

TutorTrac User Guide for Students

Using Desktop or Laptop Computers

DELP HALL 105
419-824-3748
asc@lourdes.edu

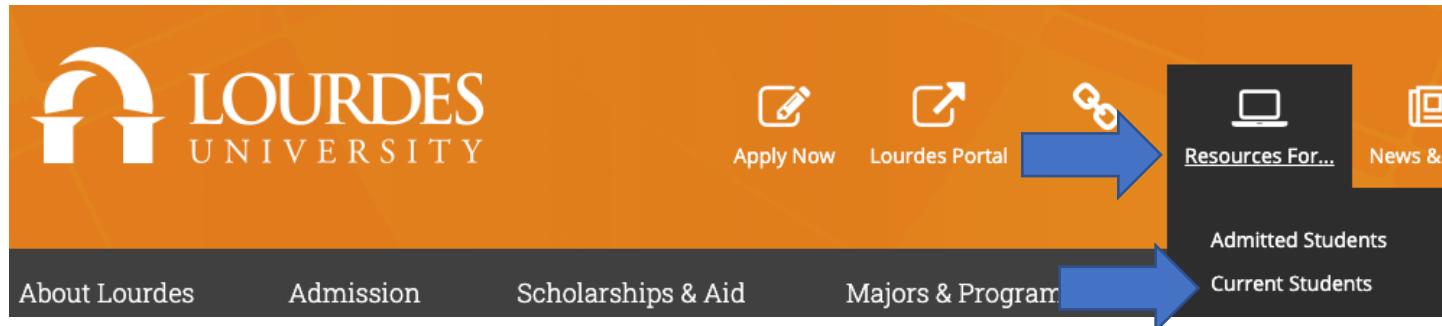
Tutoring Appointment Tips

- All appointments must be scheduled at least 24 hours in advance.
- All individual tutoring takes place in the Academic Success Center, Delp Hall 105.
- Upon arrival for an appointment, please log-in with the front desk assistants.
- If you are unable to attend a scheduled appointment, cancellations may be made online up to an hour before the appointment. Any cancellations occurring after this time **must** be done by calling the Academic Success Center at 419-824-3748.
- Please contact the Academic Success Center (419-824-3748 or asc@lourdes.edu) if you cannot find a tutor for your course.
- Appointments will be marked as “missed” if students have not arrived within 15 minutes of the scheduled appointment time.
- If you miss three tutoring appointments (per semester), you will be unable to schedule individual tutoring appointments for the remainder of the semester; however, you will be permitted to attend drop-in tutoring.

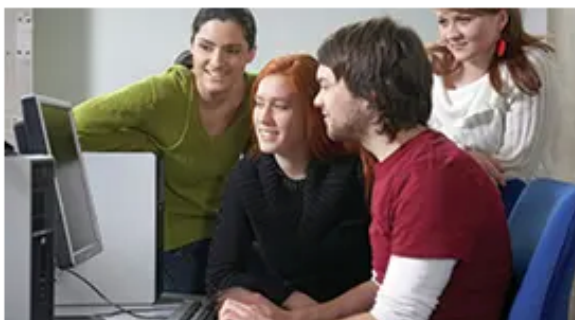
TO ACCESS TUTORTRAC:

From the Lourdes homepage (<https://www.lourdes.edu/>)

Hover over **Resources For** and click **Current Students**



Click on **Academic Success Center**



[Academic Success Center](#)

On the Academic Success Center's homepage, click the link: **TutorTrac**



ASC RESOURCES

- [Faculty Tutoring Referral Form](#) (pdf)
- [Lecture Recording Form](#) (pdf)
- [Library](#)
- [OhioLINK](#)
- [Testing Form](#)
- [TutorTrac](#)
- [Writing LibGuides](#)

