

Science Guyz FAQ

Workshops

1. What are chapter workshops?
 - Chapter workshops are individual study packets for each chapter or topic that a class covers. Each packet has a corresponding video that explains the concepts and practice problems included in the workshop.
2. Where do I find the workshops? Are they sent to me?
 - All of our packets are available only at the SG store for pickup at any time during our business hours. Visit our website for current business hours.
3. Can I watch the workshop videos from home?
 - Videos are only available at SG. Only in unusual circumstances will you be able to watch any of the videos from home (last minute changes, etc.).
4. When can I watch the workshop videos? Is there a scheduled time?
 - Videos can be watched at your own pace, at any time during business hours. Except for certain exceptions, you will watch videos independently on our Apple TVs and Kindle tablets using provided headphones.

Live Workshops

1. What are live workshops?
 - Live workshops are for OChem courses only. They serve the same purpose as all of our other workshop videos, but additionally allow students the opportunity to interact with a tutor as they review the workshop. The session is recorded as the tutor works through the workshop, and this is the recorded video that is uploaded to the TVs and Kindles for students to watch if they do not attend the live session.
2. What if I can't make the scheduled live workshop time?
 - Everything we do at SG is recorded, so if you can't make the live workshop time, or prefer to use videos, you can come watch the recorded version at a later time. We upload videos of live workshops immediately, so you can expect them to be ready for viewing on the day following the live workshop.

3. At what times are the live workshops held?

- Our schedule for live workshops and sessions can be found on our website calendar. Please check this regularly for any updates and scheduling changes. You can access the calendar on the homepage of the SG website.

Office Hours

1. What are office hours?

- For all of our courses we offer multiple opportunities each week to drop in and work with our tutors during specified times. You may ask any questions related to your course.

2. Are office hours usually busy?

- Typically, we enjoy a very low tutor-to-student ratio, such that you can expect to easily get one-on-one time with a tutor during office hours. During the 2 days leading up to exams, office hours are busier. We staff more tutors at these times, but the environment becomes more fast-paced.

3. Can I go to office hours if I am not enrolled in a semester plan?

- Office hours are restricted to semester plan students, only. We offer private tutoring on our website for students not on semester plan who wish to meet with a tutor.

4. When are office hours?

- Office hours can be found on our website calendar. Please check this regularly for any updates and scheduling changes. You can access the calendar on the homepage of the SG website.

Exam Reviews & Mock Exams

1. Are exam reviews and mock exams created for my class specifically?

- Yes! We carefully monitor your course and include all of the material covered in class that will be on your exam. For some courses, we even make different reviews and mock exams that are unique to each professor to ensure that we cover the material that is relevant to you.

2. When are exam reviews and mock exams available?

- Availability varies by course and timing during the semester, but you can count on a review occurring or a mock exam becoming available at least several days before each exam. For specific dates and times, check our

website calendar regularly. You can access the calendar on the homepage of the SG website.

3. If I am not able to make a scheduled Exam Review time, can I still watch it?
 - Everything we do at SG is recorded, so if you can't make the live workshop time, or prefer to use videos, you can come watch the recorded version at a later time. We upload videos of live workshops immediately, so you can expect them to be ready for viewing on the day following the live workshop.
 - Please note that the first day or two after an exam review, a high volume of students typically need to watch the video. During times of very high volume in the store we will "loop" the video on a large screen television so that a classroom of students can watch all at once.

Locating Us

1. Where are you located?
 - We are located at 250 W Broad St Suite #102. Science Guyz sits adjacent to Game Day Apartment complex and GiGi's Cupcakes on the far west end of downtown Athens.
2. Where can I park?
 - Unfortunately, we do not have our own parking. However, you can find parking options on the detailed map located on our website.
<http://www.scienceguyz.com/parking>

Available Courses and Pricing

1. What courses do you provide?
 - To see a current list of the courses we offer, click the following link:
<http://www.scienceguyz.com/services>
2. How much do your services cost?
 - For each of our courses, we offer the option of a semester plan that covers the entire semester and includes office hours. We also have the option to purchase our services individually, excluding office hours. Click the following link to explore the prices of these services and the specifics of each semester plan: <http://www.scienceguyz.com/pricing>
3. Does SG offer honors courses?
 - Currently, we do not offer services for honors courses.

4. Does SG cover CHEM 1210 and BIOL 1103?

- Yes, and no. Our services are geared towards CHEM 1211/1212 and BIOL 1107. That being said, our tutors can absolutely help students in these introductory courses. We have workshops that cover all or most of the topics you'll cover in class, and office hours are a great resource for getting all of your questions answered regardless of the course that you're in. Just keep in mind that the timing and organization of our exam reviews will not be optimal for CHEM 1210 and BIOL 1103 students.

5. What is your refund policy for semester plans?

- If you have to withdraw from your course for any reason, you can (1) get a prorated refund based on the amount of materials that you've used during the semester, or (2) transfer your semester plan to a future semester and begin using the plan again from the beginning when you're ready to retake the course, with no additional charges.
- We do not offer refunds of any kind for students who do not withdraw from their courses.
- To request a refund or transfer, click the following link and follow the instructions: <https://form.jotform.com/62906774324158>