apply to become a CAE tutor by reviewing the guidelines here.