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About the ULC

Our Mission: To help students become successful, independent learners. Tutoring at the ULC is NOT remediation. The ULC offers a different type of learning opportunity for those students who want to increase the quality of their education. ULC services are free to all UNCW students.

Our Services:

Math – We offer a drop-in Math Lab that provides tutoring for all Math and Statistics courses, and a selection of Physics and Computer Science courses. In addition, we offer individual appointments for the following courses:

MAT 112, 115, 141-142, 161-162, 261, 275

PHY 101 (Spring), 102 (Fall), 201, 202

CSC 131, 133

Writing – We offer a drop-in Writing Lab that provides tutoring for any university related writing project. We also offer individual appointments for any university related writing project as well.

Tutoring Services – We offer individual tutoring for *most* University Studies courses. Please see the list starting on page 2 to see exactly what we cover.

Academic Achievement – We offer individual mentoring and a variety of workshops to provide students with training and support for study skills such as time management, note-taking, and test preparation.

Supplemental Instruction – We offer peer-facilitated group review sessions designed to help students succeed in historically difficult courses. Undergraduate or graduate students who have already successfully completed the course lead SI sessions. SI sessions are held in classrooms across campus, not Depaolo Hall.

Study Sessions – We offer drop-in group tutoring sessions where the session leader will review lecture notes, address study skills, and help students prepare for tests.

Hours:

Appointments – 9 a.m. to 9 p.m.

Math Lab

Monday - Thursday - 9 a.m. to 9 p.m. **Friday** - 9 a.m. to 2 p.m. **Sunday** – 2 p.m. to 9 p.m.

Writing Lab

Monday - Thursday - 10 a.m. to 6 p.m. **Friday** - 10 a.m. to 2 p.m.

About the ULC

Attendance Policy: The [ULC Attendance Policy](#) is strictly observed. Students who miss ULC appointments negatively affect our room availability and limit the number of tutoring hours available. In an effort to make the best use of these resources, we have created this attendance policy. Our coordinators are happy to meet with any student who has questions about this policy or who wants to appeal a removal.

Attendance Policy and Expectations:

1. Attend all scheduled appointments, be on time, and come prepared.
2. Arriving late by 15 minutes (or more) will result in immediate cancellation of your appointment & will be counted as a missed appointment.
3. Cancel appointments *at least 24 hours in advance* by calling/emailing the ULC Front Desk or via TutorTrac.
4. Communication between tutor and tutee is restricted to the sessions in the ULC office. For questions regarding scheduling, contact the ULC Front Desk.
5. Be respectful toward the tutors, staff, and the ULC's learning environment.

Failure to Adhere to the ULC Attendance Policy:

Any appointment not cancelled according to the above guidelines will count as a "Missed Appointment."

1. **First Miss:** email notification sent to remind the student about the ULC attendance policy
2. **Second Miss:** removal from ALL appointments for ALL services
 - students can still sign up for one-time appointments
 - students can still use ULC drop-in services
 - email notification sent
3. **Third Miss:** removal from appointment-based services for the rest of the semester
 - students can still use ULC drop-in services
 - e-mail notification sent

*An irregular pattern of appointment cancellations, an unwillingness to engage in the learning process, or inappropriate behavior toward ULC staff will result in removal from all ULC services.

Valid Excuses: It is possible that a student has a valid excuse for missing an appointment or cancelling under 24 hours in advance. However, it is not up to the Front Desk as to whether their absence will be excused. Only the relevant coordinator for the service they missed or a full time staff member can make that decision.

Who's Who

You will find contact information for all of our full time staff below, should you need to contact them. In addition, this serves as a guide to who you should contact if you have a question regarding a particular service we provide.



Will Wilkinson

Director, University Learning Center

Writing Services Coordinator

910-962-7156

wilkinsonw@uncw.edu

Contact for: Questions regarding ULC as a whole, Writing Services, Weekend Emergency Contact (Cell #910-431-6129)



Michael Ruwe

Assistant Director, University Learning Center

Tutoring Services Coordinator

910-962-4194

ruwem@uncw.edu

Contact for: Questions regarding ULC as a whole, Tutoring Services (Non-math Appointments, Spanish & French Study Sessions)



Stefanie Anderson

Math Services Coordinator

910-962-2127

andersonsa@uncw.edu

Contact for: Questions regarding Math Services (Math Lab, Math Appointments, Statistics & Physics Study Sessions)



