**PEARSON TUTOR SERVICES FREQUENTLY ASKED QUESTIONS**

1. **What is Pearson Tutor Services?**
   Pearson Tutor Services is a resource within MyWritingLabPlus that allows students to submit papers (maximum length of 15 pages) on any subject and receive personalized feedback from a person with a Master’s or PhD in that subject area.

2. **What is MyWritingLabPlus?**
   MyWritingLabPlus is designed to help students with writing & grammar necessary for persuasive, logical, & effective writing. This online program allows students access to work on grammar, mechanics, writing, & research skills at their own pace, on their own time. MyWritingLabPlus supports different learning styles as well, utilizing audio files, videos, & interactive exercises.

3. **How do I access it?**
   You'll first log into MyWritingLabPlus (http://csub.mylabsplus.com). Your username is your 9-digit CSUB ID. Your password initially is your birthday in 8 digit format (i.e., 12081994). Once you log into MyWritingLabPlus, you'll click on your PPA 493 course. On the left-hand side of the page, click on Pearson Tutor Services. Then, follow the directions on the screen to submit your paper.

4. **Does it cost anything?**
   MyWritingLabPlus is a university-adopted online program. During the normal school year, in order to access the program, students pay a MyWritingLabPlus fee with their tuition. If a student is not fee-paying, he/she can access the program by paying $8 at the cashier’s window.

5. **How many submissions do I get?**
   Students get 6 submissions to Pearson Tutor Services per school year. These submissions do not roll over to the next year if they are not used.

6. **How long does it take to receive feedback?**
   Feedback takes on average 24-48 hours.

7. **What type of feedback can I expect to receive?**
   You will receive feedback written within your Word document. The tutors typically respond to items such as content development, main idea/thesis, introductions/conclusions, and organization. You will also have the option to choose other specific areas your tutor can examine in your paper.

8. **How do I receive my paper after it has been read and commented by the tutor?**
   After 24-48 hours, you'll log back into MyWritingLabPlus, and click on Pearson Tutor Services. You'll pick up your paper that's been read and commented by the tutor in the same area where you submitted your paper.

9. **What if I have questions?**
   You can feel free to stop by the MyWritingLabPlus Headquarters (CB 100), call (654-2823), or email (mwlp@csub.edu). On our website (www.csub.edu/mwl), we also have a video showing how to submit to Pearson Tutor Services.