

How to Book Appointments at the Learning Centre

1. Log in to your MySeneca account from the MySeneca homepage.
2. Scroll down on the MySeneca homepage to find the "**Student Support – Academic**" section and click on "**Learning Centre**."

Student support



Academic
Discover all the academic support services and resources Seneca offers, designed to enhance your student and learning experience.

Career
Seneca's Career Support hub will help you find what you need to step into the future.

Office of the Registrar
The Office of the Registrar is here to support you during your academic career at Seneca.

Support Services
Explore the support services created to help you navigate your day-to-day and meet your needs beyond learning.



Academic Support
Discover all the academic support services and resources Seneca offers, designed to enhance your student and learning experience.



Academic Pathways



Artificial Intelligence Emerging Technologies Statement



Information Technology Services



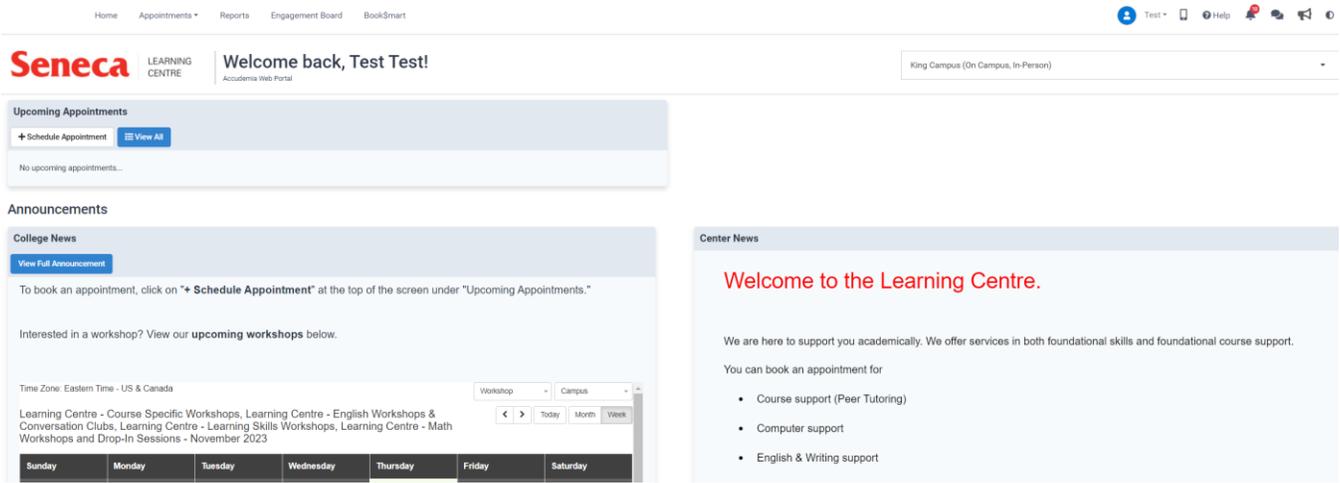
Learning Centre

3. On the Learning Centre page, locate the **first red icon** that reads, "Book an appointment to work with a Learning Centre tutor or coach". Click this icon to start the appointment booking process.

