ACE TUTORING ATTENDANCE POLICIES
CANCELLATIONS

- Students may cancel a tutoring appointment up to 24 hours in advance of the appointment start time.
- The student should contact the ACE TUTORING CENTER (256) 782-8223 if he or she will not be able to attend an appointment.
- Students are allowed to CANCEL an appointment only 2 x/semester without penalty. Upon the 3rd cancellation, the student will not be allowed to attend tutoring sessions without reinstatement by the Tutor Coordinator (Carrie Drake) or the Director (Janet Moore).
- Even if you call and cancel an appointment, you will be considered a NO-SHOW if you do not provide DOCUMENTATION of the excuse (e.g. doctor’s excuse) within one week of the missed appointment.
- Cancellation made less than 24 hours in advance will be marked as a late cancellation and counted as NO-SHOW until documentation of the excuse is provided.

STUDENT-ATHLETES

- Your coach and advisor will be notified through GradesFirst of every cancellation that is not accompanied by a DOCUMENTED excuse.
- After the 2nd cancellation, you will not be allowed to attend tutoring without meeting with your athletic academic advisor who will request consideration for reinstatement to tutoring.
- **ALL CANCELLATIONS ARE CONSIDERED NO-SHOWS** without proof of the reason for the missed appointment.
- It is unacceptable to email, call, or text your tutor to cancel, rearrange, or reschedule your tutoring appointments.
- All adjustments to tutoring sessions must be approved in advance of the appointment by Mrs. Moore.
- Cancellations must be done 24 hours in advance.