

## Clinical Learning Center (CLC) Tour Scheduling Guideline

### Tour Request Submission

1. Interested parties must **submit a tour request form** and email it to the CLC mailbox at [UMSN-CLC-Mailbox@umich.edu](mailto:UMSN-CLC-Mailbox@umich.edu).
2. Requesting a tour at least two weeks in advance via the tour submission process is encouraged.

### Tour Request Review by CLC

1. A CLC staff member will review the tour request submitted to the CLC mailbox, considering factors such as the requested date, time, group size, CLC availability, feasibility, and any special requirements.
2. Any special requests, such as specific areas of interest or additional demonstrations, should be communicated during the scheduling process.

### Availability Confirmation and Communication

1. Based on the CLC's schedule and capacity, a CLC staff member will confirm the requested tour date and time availability. Alternative options will be discussed if the requested slot is unavailable.
2. A CLC staff member will email the confirmation to the requesting party once availability is confirmed. This communication will include details such as the scheduled date, time, meeting point, and any specific instructions.
3. A qualified staff member or designated tour guide will be assigned to accompany the group and provide information during the tour.

### Tour Size and Duration:

1. Standard tours will be scheduled for a duration of 30 minutes to allow for a comprehensive overview without disrupting ongoing simulations.
2. Tours of duration longer than 30 minutes or for larger tour groups will be considered based on the CLC's schedule and capacity to ensure a manageable and interactive experience for guests.

### Tour Day:

1. On the scheduled tour date, the assigned tour guide will meet the group at the designated meeting point and lead them through the CLC, providing relevant information and answering questions.
2. Visitors are expected to adhere to all safety protocols and guidelines outlined by the CLC staff during the tour to reduce interference with student learning.

### Cancellation Policy:

1. If a cancellation is necessary, the requester should notify the CLC by email at [UMSN-CLC-Mailbox@umich.edu](mailto:UMSN-CLC-Mailbox@umich.edu) as soon as possible. Failure to do so may affect the group's ability to schedule future tours.
2. After the tour, the CLC team may collect feedback from the scheduler and/or visitor to assess their experience and identify areas for improvement.