



# SOUTHEAST MISSOURI STATE UNIVERSITY · 1873

Academic Support Centers  
University Tutorial Services/TRIO-Student Support Services

## Cancellation Policy

If you are unable to keep your appointment for your initial tutoring session or ANY subsequent tutoring session, **it is the policy of University Tutorial Services and TRIO-Student Support Services that you MUST contact Learning Assistance Programs at least 24 hours in advance of the session notifying us of your cancellation. It is also required that you contact your tutor, whose email address is copied in the “cc:” box of the matched email you will receive.**

If you fail to contact our office and your tutor 24 hours in advance of your appointment and you miss that appointment, **you will be dropped from the program.** You will then need to submit another tutor request either in our office (Kent 412) or online at [http://www.semo.edu/lap/tutorial\\_services.htm](http://www.semo.edu/lap/tutorial_services.htm).

**In case of an emergency which makes it impossible for you to contact the office and your tutor 24 hours in advance, it is your responsibility to provide appropriate documentation to the office within 48 hours of your missed appointment. If documentation is not provided, it is left to the discretion of University Tutorial Services and TRIO-Student Support Services staff and your tutor to make a determination as to whether or not you will be dropped from the program.**