TUTORING

BYU-Idaho Online Knowledgebase

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Tutoring Frequently Asked Questions

- How do I sign up for a tutor?

  Click here to learn how to sign up for a tutor.

- How do I cancel my tutoring appointment?

  Click here for instructions to cancel your tutoring appointment.

- Where can I find videos that I added to my list of favorites?

  Students can access their list of video favorites by visiting this link: https://iplan.byui.edu/tutoring/index.html-/academicSuccess
  Once on that page, click on "Watch Videos" and scroll down to the bottom of the page. Click on "My Favorited Videos".

- How do I access the Quizzes content?

  Students can access the Quizzes content by visiting this link: https://iplan.byui.edu/toturing/index.html#/academicSuccess.
  Once on that page a student can click on the "Quizzes" tab and access the content that way. We are currently working on loading quizzes into the system, so check back for updates.
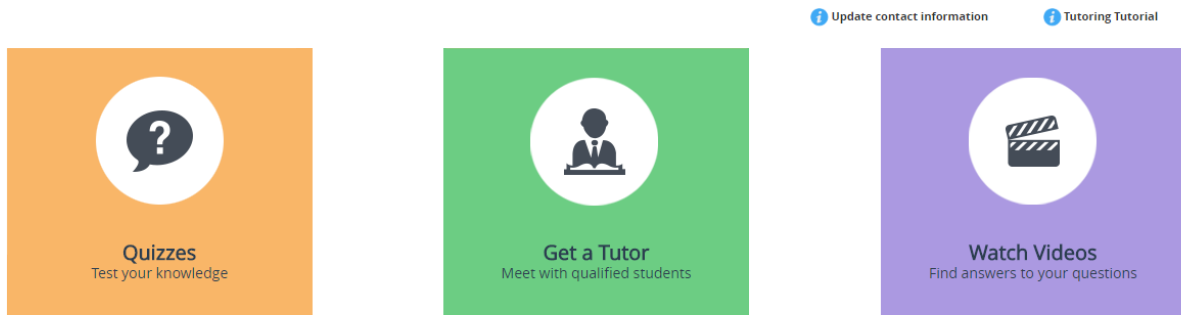
- Can I sign up for tutoring in a course that is not currently on my class schedule?

  No. In order to sign up for tutoring for a specific course, the student must be actively enrolled in a particular course.

- What is the difference between Course Specific tutoring and General tutoring?

  The *Tutoring Center* and the *Math Study Center* provide content tutoring. The other centers provide general help in areas such as writing, reading, study skills, and preparing a presentation.

What is Tutoring?

If you are struggling in a course, the Tutoring module gives you access to a variety of supplemental classroom materials like a BYU-Idaho tutor (available for online and on-campus students at no charge), content-specific video tutorials for the most commonly tutored courses on campus, and a large collection of practice quizzes.
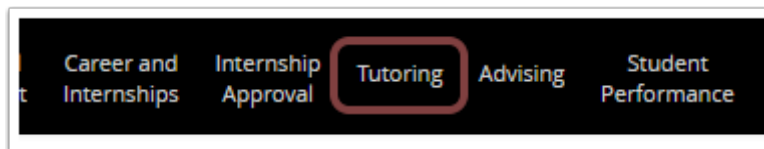
How do I sign up for a tutor?

Access I-Plan

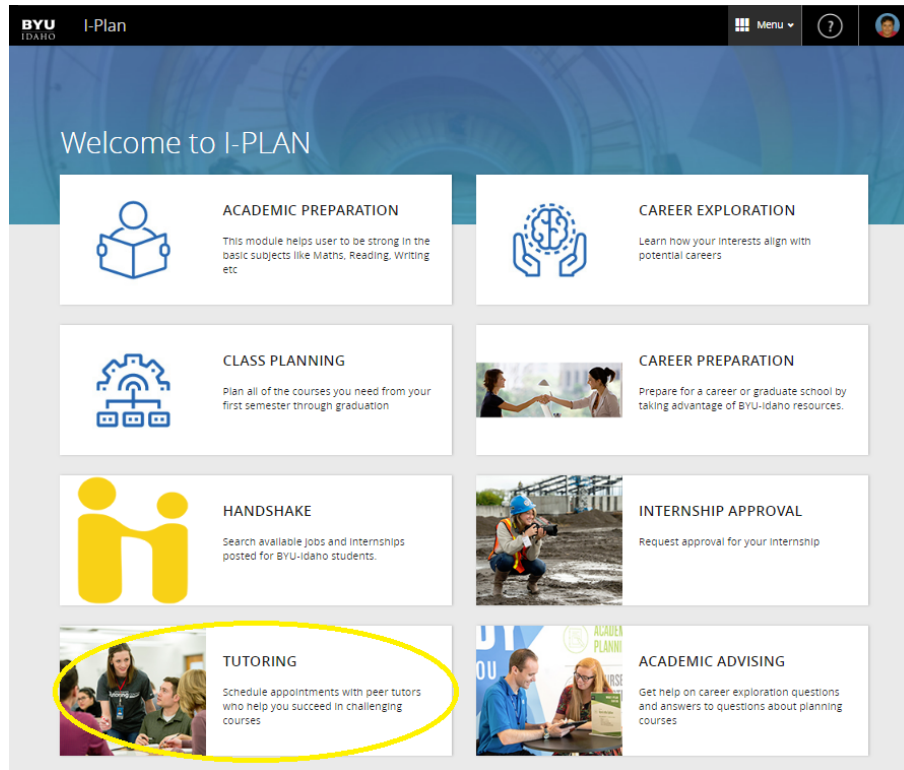> 💡   If you don't know how to get to I-Plan, a tutorial is available here.

