

Writing and Learning Commons Student Instructions for Using TutorTrac

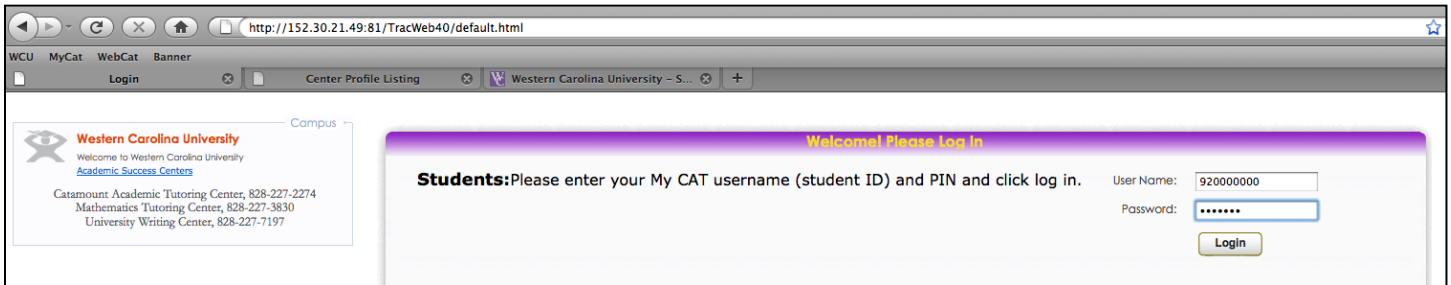
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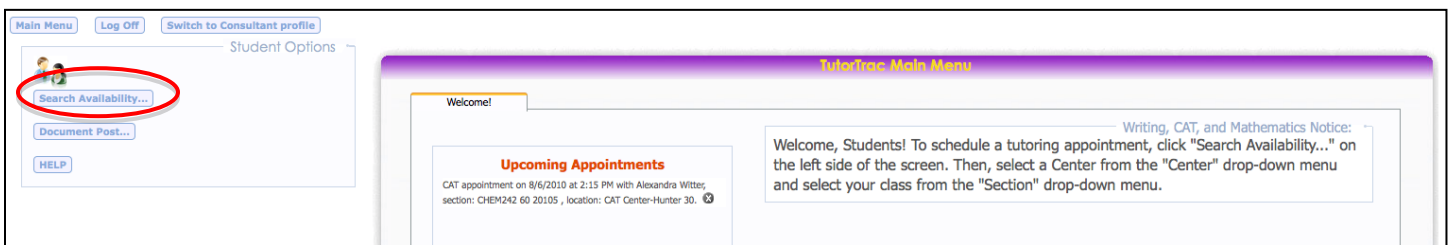
How to Schedule a Tutoring Appointment and Find Drop-in Tutoring Hours

Log in to TutorTrac from the Writing and Learning Commons homepage (<http://walc.wcu.edu>)

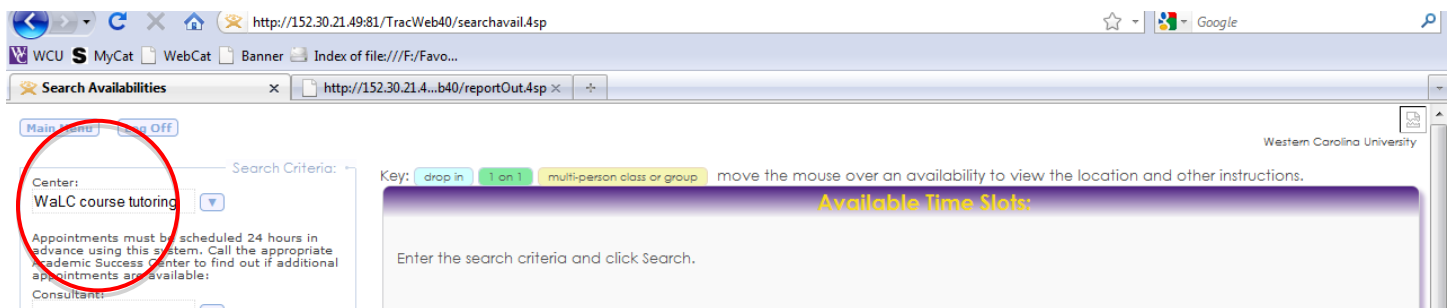
On the Log In screen, enter your Student ID number (920) and PIN:



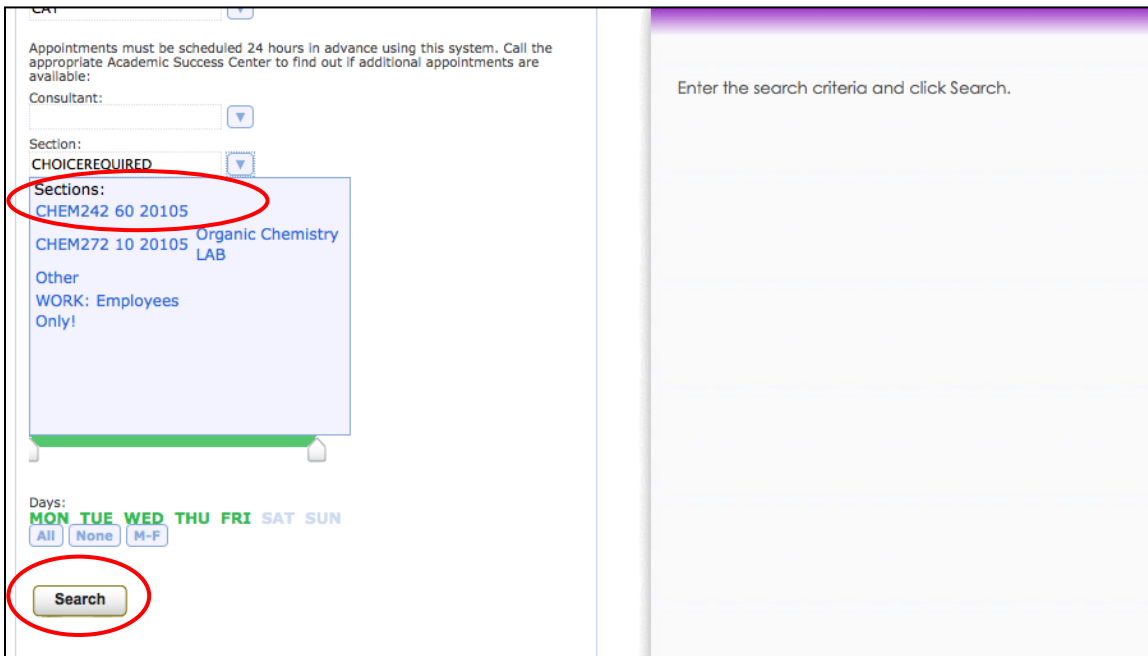
From your main menu, click "Search Availability" on the left side of the screen:



Select "WaLC course tutoring" from the Center drop-down menu:



- Select your class from the “Section” drop-down menu. **Note:** It may take a few seconds for this menu to populate with your current class schedule.
- For best results, **do not change the “From” and “To” dates** on the search screen; these dates will automatically default to a date range of two weeks and will yield the most search results.
- To see all of the tutoring hours available for your class, **do not select a consultant** (i.e. tutor) from the drop-down menu. If you select a consultant from the drop-down menu, you will only see the hours available for that tutor.
- Click “Search”:



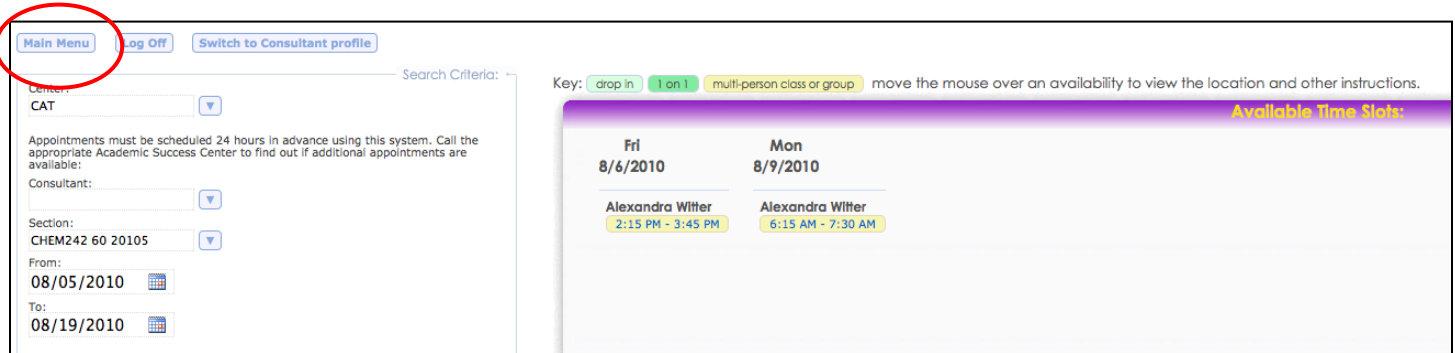
On the “Available Time Slots” window, **appointment hours** will appear in yellow, and **drop-in hours** will appear in light green:

- If you find a **drop-in hour** (shaded in light green) that works with your schedule, you do not need to schedule an appointment; simply come to the Writing and Learning Commons during the time designated, and the tutor will be ready to help you.
- If one of the appointment times (shaded in yellow) works better for your schedule, click on the time of the appointment to schedule
- Be sure to check the date of the appointment and to record it in your planner:

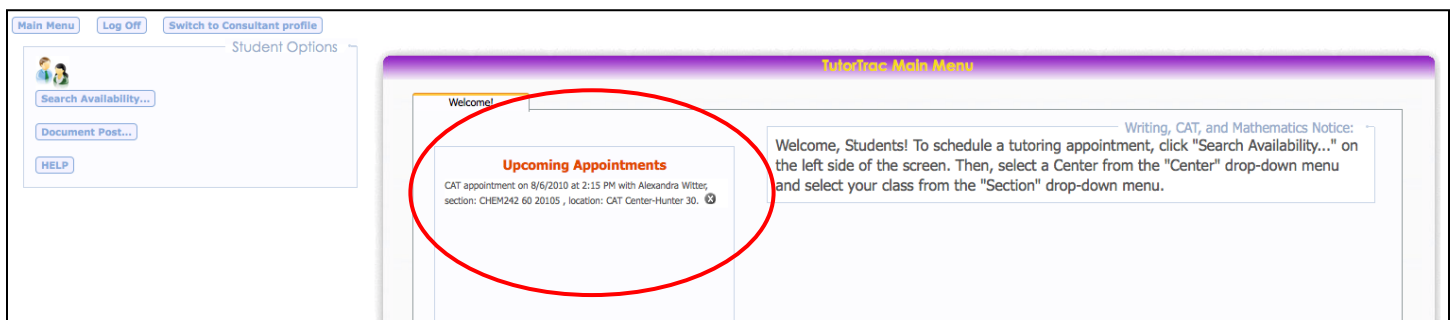
An “Appointments Entry” box will appear.

- Enter your phone number. This information is secure and will be used only by WaLC staff members in the event that your appointment needs to be cancelled or rescheduled.
- In the “Notes” box, enter information about specific topics you would like to cover during your tutoring session (see below for an example). This information will help your tutor prepare for your session.
- Click “Save”

Go back to your main menu by clicking “Main Menu” on the top left corner of the screen:



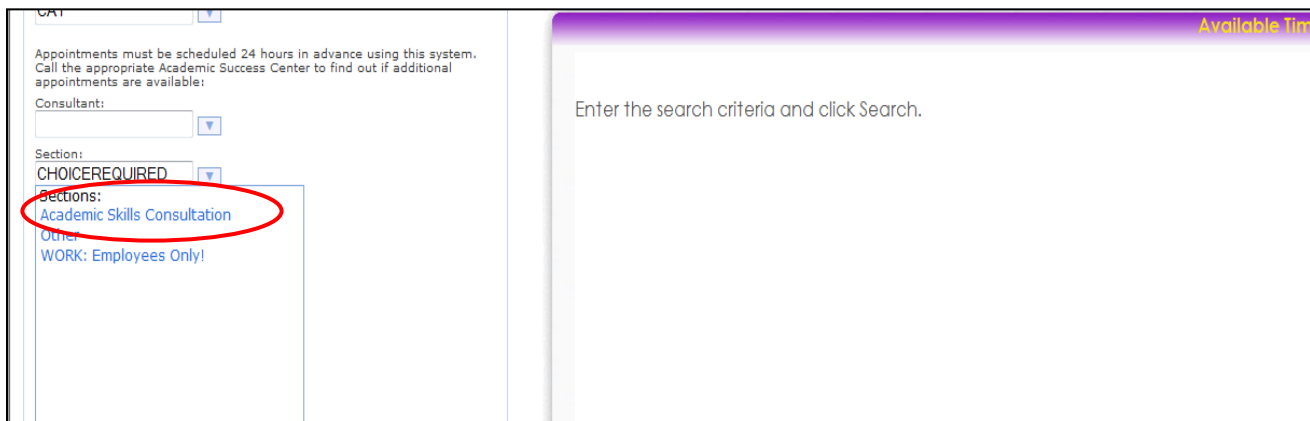
- Your appointment will appear under the Welcome tab.
- Write down your appointment on your calendar so you don't forget!



How to Schedule an Academic Skills Consultation

Academic Skills Consultants are successful students who have been trained to help you identify effective strategies for time management, studying, reading, note taking, and test preparation. Consultants are available to meet with you individually to discuss your learning style and to offer strategies that you can incorporate into your daily routine.

- To schedule an appointment with an Academic Skills Consultant, follow the instructions above for scheduling a tutoring appointment.
- On the “Section” drop-down menu, select “Academic Skills Consultation”:



Appointment Confirmation Emails

Once your tutoring or Academic Skills Consultation appointment is scheduled, an appointment confirmation email will be sent to your catamount email address from successcenters@email.wcu.edu.