Nick Crawford

Academic Achievement Coordinator

910-962-7620

crawfordn@uncw.edu

Contact for: Questions regarding Academic Achievement (Study Skills, Mentoring)



Tom Kunz

Supplemental Instruction Coordinator

910-962-2142

kunzt@uncw.edu

Contact for: Questions regarding Supplemental Instruction



Gail Hogan

Office Manager

910-962-3978

hogang@uncw.edu

Contact for: Questions regarding payroll, ULC procedures, TutorTrac, Coverage



Eric Martin

Office Assistant

910-962-7857

martine@uncw.edu

Contact for: Questions regarding ULC procedures, TutorTrac, Coverage



Lily Pezzullo-Frank

Office Administrator

910-962-7623

pezzullofrankl@uncw.edu

Contact for: Questions regarding Writing Services

Daily Tasks

The following procedures apply to both the Tutoring Services & Writing Centers

Morning office set up:

- Turn on kiosks, if they are not already on (**see pg. 11 for more details**)
- Check the ULC Inbox for new e-mails (**see pg. 8 for more details**)
- Check the Sm_learningcenter Inbox for new voicemails (**see pg. 8 for more details**)
- Review daily roster of appointments, noting any late cancellations made by voicemail or e-mail
- Set up room assignments on room diagram
 - Turn on laptops and lights in any rooms being used
- Check to make sure that rooms are sufficiently stocked with forms, pencils, pens, markers, and erasers (**see pg. 19 for more details**)

Every time you come in:

- Turn on Math Lab PCs and lights
- Log-in to TutorTrac (**see pg. 10 for more details**)
- Check for Tutor/Tutee agreements slips in the front desk “To Be Processed” inbox.
 - Process forms

Evening closing:

- Check that all calculators were returned, and lock up credenza and stow key in drawer.
- Check rooms for students and erase boards. Empty recycle bin in Labs.
- Push chairs in to all tables.
- Leave relevant notes for staff
- Tidy up front desk area.
- Turn off all lights
- Close locked front door

Special Projects & Down Time

From time to time you will be given projects to work on by ULC staff. Please complete these with utmost haste. If you are unable to finish before your shift ends, please leave a detailed note as to what is still left to do. If there are no projects to complete and no one requires help in the lobby, you may browse the web on your computer, read, or work on your homework. However, please remain at the front desk and be aware of your surroundings, ready to answer the phone and assist students as they enter the ULC. Please keep personal phone conversations and visits from friends to a minimum, and do not block access to the sign-in kiosk.

Customer Service Expectations

As a Front Desk Assistant, you are often the first contact that people have with the University Learning Center. For that reason, it is extremely important that you embody a real “meet and greet” philosophy. It is a customer service goal of the Center to help every person that walks through our door or calls on the phone seeking assistance of any kind.

When anyone enters the center:

- Greet them immediately and ask, “May I help you?”
- If general assistance is requested please provide directions, phone numbers, handouts (Math lab hours, SI schedule, MLA Guide, etc), and other detailed information. Do not say, “Sorry, I don’t know” without first exhausting all resources to try and assist the person with their request.

When a student enters the center:

- Greet immediately and ask, “May I help you?” ...
- Listen carefully to their request/question before assisting them.
- Smile and in a friendly tone, explain to them how the different processes work (ex: how to request a tutor for a University Studies course, how the Math Lab or Writing Center works, how to see when the SI sessions are, where the Statistics, Spanish or Physics study sessions are, etc.).
- Help them navigate to our website and show them how to make and/or cancel appointments.
- Ask if there is anything else you can help them with before they leave.

When answering the phone:

- Pick up by the second ring and say, “University Learning Center, this is _____, may I help you?”
- If you need to transfer a call, tell the caller to whom or where you are transferring the call and that number, then transfer the call. **(see pg. 9 for more details)**
- Always offer to take a message for the caller. Provide accurate information regarding when the person they wish to talk to will return and/or when they can expect to hear back from us.
- Record any Tutoring Services, Math, Mentoring or Writing Services tutee/tutor cancellations on the Appointment Update slips provided, update in TutorTrac (if within deadline) and follow up with necessary phone calls **(see pg. 13 for more details)**

Checking E-mail & Voicemail

E-mail: The ULC has several e-mail inboxes, which you must check regularly.