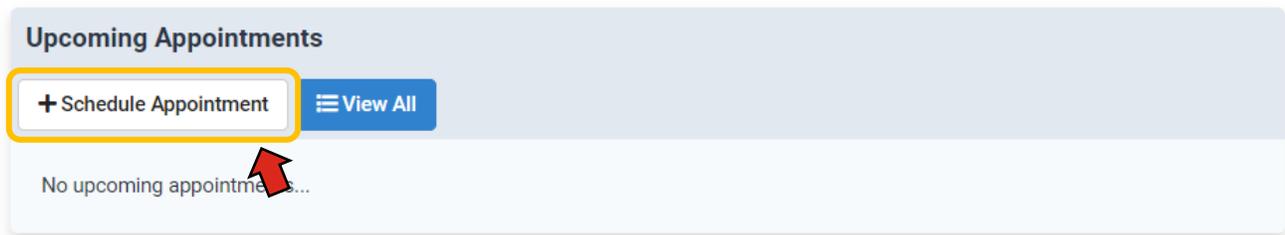


Book an appointment to work with a Learning Centre tutor or coach

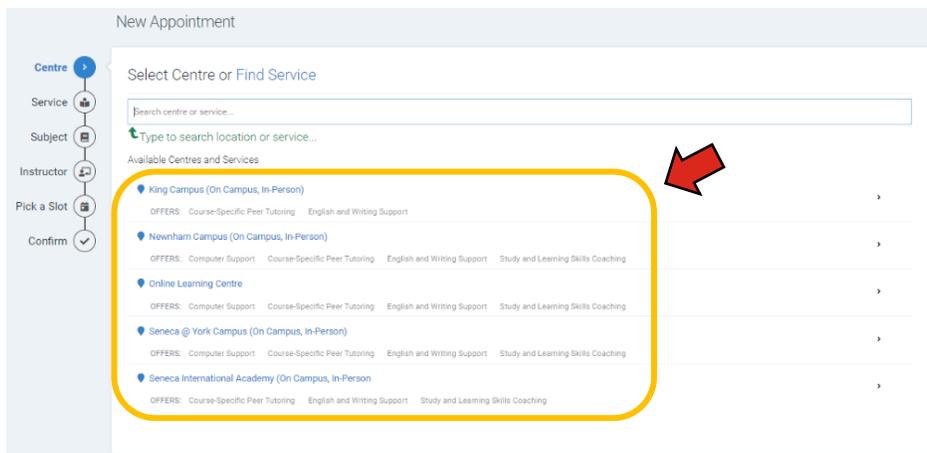
4. You will be redirected to our Booking system. If you are not already logged into your student account, you will be prompted to do so at this point.



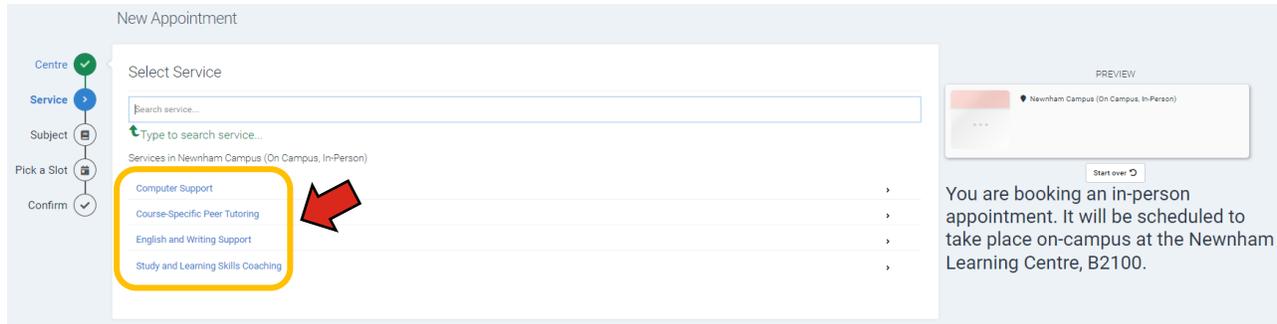
5. Click on “+ Schedule Appointment” button under Upcoming Appointments.



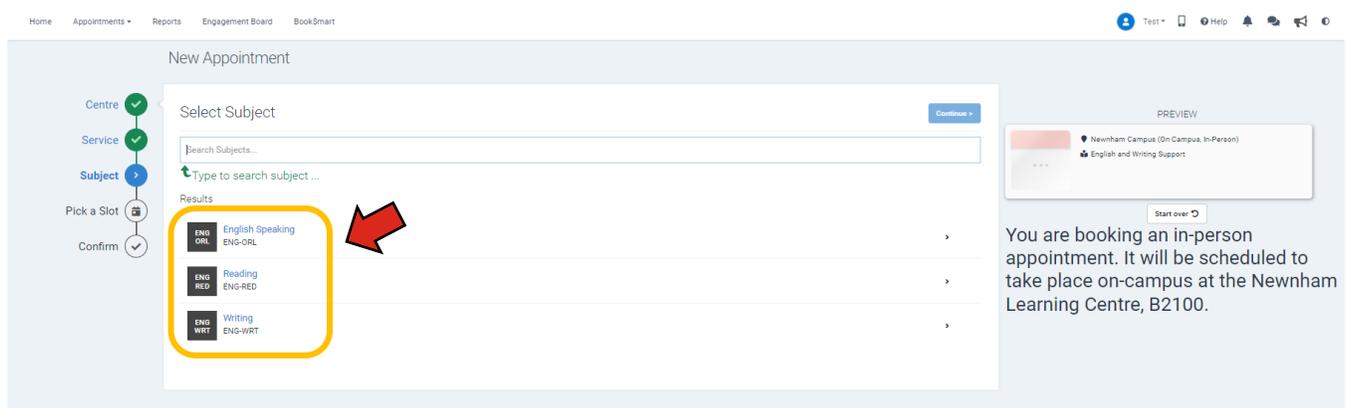
6. Begin by choosing your preferred **Centre**. If you want an **in-person appointment**, select one of the *campuses* from the list. If you want a **virtual appointment**, select *Online Learning Centre*.



