How to get help from the CUNY SPS Writing Fellows or SPS Quantitative Reasoning Fellows:

(note this PDF contains clickable links)

1. Go to [the scheduler]. If you have already registered, go to Step #3.
2. If it is your first time using the system, [click here] to register. (There is a text-only link at top left on that page if you are using a screen reader.) So we can verify you are a current student at CUNY SPS, please use your SPS email if you have one; use your CUNY email if you are an ePermit student. Note that you need to answer all questions in the registration form with a red asterix (*) in order to register successfully.
3. Once you have registered, go to [the scheduler] Be sure the button is selected for the correct schedule (Writing Fellows or Quantitative Reasoning Fellows) and then log in. Note that you may not see both options: the Quantitative Reasoning Fellows are only available in Fall and Spring sessions, whereas the Writing Fellows are available whenever classes are in session.
4. Once you log in, you will see the schedule. You can click on an available appointment time (any white box) to make a new appointment. The left column on the schedule will indicate the fellow’s name and if the shift allows for online and/or written feedback appointments only.
5. You can select one of three types of appointments though these will not all be offered in every time slot:
   - **Face to face (in person)** appointments are held in our office at 101 W. 31st St., 7th Floor, New York, NY.
   - **Online (audio/video/whiteboard conference)** appointments are conducted via our easy to use synchronous video chat system. Once the appointment is made, you will access the video chat via your web browser, by clicking the link in the appointment.
   - **Written feedback (asynchronous)** appointments mean the fellow will attach written feedback to your appointment so you can retrieve it. This should occur within a few hours of the appointment end time.
6. For all appointment types, **attach your assignment instructions, rubric, and your own draft or other work** to the appointment form. You can do this when making an appointment or no later than an hour before the appointment time. To attach a document later, log in and click the appointment time, click **edit appointment**, upload the files, then click **save changes**. If you have trouble attaching documents, you can email them to the fellows at the email addresses below; be sure and note that the submitted items are for your upcoming appointment and note the fellow’s name, and the day and time.
7. In the appointment form, you need to answer all questions with a red asterix (*) in order to make the appointment successfully. Click **create appointment** when you are done.
8. For **online** appointments, when the appointment time comes, log in to [the scheduler], click your appointment time, and click **start or join online consultation** in the appointment page to participate in your audio/video/whiteboard conference. We recommend you enable your audio and video in advance and use a microphone headset if you have one. The system works on various devices but some features may work better on a computer.
9. For **face to face (in person)** appointments, come to the fellows’ office at 101 W. 31st St. 7th Floor. This is not the main SPS campus building but is on the same block, the last entrance on 31st St. before 6th Avenue (next to Starbucks). On the 7th floor, use the hall...
phone to call the fellows’ extension listed in the directory on the wall, and they will let you in.

10. If you cannot keep your appointment, remember to return to the scheduler to cancel as soon as possible and at least 12 hours before the appointment time. (If it would be helpful, you can also change a face to face or online appointment to a written feedback appointment by editing the appointment before the start time.) If you do not cancel in time, this will be counted as a missed appointment, or “no-show”. After you miss 3 appointments in a semester, your account will be temporarily frozen and you will need to contact the fellows to have your account reinstated.

**Note:** all appointments are for one hour. If you have a long draft of writing (8+ pages) or a large project, the fellow may offer feedback on part of it and advise you to make more appointments. You can contact the fellows via email in advance if you have questions or anticipate that you may need more than an hour.

**How to keep in touch:**

You will get automated emails from tutoringscheduler@sps.cuny.edu when an appointment is made, changed, or cancelled, or when the fellows have attached a file to your appointment. Please do **not** respond to this email address as we do not monitor it closely.

Although the online scheduler is the fastest way for you to request an appointment or asynchronous feedback, if you have questions, or have trouble making an appointment, attaching your files to the appointment, or cancelling an appointment, you can also email the Writing Fellows (WritingFellows@sps.cuny.edu) or Quantitative Reasoning Fellows (QRfllows@sps.cuny.edu) for assistance.