- Respond to messages promptly, using any form e-mails that apply
 - Access form e-mails by clicking Outlook's Developer tab, followed by the Choose Form button, then the User Templates in File System drop down option
 - If you do not use a form e-mail, be sure to BCC ulcsentitems@uncw.edu and to send the e-mail from ulc@uncw.edu rather than your personal e-mail
- If an e-mail is intended for a specific recipient, forward it to that person
- If you are unsure how to respond, ask Eric or Gail
- Once you have responded, drag the message to the appropriate subfolder
 - AA Done for Academic Achievement related e-mails
 - TS Done for Tutoring Services related e-mails
 - WS Done for Math related e-mails

Voicemail: The ULC receives voicemails as e-mail attachments in an inbox named Sm_learningcenter.

- Check voicemail inbox regularly
- Open any new e-mails, and double click on the attached audio file to listen to it
- Respond to the message as necessary, via phone or e-mail
- Once you have responded, drag the message into the Voicemail Done subfolder

Troubleshooting the Lobby TV Display

If the TV display in 1056 is down for any reason (i.e. not displaying the Map PowerPoint), all you have to do is turn the Mac Mini that powers it off and back on again. The Mini is located behind the TV on the left hand side. Press and hold the Mini's power button, located on its upper left hand corner, for a few seconds until it turns off, then press it again to reboot it. You should hear a startup sound when it comes back on. It will give you a message about re-starting and a countdown, which will take a minute. Just leave it alone and it will eventually bring up the map again. If it does not work after five minutes for any reason, try re-starting it again. If a second attempt does not work, you can call the number that is displayed on the bottom of the screen to get help from ITS.

Using the Office Phone

Our phone has several functions that you will need to use regularly, which are detailed below.

Hold: If you need to get an answer for someone that requires calling another party or leaving the desk, please put the call on hold rather than leaving the phone out of the cradle. To put a call on hold, simply press the red hold button located on the right side of the phone pad. To resume the call, simply press the grey button next to the line that you put on hold.

Transfer: Often, you will need to transfer a call to another party. To do so, press the Transfer button on the right side of the phone while still on the line with the first call. When you hear a dial tone, dial the number to which you are transferring the call. Once you hear the phone ringing, press the transfer button one final time.

Speed dial: Our phones have a grey LCD that primarily serves as a speed dial menu. It displays numbers with gray buttons next to each one. Pressing the gray button will dial the corresponding number immediately. Each number also has a name next to it indicating the person or service that it connects to (“Carol” is both the number for our Admin. Carol Porter, AND for the Writing Center). If you do not see the number or person that you are looking for, you can use the left & right arrows in the center of the phone to page through the recorded numbers until you find it/them.

TutorTrac Procedures

Rebooting TutorTrac

- **Call TAC (ext 24357) as soon as possible to report that TutorTrac is down and needs to be rebooted**
- **Submit a “ticket” for service at the ITS website**
 - Go to the ITS Service page for Server Support
 - <https://uncw.teamdynamix.com/TDClient/Requests/ServiceDet?ID=13777>
 - Click on the Request Service button
 - Sign in with your ULC username and password
 - In the “Description” box, type the following:
 - Please restart service “TutorTrac” on the windows server uncw.tutortrac.
 - Submit the request

Front Desk Log Procedures

- **Clock-in for Work**
 - Enter your student ID# in the Log Student Box
 - Center = Frontdesk, **Log In**, Subject= **Employees Only**, and visit reason = **Work**.
 - Select Continue. You are now logged-in for work.
- **Clock-out for Work**
 - Type in your student ID in the Log Student field
 - Choose Frontdesk and click Log-Out
 - Answer NO to prompted query and click Continue
 - OR**
 - Find your name in the Student Log Listing
 - Click the box with an arrow in it to the right of your name
 - Complete Log-Out as detailed above
 - **If you forget to Log-Out, please email Office Manager with correct hours worked**

Tutee Log Procedures

- **Log-in for appointments**
 - Student enters ID# or first portion of e-mail (e.g. sml0256)
 - If they are visiting for an appointment, the appropriate center, subject, and visit reason should already be selected
 - Student selects continue. The student is now logged-in.
- **Log-in for Labs**
 - Student enters ID# or first portion of e-mail (e.g. sml0256)
 - Center = Writing Lab or Math Lab, Subject = Subject they are visiting for, Reason = Drop-In
 - Student selects continue. The student is now logged-in.