7. Next, choose the type of **Service** you require. You can choose from options like Computer Support, Course-Specific Peer Tutoring, English and Writing Support, or Study and Learning Skills Coaching.

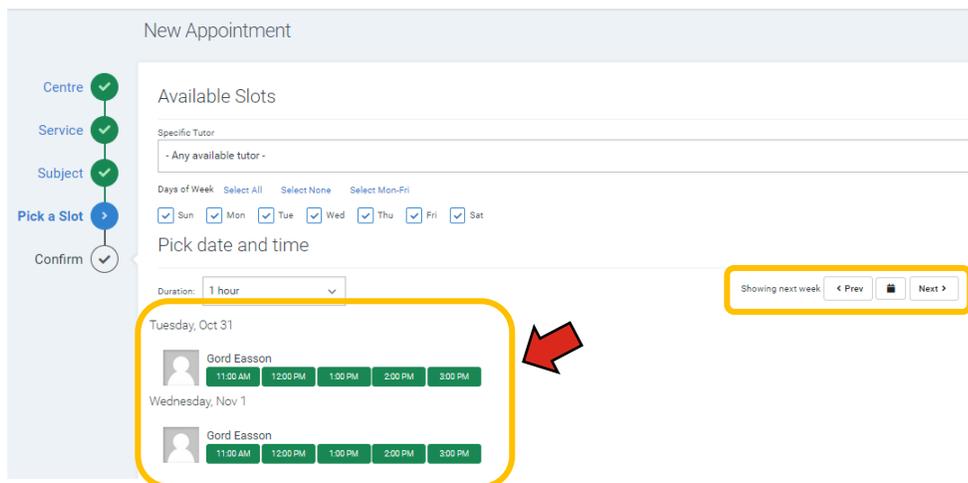


8. Select the **Subject** you would like to get help with.



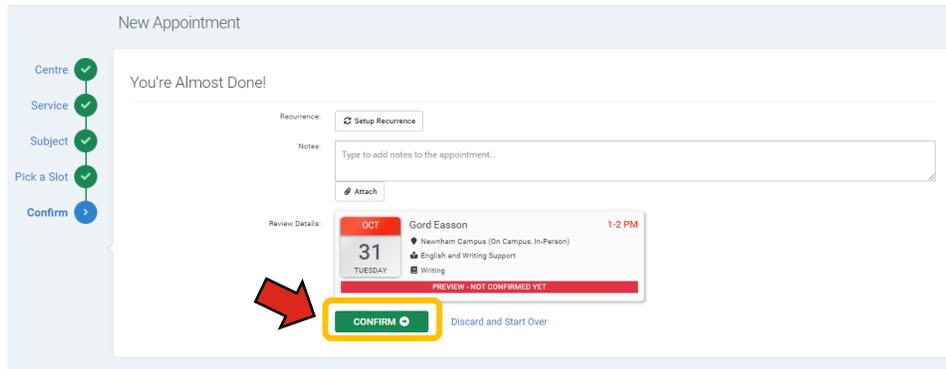
9. You will now see a list of available tutors and their open appointment slots. If there are no available appointments for the current week, click “**Next**” to view appointments for the following week. **Select** a date and time that suits your schedule.

► Please note that the appointments may be booked up to **six days in advance** and up to **30 minutes** before an available appointment start time.



► If you are not able to find an available spot for in-person appointments, we encourage you to try the Online Learning Centre for virtual appointments.