Access Tutoring

Click the Tutoring link in the top navigation bar

Navigate through the Get a Tutor Workflow
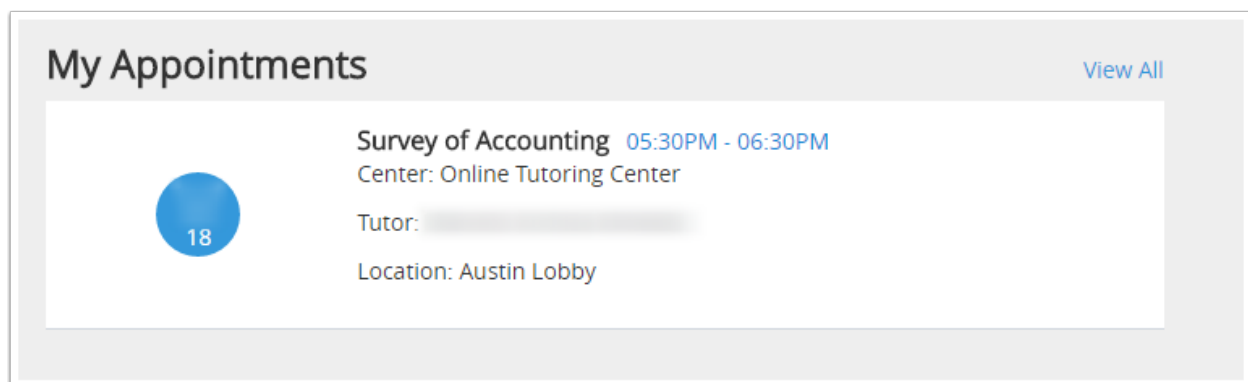

How do I cancel my appointment?

Go to I-Plan (if you don't know how to do this please click [here](#)).
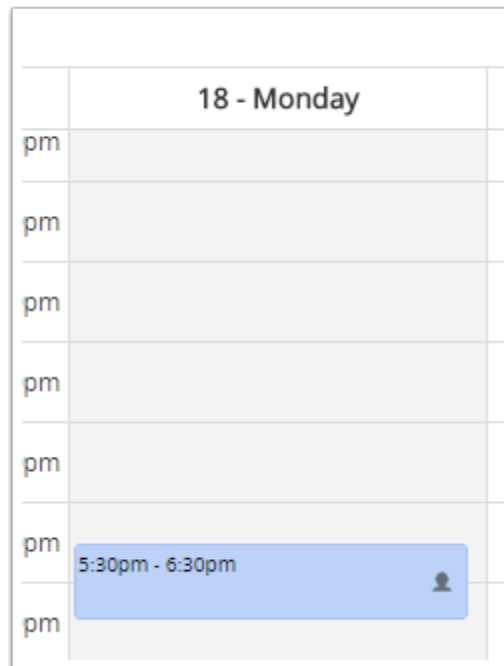
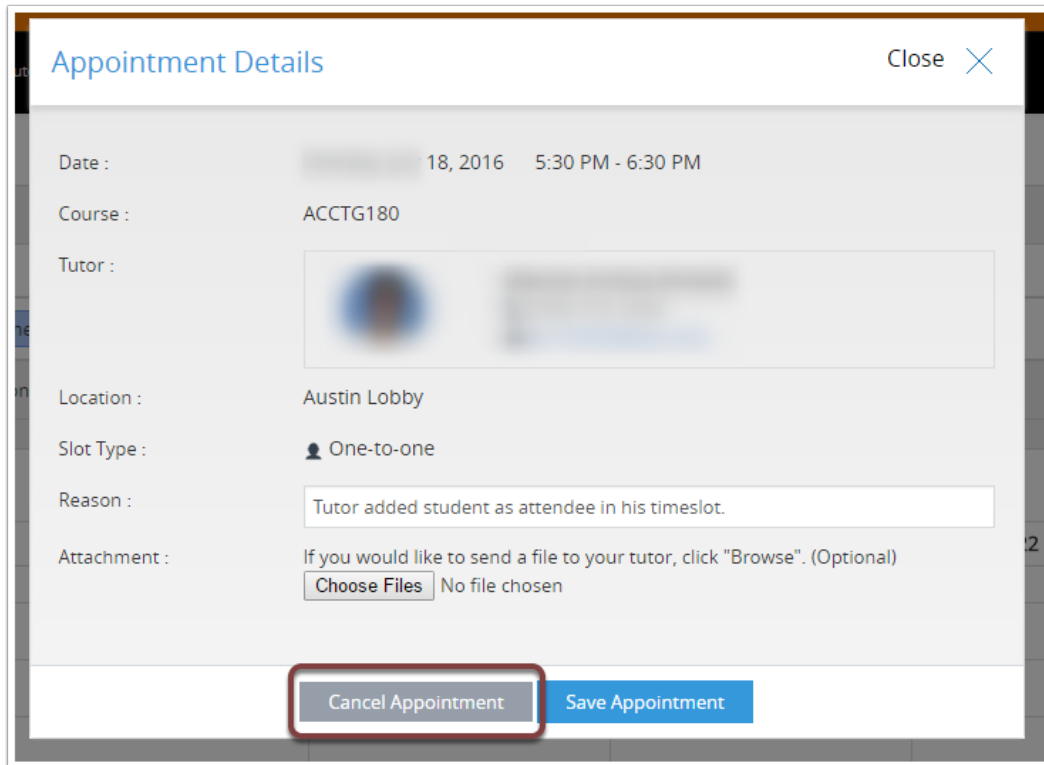Click on the Tutoring box