- **Log-out**
 - Student enters ID# or first portion of e-mail (e.g. sml0256)
 - Student chooses the Center highlighted in red, and clicks Log-Out
 - Student may enter notes or indicate which tutor they saw if they wish
 - In order to log-out, students must choose yes or no in the “Do you want your instructor to know about your visit today?” box above the Notes field.
 - Student selects continue. The student is now logged-out.

To open TutorTrac at your PC at desk

- Log in on PC as you do for Outlook
- Open Microsoft Outlook for email in one window
- Open Mozilla Firefox in second window
- Open TutorTrac from our website
- Log in using your Front Desk username which is lastnamefirstinitial (e.g. smithj) and password (same as username)

Kiosk Set Up

- Tutee Log-In Kiosk (Procedure is the same for both the Tutoring Services and Writing)
 - Log-in to Laptop
 - Username: .\ulc
 - Password: ulc!2345
 - Open Internet Explorer
 - Click on KIOSK2 Main Menu bookmark on the top left
 - If prompted, enter username and password “kiosk”
 - Click F11 to make the window full screen
- Tutor/Front Desk Log-In Kiosk
 - Log-in to Laptop
 - Username: .\ulc
 - Password: tutors2015
 - Open Internet Explorer
 - **Click on make your appointment now**
 - Enter username and password “admin”
 - Click on the “Trac man icon” in the upper left hand
 - Choose Log Listing
 - Click F11 to make the window full screen



corner

Appointment Processing

Time Restrictions:

- Appointments must be made at least 24 hours in advance for Tutoring Services and Academic Achievement services, and 13 hours in advance for Writing and Math Services
- To avoid penalties, changes to appointments or cancellations must be made 24 hours or more in advance for **ALL** services
 - Appointments may still be cancelled under 24 hours in advance, but they will incur penalties as outlined in the **Attendance Policy on pg. 2**
- Be careful about making same day appointments
 - As front desk staff, you have special TutorTrac privileges that allow you to see and schedule appointments a regular student would be unable to.

Appointment Update Forms:

- Whenever there is any change to an appointment, fill out an appointment update form, including as much information as possible
 - E.g. if a student cancels under 24 hours in advance, and give a detailed excuse. Please record the excuse in the Notes section of the form.
- Leave completed update forms in Eric's Inbox
- When tutors wish to change their availability in any way, they must fill out an appointment update form, preferably one week in advance of the changed dates
 - If they are cancelling an open availability, process that for them immediately
 - If they are cancelling a pre-existing appointment, they must get approval from the appropriate coordinator first

Tutor/Tutee Agreement Forms:

- When tutees complete their first appointment with a tutor, they sign an agreement acknowledging the ULC's tutoring code of conduct and expectations
- They keep the top half of this form, but give the bottom half to the front desk
- If the box marked "This is a ONE TIME ONLY appointment" is checked, simply initial the form in the "For Office Use Only" portion at the bottom, and place the form in Eric's Inbox
- If the box marked "This is a ONE TIME ONLY appointment" is unchecked, do not initial the form. Place the it in Eric's Inbox for him to process later.

Tutoring Requests:

- If a student is looking for tutoring in a course that we cover but do not have a tutor for, or their schedule does not match any tutor's schedule, have them fill out a Request Form
- Leave completed Request Forms in Eric's Inbox
- Make sure to explain that we may not be able to find a tutor for their requested subject, but that we will do our best to find one
- If a student asks about tutoring in a course that we do not cover, make a record of the request on the Tutee Turnaway report in the center of the desk

Group Appointments:

- Students cannot schedule group appointments online
- They must fill out a group appointment form, which can be found on the front page of our website, or obtained from us at the front desk
- We must hear from **every student** in a group appointment to cancel it entirely. One student cannot cancel for the entire group.

Cancellations & No Shows:

- If a tutee cancels an appointment and it is more than 24 hours in advance, you can change the status of the appointment to Tutee Canceled
- If a tutee cancels an appointment under 24 hours in advance, or is a **No Show, DO NOT** change the status of the appointment
- If a Tutor cancels an appointment at any time, mark it Tutor Cancelled
- If a Tutor is a no show, mark the appointment Tutor No Show
- Always contact affected parties via phone and the appointment cancellation form e-mail

Emergency Procedures

If you ever have an emergency situation (e.g. an unruly tutor or tutee, the building doors are locked) please seek out one of our full time staff for help. If it is during evening or weekend hours, call campus police at 910-962-2222. If you are unable to reach campus police, call our Director Will Wilkinson at 910-431-6129. Specific procedures for Fire Alarms and Active Shooter incidents are below.

