

## Learning Center Academic Support Services Frequently Asked Questions

The Learning Center is an important resource for both students and faculty. We are offering both **in-person** and **online** academic support services for all students. All our tutors, Supplemental Instruction (SI), Peer-led team learning (PLTL), and Biomedical (BMED) leaders are committed to providing the high-quality services students have come to expect from us. Here is some more information that may answer some of the questions you may have about the services we will provide this semester.

### Student FAQs

- \* *Will the Learning Center be open to students during the Spring semester?*
  - \* Yes! The Learning Center will offer **in-person one-on-one tutoring by appointment** via EAB Navigate. Appointments will be 45 minutes in duration. You can schedule one appointment per day to allow other students the opportunity to schedule in-person appointments as well.
  - \* Walk-ins will also be accepted on a limited basis and will be based on tutor availability (if no appointments are scheduled that day).
  - \* We will continue to offer **online tutoring services** via Blackboard Collaborate. No appointment is needed.
  
- \* *If I want to attend an in-person tutoring session, will safety guidelines be in place to prevent the spread of COVID-19?*
  - \* The Learning Center will follow university COVID-19 guidelines to ensure the safety of students, tutors, and staff in the tutoring labs.
  - \* All students, tutors, and staff will be **REQUIRED** to wear face masks in the labs and during the in-person tutoring sessions.
  - \* After each tutoring session, all tutoring areas will be sanitized according to university COVID-19 guidelines to ensure the safety of each person who comes in for an in-person tutoring session.

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#### The Learning Center

SUNI 2.10  
One West University Blvd.  
Brownsville, Texas 78520-4933  
(956) 882-8208

LEAC 100  
1201 West University Drive  
Edinburg, Texas 78539-2999  
(956) 665-2585

[utrgv.edu /tutoring](https://utrgv.edu/tutoring)

\* *How do I schedule an in-person one-on-one tutoring appointment?*

- \* To schedule an in-person one-on-one tutoring appointment, you will need to use EAB Navigate appointment system, which is the same one you use to schedule an appointment for advising. *Please be aware that one-on-one in-person tutoring appointments are limited to ensure the safety of the tutors and students; however, online tutoring requires NO appointment.*

**Please follow these steps**

1. Sign into **myUTRGV** (username and password).
2. Click on the EAB app:



EAB Navigate

3. On your home page, click on the blue button: "Get Assistance."
4. For Type of Appointment, select "Tutoring."
5. For Pick a Service, select "Course-based tutoring."
6. Select your location and lab.
7. Select the course in which you need assistance.
8. Pick a staff member: Select available tutor's name or "no preference."
9. Select an open appointment slot.

You can also visit the Learning Center website for helpful video instructions on how to schedule an appointment. Go to [www.utrgv.edu/tutoring](http://www.utrgv.edu/tutoring)

\* *Do I have to schedule an appointment for online tutoring?*

- \* No. Online tutoring will be done on a virtual "walk-in" based format or just like when you walk into the tutoring lab on campus. You will be greeted by someone who will assign you to the right tutor.

\* *How do I access online tutoring services?*

- For online tutoring for select courses in Liberal Arts & Business, Math, and Science:

Please access the link below:

[Online Tutoring](#)

\* *What are the tutoring schedules for in-person tutoring appointments and online tutoring?*

- \* The in-person appointment availabilities and online tutoring schedules will be made available on the Learning Center website:

[www.utrgv.edu/tutoring](http://www.utrgv.edu/tutoring)

*\* Will my Supplemental Instruction (SI), BMED, or PLTL session be in-person or online?*

- \* All PLTL, SI, and BMED sessions will be conducted **online** via Blackboard Collaborate.
- \* For PLTL, SI, and BMED sessions, the leader will **EMAIL** students a link for the session.

*\* Will the online sessions be **synchronous** (live) or **asynchronous** (submitting questions and waiting for answers – on your own)?*

- \* The tutors and PLTL, SI, and BMED leaders will conduct their sessions synchronously or “live” in real time.

*\* Will the Learning Center offer any workshops or reviews for students this semester?*

- \* Yes! The tutoring labs will offer a variety of academic workshops and reviews throughout the semester via Zoom or Facebook live. These events will be advertised to the campus community through a variety of advertising resources.

*\* What happens if I have problems accessing any of the online tutoring, PLTL, SI, or BMED links?*

- \* For PLTL, SI, or BMED, please contact your session leader if you have an issue with your session link.
- \* For online tutoring, please call the following numbers and inform them about your issue:  
Brownsville: 956-882-8208  
Edinburg: 956-665-2585
- \* If you have general technology issues, it is recommended that you contact the Center for Online Learning and Teaching Technology (COLTT) via the following numbers:  
BRO – 956-882-6792 and ED – 956-665-5327

*\* What should I do if I have an issue with a tutor or leader or am not satisfied with the service I received in person or online, or if I am very satisfied with the service and would like to leave a comment?*

- \* For any concerns or comments, please contact the Learning Center staff in Brownsville at 956-882-8208 or in Edinburg at 956-665-2585 or email us at [learningcenter@utrgv.edu](mailto:learningcenter@utrgv.edu) or use the “Contact Us” link on our website.

Please feel free to explore the Learning Center website for additional information:  
[www.utrgv.edu/tutoring](http://www.utrgv.edu/tutoring)

Thank you, and we look forward to serving all your academic support needs whether it is in person or online!

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