11. Double-check the details of the appointment you wish to book. Once you are certain, **confirm** the appointment.

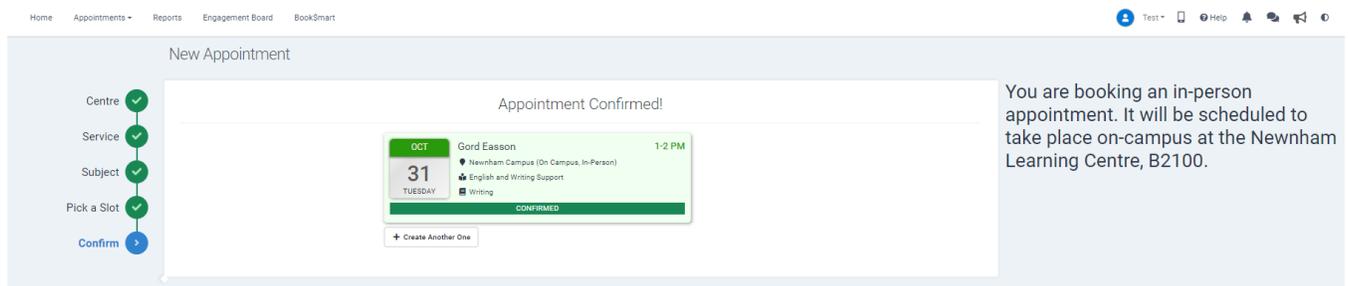


► If you need to make changes, you can always go back to previous selections by selecting the previous section titles on the left-hand side.

12. You're all done! You have now successfully booked an appointment and will receive an email confirmation to your Seneca account.

► Please ensure that you attend the tutoring session **on time**. If you are not able to make it to your appointment, please cancel the appointment 3 hours before the start time so other students can get a chance to book the spots.

To cancel an appointment, please see below.



How to Cancel Appointments

► Please note that you can cancel/reschedule appointments up to **3 hours** before your originally scheduled appointment time.

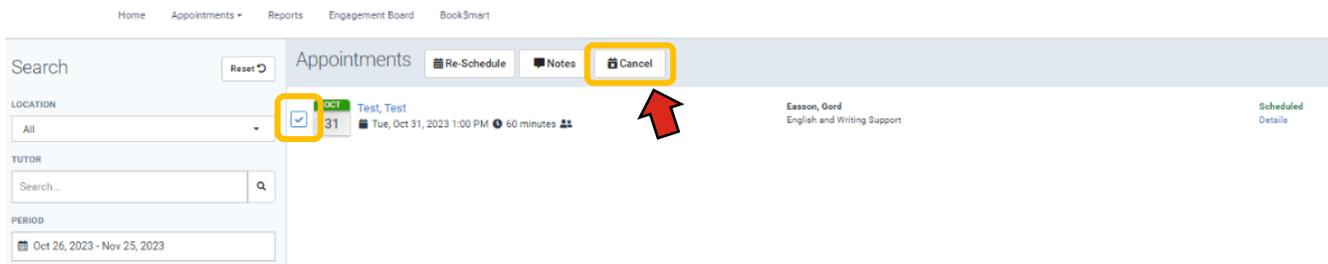
1. From our Booking system page, click on “**View All**” button under Upcoming Appointments.



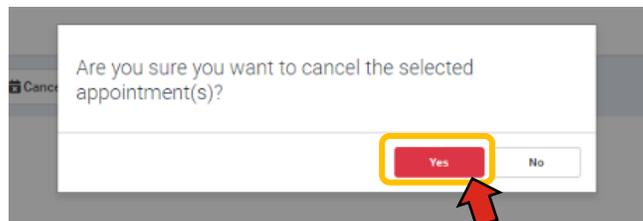
2. You will now be able to see all your upcoming appointments at the Learning Centre. Ensure that the **Location** is set to “**All**” to see all your appointments.



3. **Select** the appointment(s) you would like to cancel and click “**Cancel**”.



4. Confirm the cancellation by clicking “**Yes**”.



Learning Centre Policy

Booking Tutoring Appointments:

- Students may book up to **3 appointments** of one-on-one peer tutoring *per week*.
- Students are permitted to book up to 2 appointments per day. Please refrain from booking more than one appointment per subject or tutor per day to ensure fair access to our services. The Learning Centre reserves the right to change or limit access to tutoring appointments.
- Appointments may be booked up to six days in advance through the booking system available both online and in the Learning Centre.
- To ensure all students get a fair chance for booking appointments, standing or fixed appointments are prohibited for all students.
- Students are allowed 5 cancelled appointments within a semester. More than 5 cancelled appointments will lead to a student temporarily blocked from the Learning Centre's one-on-one tutoring service. Blocked students may remain blocked for the duration of one to two weeks.
- Students are allowed 3 missed appointments within a semester, once exceeded the student will temporarily be blocked from the Learning Centre's one-on-one tutoring service. Blocked students may remain blocked for the duration of one to two weeks.
- If a student is more than 10 minutes late for an appointment, the appointment may be given to another student.
- Students are permitted to have Group Tutoring appointments with a maximum of 5 students.