Frequently Asked Questions

PLEASE NOTE: ALL TUTORIALS ARE CURRENTLY ONLINE ONLY UNTIL FURTHER NOTICE
(as of March 2020)

How long are the tutorials?
Each tutorial is 15 minutes long.

Why are the tutorials so short?
The proof-reading tutorials are designed for brief feedback only, to help students identify areas where there may be errors or which might have to be rewritten. The tutor will have already proof-read the student’s writing before the tutorial time; the 15 minutes will be a quick discussion of these problem areas that the tutor has identified.

Where are the tutorials?
Online Tutorials: All online tutorials are delivered using Microsoft Teams. Once you book your tutorial, you will be contacted by the tutor with further instructions, including how to download and use Teams.

On Campus Tutorials: All tutorials take place in the library on the 3rd floor of the main university building (University House). Please report to the library desk at least 5 minutes before your tutorial time.

Do I need to attend a face-to-face / online tutorial, or can I just get written feedback by email?
Once you have sent your work to the tutor and received any written feedback, you do not have to attend the follow-up face-to-face tutorial if you have no further questions. However, this must be discussed with the tutor by email BEFORE the tutorial time; simply not turning up for the tutorial without prior agreement will be considered a no-show.

How many tutorials can I book?
There is a limit of ONE tutorial booking per week, and a maximum of TWO for each assignment.

Can I book more than one tutorial at a time?
No. You may book a maximum of ONE appointment at a time. Once you have attended your appointment, you may book another. Multiple bookings at the same time will be cancelled.

**Can I book an appointment in the same week as my previous one?**
No. You may only book one appointment per week.

**I’ve booked my tutorial. Do I need to do anything else?**
Yes. For online tutorials you will receive an email inviting you to a Teams meeting and a second email giving information about your tutorial. Make sure to accept the meeting request and read the tutorial information carefully.

You should make sure that you upload the writing you want proof-read at least 12 hours before your tutorial time. Remember, this is limited to a maximum of ONE page.

**Where do I upload my writing?**
You can either email your tutor directly once they contact you, or to the following address: academicenglish@culc.coventry.ac.uk

**Do I need to bring anything for my tutorial?**
**Online Tutorials:** You don’t need to ‘bring’ anything, but it is a good idea to have your assignment question and writing open on your computer before beginning the tutorial. Having pen and paper to make notes may also be useful.

**On-Campus Tutorials:** Only pen and paper is necessary. You can also bring your laptop if you prefer. Your tutor will bring a copy of your writing and feedback to the tutorial.

**Can the tutor correct my work?**
No. Proof-reading tutors may only point out where you have made errors – they cannot change or correct these mistakes.

If you need more in-depth help with improving your English grammar or vocabulary, structuring your writing or developing arguments, then a longer Academic Writing Tutorial may be more suitable. These can also be booked on LibGuides / LonCal, on the same page as Proof-Reading Tutorials.

**I’m running late for my appointment, what should I do?**
If you are running late or having issues with the technology or connection, please email us as soon as possible. Alternatively, you can send a message using the chat function on Teams. Click on the New Chat icon on Teams; typing your tutor’s name into the search box will bring up their account automatically.
If you are more than ten minutes late and we do not hear from you, we will assume you are not coming and cancel the tutorial. If you fail to attend your tutorial without cancelling or contacting us, you may be unable to rebook your tutorial.

**I need to cancel my appointment, what should I do?**
If you need to cancel your appointment, please do this on the LibGuides / LonCal page where you made the original booking.

Remember, if you fail to attend your tutorial without cancelling or contacting us, you may be unable to rebook your tutorial.

**What should I do if I’m unable to attend any of the available tutorial timeslots?**
If your timetable clashes with the available tutorial times it may be possible to arrange an alternative tutorial outside of the standard times on LibGuides. This can be done by emailing the Language Skills team directly at academicenglish@culc.coventry.ac.uk

**Any other questions?**
Please contact us with any other questions at the following: academicenglish@culc.coventry.ac.uk