Fire Alarm Evacuation Plan for 1056

If the fire alarm goes off . . .

During Normal Office Hours (M-F, 8-5)

All people in the *front of the office* (group tutoring room {1066} and forward to the main office door)

- Evacuate through the main office door and down the corridor to exit the building through one of the main DePaolo Hall exits.
- The last person to exit the lobby will shut the main door to 1056 upon exiting.
- *Everyone* meet at the wooden bench in front of DePaolo Hall (side nearest Fisher Student Center)

An administrative staff member will:

- Walk back to 1066, make sure that it is empty, and close the door.
- Walk forward to 1065 & 1064, ensure that they are empty and close the doors.
- Walk forward to the two lobby restrooms, ensure that they are empty and close the doors.
- Ensure that the office lobby is empty and shut the main door upon exiting.

All people in the *back of the office* (tutoring rooms, Math Lab, and rear offices) will evacuate through the emergency exit at the end of the main hallway, exiting the building through the rear door.

A professional staff member will:

- Walk to the offices, ensure they are empty, and shut the doors.
- Walk to the kitchen and bathroom, ensure they are empty, and shut the doors.
- Walk to all tutoring rooms, ensure they are empty and shut the doors.
- Walk to the Math Lab, ensure that it is empty and shut the doors.
- This staff person will be the last to leave the office through the rear exit.

After hours (Sunday, 2-9; M-R, 5-9):

All people in the *front of the office* (1066 and forward to the main office door)

- Evacuate through the main office door and down the corridor to exit the building through one of the main DePaolo Hall exits.
- The last person to exit the lobby will shut the main door to 1056 upon exiting.
- *Everyone* meet at the wooden bench in front of DePaolo Hall (side nearest Fisher Student Center)

All people in the *back of the office* (tutoring rooms, Math Lab) will evacuate through the emergency exit at the end of the main hallway, exiting the building through the rear door.

All tutors will

- Ensure that their students are out of their tutoring room, close the tutoring room door or the lab door, and exit the building through the rear door.
- *Everyone* meet at the wooden bench in front of DePaolo Hall (side nearest Fisher Student Center)

* If it is not safe to exit via the plan above, use your best judgement on exiting.

** *If you are able to return to the office after an after-hours emergency evacuation and you are not working with a key-holder, the student receptionist will have to call campus police to be let back in the building AND in the office. Please remember to have the police officer leave the front door locked so that it will be locked when you leave for the evening.*

In suite 1056, the fire extinguisher is located between tutoring rooms 1069 and 1070.

Emergency Response Plan

Campus Siren

If you hear the campus siren: <http://www.uncw.edu/ehs/siren.html#Sounds>

1. Everyone on the UNCW main campus should take shelter indoors immediately. Close all windows and doors, if possible, and remain sheltered until an "all clear" is given.
2. If possible, confirm the reason for the siren by checking the UNCW website <https://sites.google.com/site/uncwalert/> or your cell-phone
 - a. To sign up for cell phone alerts:
 - i. Log into [mySeaPort](#).
 - ii. Click "Register to Receive UNCW Emergency Texts" in the left-hand navigation.
3. When the siren sounds, university officials will post information about the emergency as soon as possible. However, depending on the nature of the emergency, it may take several minutes for information to become available. For this reason, it is important that campus community members remain sheltered until an "all clear" has been issued.
4. Different siren tones:
 - a. In an emergency requiring shelter in place, the siren will sound as a 16 second "up" tone, followed by an eight second "down" tone cycling for four minutes.
 - b. When the emergency has ended and shelter in place is no longer required, the siren will sound again to indicate an all clear. This tone will sound as a steady tone for three full minutes.

Tornado or Other Weather Emergency

1. Get to an inner room with no windows—restrooms or offices
2. Secure doors and remain alert

Violent Situation (Shots Fired on Campus, etc.)