Access your appointment

Click the time range in the My Appointments section on the Tutoring home page to access the appointment you wish to cancel

Choose the appointment on the calendar

On the calendar choose the appointment timeslot you want to cancel. This will open the appointment details.
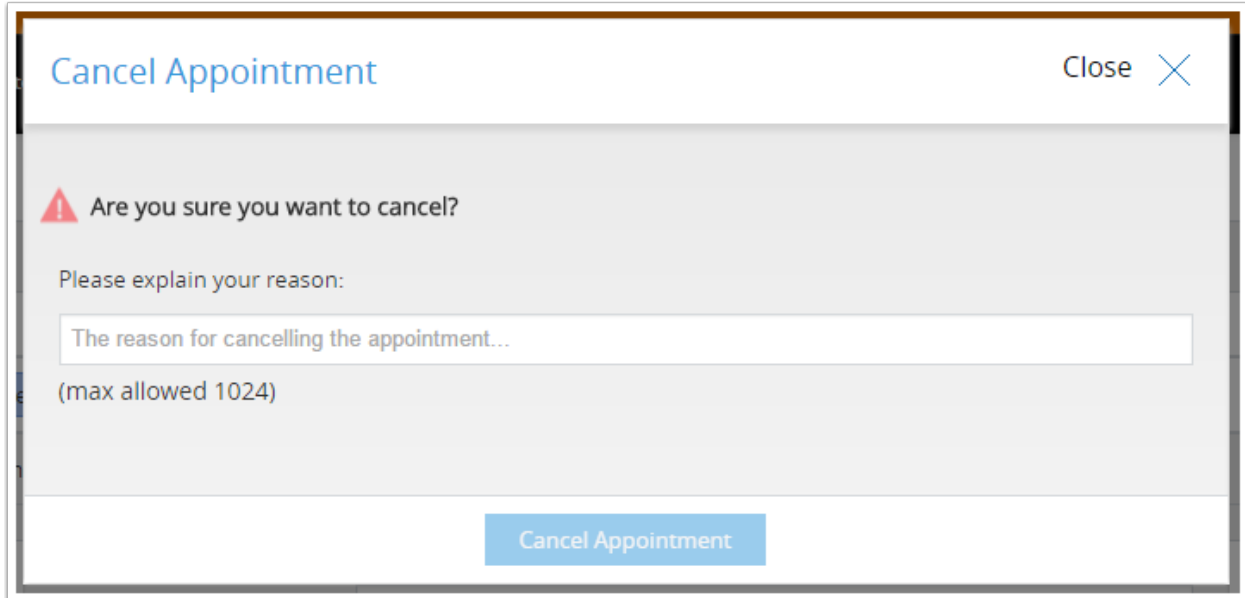
Choose Cancel Appointment

Click the Cancel Appointment button in the appointment details screen

Finalize the cancellation

- Provide a reason that you are canceling the appointment and finalize the cancellation by clicking the Cancel Appointment button
- Both you and the tutor will receive an email confirmation of your cancellation

⚠ Canceling your appointment with less than 12 hours until your appointment time will result in a $9.00 fee being assessed to your student account.

Why do I have a charge from my tutoring appointment?

You have a charge in your account because you did not show up for the tutoring appointment or you canceled less than an hour before the appointment.

I can't find tutors for my class, what should I do?

The best thing to do is to talk to your teacher or the department head to request a tutor for the specific class.