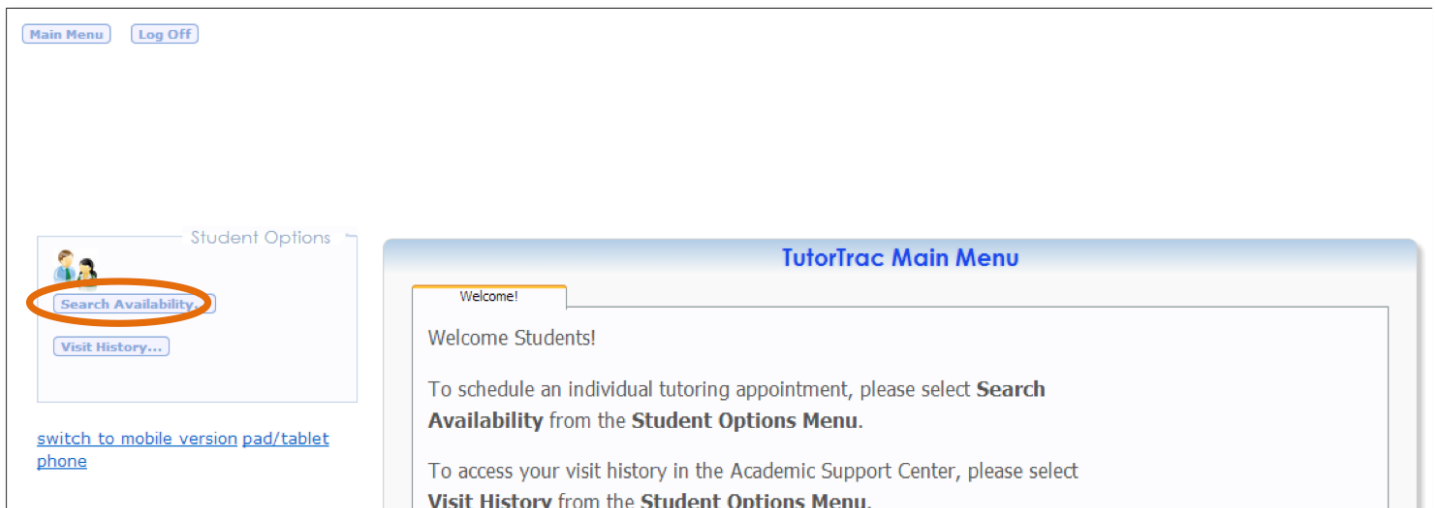


TO SCHEDULE AN INDIVIDUAL APPOINTMENT:

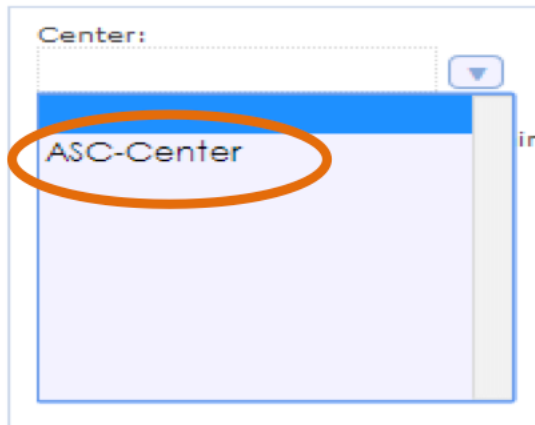
Log in by entering your **User Name** (john.smith) and **Password** (as you do to log into the Lourdes Portal)



Click **Search Availability**
(left side of the screen)



Under **Center**, select **ASC-Center** from drop-down menu



Selection: Choose the course from the drop-down in which you would like to receive tutoring

TutorTrac automatically searches a week in advance from 8:00 a.m. – 9:00 p.m. Monday through Sunday. To narrow your search, you may:

- Click on the calendar icon next to the date
- Slide the arrows to choose specific time
- Click on the green highlighted day(s) you wish to make your appointment. (It will search for days only highlighted green)
- Click **Search**

Search Criteria:

Center:

You may search and book individual appointments for any course in which you are currently enrolled. Also, please be aware that if you miss more than three individual tutoring appointments per semester, you will not be able to schedule individual tutoring appointments for the remainder of the semester; however you will be permitted to attend drop-in tutoring.