- I. If "Shelter in Place"/ "Lockdown" order is given:
 - A. Lobby (Front Desk Workers and any students in the lobby of 1003 or 1056)
 1. Close front door (front door is locked when closed)
 - a. Sunday Front Desk Staff: after entering 1003 or 1056 at 1:45pm, make sure the front door is in locked position
 2. Do not go into DePaolo Hall lobby
 3. Go to a secure room
 - a. 1003: ULC Director's office or SI Coordinator's office
 - b. 1056: restrooms, work room: lock the door. Workroom door can be locked by pushing in the top button on the narrow part of the door near the door handle.
 - B. Math Lab & Writing Lab
 1. Barricade doors
 2. If blinds are on the windows, close them
 3. Turn off lights, cell phones, etc. (stop anything that attracts attention)
 4. Get away from windows and doors
 5. Turn over table(s) and get behind it for protection

Violent Situation (Shots Fired on Campus, etc.) Continued

C. Tutoring Rooms and Offices

1. Close and barricade doors
2. If blinds are on the windows, close them
3. Turn off lights, cell phones, etc. (stop anything that attracts attention)
4. Get away from windows and doors
5. Turn over table(s) and get behind it for protection

D. All Areas

1. Remain quiet
2. Spread out in the room as much as possible so as to present less of a target
3. Remain in secure area until police secure the building and give the all-clear, or you hear a *continuous* tone of the siren

II. **If no "Shelter in Place"/"Lockdown" order is given, and it is deemed safe to do so**, employees and students should attempt to exit the rear door of the ULC.

III. **If there is no siren**, but a violent situation is occurring in DePaolo Hall *or* there is a disgruntled student in the office:

1. Follow the above directions as closely as possible
2. If possible, alert ULC Administrators, Staff or other student workers
3. When ULC Administrators or Staff are not present, contact UNCW Campus Police:
 - a. Emergency: 911
 - b. Non-Emergency: ext.222

Meeting Place for DePaolo Hall Evacuation

If a quick evacuation of the building is necessary (fire, bomb threat, etc), it is important that everyone meet at a designated location: **the wooden bench in front of DePaolo Hall** (side nearest Fisher Student Center)

First Aid Kit

- **1003 workroom above the mailboxes.**
- **1056 workroom above the mailboxes.**

ULC Resources

Textbooks: The ULC has a number of textbooks available for student and tutor use only in the ULC. Textbooks may be taken back to the Labs or tutoring rooms, but may not leave the center. Textbooks found in the short bookshelves in the lobby or the Math Lab are accessible to students, while those stored in the tall bookshelf behind the front desk are for tutor use only.

Calculators: The ULC has a collection of graphing calculators that tutees may check out for use in the Math Lab. These calculators are not permitted to leave the center. If a student requests a calculator, you can retrieve them from the locked credenza. Have the student fill out the required information on the checkout sheet located on top of the credenza. The checkout sheet will ask for the calculator's number, which can be found on the front or back of the calculator itself. When students return a calculator, have them put the time they returned it on the checkout sheet, and return the calculator to the credenza.

Office Supplies: If you ever need to refill any office supplies (pencils, pens, paper, etc.), they can be found in the Work Room, which is located on the left side of the back hallway in the DE 1056 Center. Paper is found on the bookshelves, and all other office supplies are located in the grey cabinet.

Copier: From time to time you may be asked to copy documents using the ULC's copier, which is located in the Work Room. Instructions for using the copier and the copy key card are located on the top right side of the copier itself. Master copies of a number of common forms that we use at the ULC are located on the wall to the left of the copier. Please only use the copier for official ULC purposes.

Kitchen: The ULC has a kitchen located across the hall from the Work Room. Please feel free to use it to prepare, store, and eat meals if you so desire. Just make sure to wash any dishes/utensils you use!

FAQs

- How many tutoring sessions are permitted per week? **Two per subject.**
- Is tutoring free? **Yes, but for current UNCW students and Isaac Bear Early High School students only.**
- Can you print something for me? **No.**
- Where is the nearest iPrint station? **In the Depaolo lobby.**
- Where can I find... **We are often mistaken for other services in Depaolo. It is a good idea to familiarize yourself with what departments are in the building and where they are located so that you can give accurate directions.**
- Can I receive individual tutoring for an SI covered course? **Generally no, but there are some exceptions. See the Covered Course List online or at the desk for details.**
- Is there someone who can help me with X in the Math Lab? **You can check this by consulting the Advanced Math Lab schedule online or at the desk**
- Has someone turned in a lost item? **Our lost and found is located in the bottom drawer of the desk next to the Tutors Only Book Shelf.**
- Do you have a hole punch/stapler/tissues that I can use. **Yes, they are in the top center drawers of the desk.**