- Do not reply to the email message.
- If you need to cancel your appointment, follow the instructions below for cancelling an appointment in TutorTrac, or call the WaLC at 828-227-2274.

Date: Wed, 4 Aug 2010 09:28:33 -0400
From: successcenters@email.wcu.edu
Subject: Bell, Jeremiah Fuller Appointment Confirmation Writing, CAT, and Mathematics
To: [REDACTED] successcenters@email.wcu.edu

Bell, Jeremiah Fuller,

Please do not reply; this is an automated message.

You have the following appointment:

Tutor: Witter, Alexandra
Subject: CHEM242 60 20105
Date: 8/6/2010
Time: 6:00 AM
Location:Hunter 30
Notes:

Please be on time and prepared to collaborate. Bring any assignments, notes, books, or other material you will need to participate in the session. If you are unable to keep this appointment, please call ahead to cancel (CAT Center: 227-2274). If you miss three scheduled appointments in a semester, you will not be allowed to schedule any future appointments.

WaLC Appointment Scheduling, Attendance, and Cancellation Policies

Appointment Scheduling:

With the exception of drop-in hours, students are required to have an appointment with a tutor. If a classmate invites you to participate in a tutoring session that he/she has scheduled, check with the WaLC receptionist first to make sure seats are available. Students who have appointments scheduled will take precedence, and tutors may elect not to allow extra students to join a session if all of the seats for that session have been filled.

Appointment Attendance:


Tutors are students, too, and they have busy schedules! Course tutors only report for work when they have appointments scheduled, so please respect their time: keep your appointments; show up on time; and bring your textbook, lecture notes, homework attempts, and any questions you have about the material. Students who repeatedly miss or arrive late for appointments may lose their tutoring privileges (see Appointment Cancellation Policy for more information).

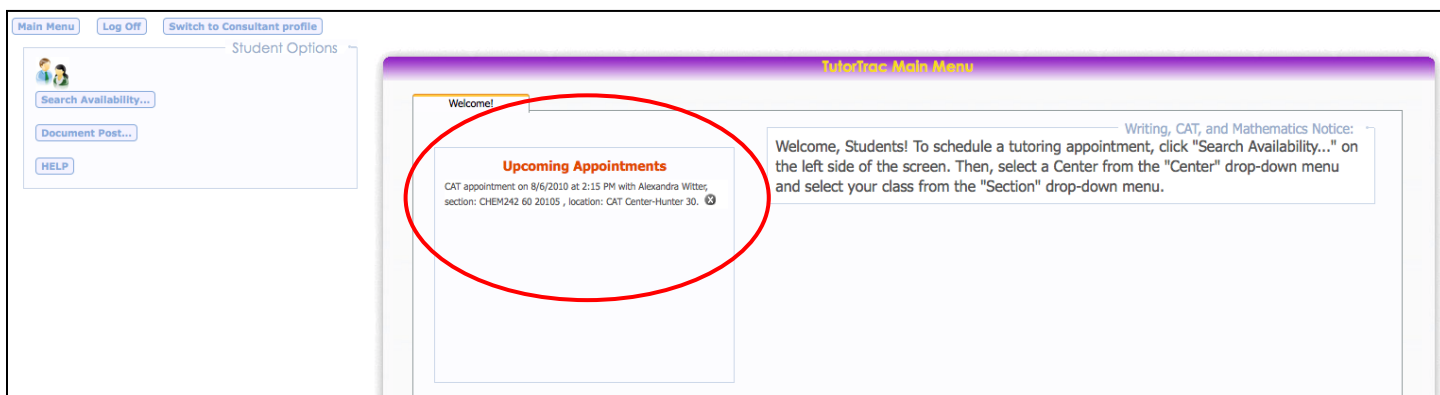
Appointment Cancellations:

- Please provide 12 hours advance notice if you must cancel a tutoring appointment or academic skills consultation.

- If you are unable to keep a scheduled appointment and you do not cancel the appointment in advance, your appointment will be labeled “missed.”
- After three “missed” appointments, you will not be allowed to schedule future appointments until you have visited the WaLC to speak with the Director.

How to Cancel an Appointment

- You can cancel an upcoming tutoring appointment up to 12 hours in advance by calling the WaLC at 828-227-2274 or by cancelling the appointment in TutorTrac.
- Go to your TutorTrac main menu and select the appointment that you wish to cancel from your list of “Upcoming Appointments.”
- Click the  at the end of the appointment description:



- In the Appointment Cancellation window, type your reason for cancelling the appointment.
- Click “Confirm Cancellation.”