Section:

From:

To:

Time: 8:00a to 9:00p

Days: **MON TUE WED THU FRI SAT SUN**

- Results will appear with the name of the tutor and availabilities
- Click on the **green** individual **Availability Time** that works best for you (green indicates individual tutoring availabilities and blue indicates drop-in availabilities)

Key: move the mouse over an availability to view the location

Available Time Slots:			
Wed 4/2/2014	Thu 4/3/2014	Fri 4/4/2014	Sat 4/5/2014
Debbie F <input type="button" value="9:00 AM - 10:00 AM"/> <input type="button" value="10:00 AM - 11:00 AM"/> <input type="button" value="11:00 AM - 12:00 PM"/> <input type="button" value="1:00 PM - 2:00 PM"/> <input type="button" value="2:00 PM - 3:00 PM"/> <input type="button" value="3:00 PM - 4:00 PM"/>	Gabriel <input type="button" value="5:00 PM - 6:00 PM"/> <input type="button" value="6:00 PM - 7:00 PM"/>	Debbie F <input type="button" value="12:30 PM - 3:00 PM"/>	Ben <input type="button" value="12:30 PM - 3:00 PM"/>
Gabriel <input type="button" value="4:00 PM - 5:00 PM"/> <input type="button" value="5:00 PM - 6:00 PM"/> <input type="button" value="6:00 PM - 7:00 PM"/>	Ben <input type="button" value="6:00 PM - 8:00 PM"/>	Dianna <input type="button" value="10:00 AM - 11:00 AM"/> <input type="button" value="11:00 AM - 12:00 PM"/> <input type="button" value="12:00 PM - 1:00 PM"/> <input type="button" value="1:00 PM - 2:00 PM"/>	Donna <input type="button" value="10:00 AM - 11:00 AM"/> <input type="button" value="11:00 AM - 12:00 PM"/> <input type="button" value="12:00 PM - 1:00 PM"/>
Ben <input type="button" value="3:30 PM - 6:00 PM"/>	Nicole <input type="button" value="3:30 PM - 6:00 PM"/>		
	Susan <input type="button" value="11:00 AM - 3:00 PM"/>		

Appointment Page will appear:

The screenshot shows the 'Appointment Info' form with the following fields and values:

- Center: ASC-Center
- Subject: Writing 201420
- Reason: Individual Tutoring (circled in orange)
- Date: 3/11/2014
- Time: 9:00a To: 10:00a
- Phone: (empty field, circled in orange)
- Notes: I would like to work on APA formatting and punctuation. (circled in orange)
- Created 00/00/00 at 00:00:00 by
- Modified 00/00/00 at 00:00:00 by
- Save button (circled in orange)

- Under **Reason**, select **Individual Tutoring** from the drop-down menu
- Enter your current phone number
- In the **Notes** box, please indicate what items you would like covered in your tutoring session
- Click **Save**
- You and your tutor will receive an email of the appointment you made

TO VIEW UPCOMING APPOINTMENTS:

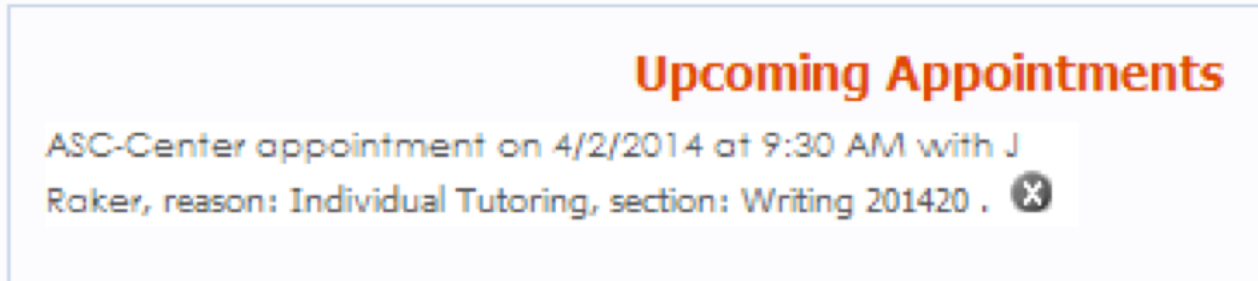
- Click **Main Menu** in the top left-hand corner of the screen; you will be returned to your main page. An upcoming appointment reminder should be listed, matching the tutoring appointment you just scheduled.

The screenshot shows the 'TutorTrac Main Menu' page with the following content:

- Student Options menu with 'Search Availability...' and 'Visit History...' buttons.
- switch to mobile version pad/tablet phone link.
- Welcome! section with instructions on how to schedule appointments and access visit history.
- Your **Upcoming Appointments** will appear under your **Main Menu** section.
- Contact information for the Academic Support Center.
- Upcoming Appointments** section (circled in orange) showing an appointment on 4/2/2014 at 9:30 AM with J. Reason: Individual Tutoring, section: Writing 201420.

TO CANCEL A SCHEDULED APPOINTMENT:

- From your Main Menu, click the **X** after the upcoming appointment reminder you wish to cancel



- Appointment Cancellation** will appear:

Appointment Cancellation

Are you sure you want to cancel this appointment?
Enter a reason for the cancellation and click Confirm Cancellation.

Details:
ASC-Center appointment on 4/2/2014 at 9:30 AM with J Raker, reason:
Individual Tutoring, section: Writing 201420

Reason:

- You may enter a reason as to why you need to cancel your appointment. Click **Confirm Cancellation**

VIEWING VISIT HISTORY:

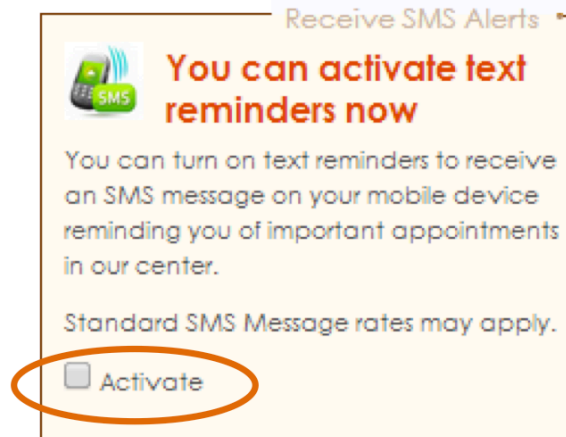
- From the Main Menu, click **Visit History**
- Here, you will be able to view dates/times you visited the Academic Success Center

	Date In	Time In	Time Out	Hrs	Center	Consultant	Reason	Subject
(i)	9/16/2013	5:46 PM	7:57 PM	2.18	ASC-Testing	Proctored Testing, Station 01	Proctored Testing	MBA620 B 201410
(i)	9/23/2013	1:50 PM	1:58 PM	0.13	ASC-Center	Fullhart, Debra	Drop In Tutoring	MBA622 B 201410
(i)	10/25/2013	9:56 AM	9:56 AM	0.00	ASC-Center		make copies or print	Other 201410
(i)	11/9/2013	10:54 AM	2:41 PM	3.78	ASC-Center		Study Group	MBA620 B 201410
(i)	11/9/2013	11:00 AM	2:00 PM	3.00	ASC-Study	Group Study, Room 4 (105M)	Study Group	
(i)	11/9/2013	1:00 PM	4:00 PM	3.00	ASC-Study	Group Study, Room 1 (105A)	Study Group	
(i)	11/24/2013	1:15 PM	6:21 PM	5.10	ASC-Classroom		Class Instruction	Other 201410
(i)	11/24/2013	1:00 PM	4:00 PM	3.00	ASC-Study	Group Study, Room 4 (105M)		
(i)	12/2/2013	5:30 PM	8:30 PM	3.00	ASC-Study	Group Study, Room 4 (105M)		
(i)	12/2/2013	5:32 PM	7:07 PM	1.58	ASC-Study	Group Study, Room 4 (105M)	Study Group	MBA620 B 201410
(i)	12/8/2013	1:02 PM	8:07 PM	7.07	ASC-Classroom		Study Group	Other 201410
(i)	12/10/2013	7:00 PM	8:45 PM	1.75	ASC-Study	Group Study, Room 4 (105M)		
(i)	1/17/2014	1:54 PM	1:55 PM	0.02	ASC-Center		Internet	MBA621 L 201420
(i)	1/17/2014	11:30 AM	1:30 PM	2.00	ASC-Study	Group Study, Room 4 (105M)	Study Group	PSY 110
(i)	2/20/2014	1:00 PM	3:00 PM	2.00	ASC-Study	Group Study, Room 1 (105A)		
(i)	2/18/2014	5:32 PM	6:07 PM	0.57	ASC-Center		make copies or print	MBA621 L 201420

TO ACTIVATE TEXT REMINDERS:

(located on the right hand side of main menu)

- Click on **Activate**



Receive SMS Alerts

You can activate text reminders now

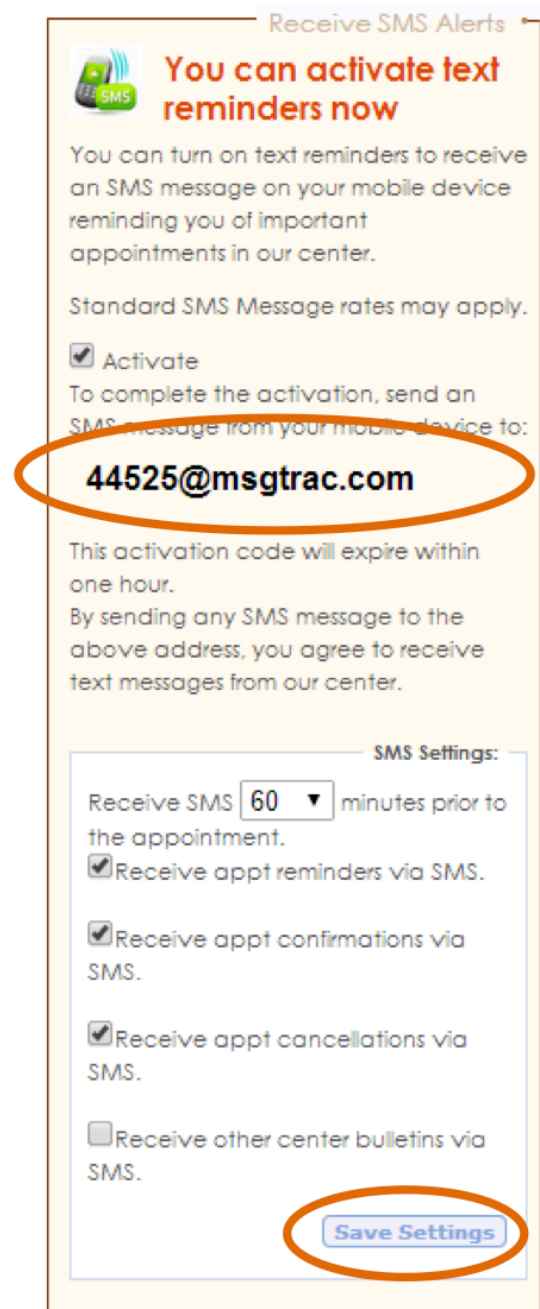
You can turn on text reminders to receive an SMS message on your mobile device reminding you of important appointments in our center.

Standard SMS Message rates may apply.

Activate

- An **Activation Code** will appear
- From your **mobile device**, send a message to the **Activation Code** address
- Click on **Save Settings**

Text messages will now be sent to your mobile device to remind you of your scheduled appointment(s)



Receive SMS Alerts

You can activate text reminders now

You can turn on text reminders to receive an SMS message on your mobile device reminding you of important appointments in our center.

Standard SMS Message rates may apply.

Activate

To complete the activation, send an SMS message from your mobile device to:

44525@msgtrac.com

This activation code will expire within one hour.

By sending any SMS message to the above address, you agree to receive text messages from our center.

SMS Settings:

Receive SMS minutes prior to the appointment.

Receive appt reminders via SMS.

Receive appt confirmations via SMS.

Receive appt cancellations via SMS.

Receive other center bulletins via SMS.

Save Settings