TutorTrac Student Instructions

Center for Academic Support
Hearnes 213
816.271.4524

Your TutorTrac Account:

Every student at Missouri Western has a TutorTrac student account in order to search and schedule appointments with CAS Tutors. Tutors also have a consultant profile in order to enter availability and manage appointments.

1. Log in via Goldlink under the student academics tab or the link on each Subject Tab on the CAS Webpage. Use the same username and password that you use for your email, Canvas, and Goldlink. TutorTrac is part of the single sign-on system, so if you are logged into one of your Missouri Western accounts you will not need to log in again, it will simply redirect to the home page.
2. You will initially be logged in to your student account. This page allows you to search availability to set up appointments as well as view any upcoming appointments you have with tutors in the CAS. You are also able to set up text alerts for confirmations, cancellations, and appointment reminders for any tutoring appointments you schedule.

Overview:

Searching Availability and Making Appointments:

1. Click on the TutorTrac link on the Center for Academic Support webpage or on the Student Academics tab on Goldlink.
2. If you are not redirected to the TutorTrac home page, log in with your Missouri Western username and password.
3. Once you have logged in, your screen should look like this:

4. To schedule an appointment with a Tutor, click "Search Availabilities" on the left side of your screen in the Student Options box.
5. On the new screen in the Search Criteria box, click the drop down box labeled "Center" and choose CAS for an in-person appointment at the Center for Academic Support or choose CAS Online for an appointment online via Zoom.

Center:

CAS Online ▾

To schedule an appointment with a CAS Tutor, search here based on your course section.

To work with a math tutor for MAT083 to MAT167, choose Math for the Reason.

To work with a writing tutor on a paper for any course, choose Writing for the Reason.

To attend a Supplemental Instruction session for your course, choose S.I for the Reason.

For all other appointments choose Content for the reason. Please call (816) 271-4532 if you need assistance scheduling an appointment.

6. In the Search Criteria box click the drop down arrow labeled "Section" and select the course that you would like a tutor for. Then choose the Reason:

   a. For help with math courses MAT083 to MAT167, choose Math
   b. For help with a paper for any class, choose Writing
   c. For Scheduled Supplemental Instruction Sessions, choose S.I
   d. For all other appointments, choose Content

Section:

CHOICE REQUIRED ▼

Reason:

CHOICE REQUIRED ▼

From:

03/23/2020

To:

04/06/2020

7. You can edit the date range, times, and days of the weeks to fit your schedule.

   a. Remember tutoring appointments can only take place while the CAS is open.

Time:

8:00a to 7:00p

Click "Search" and all available appointments will appear on the right. Timeslots in green represent one-on-one appointments and timeslots in yellow represent group appointments.

Days:

MON TUE WED THU FRI SAT SUN

[All] [None] [M-F]

Key: [drop in] [1 on 1] [multi-person class or group] move the mouse over an availability to view the location and other instructions.

Available Time Slots:

Fri 1/10/2020	Mon 1/13/2020	Tue 1/14/2020	Wed 1/15/2020	Thu 1/16/2020	Fri 1/17/2020	Mon 1/20/2020
Max Griffon	Max Griffon	Max Griffon	Max Griffon	Max Griffon	Max Griffon	Max Griffon
9:00 AM - 9:30 AM	8:30 AM - 9:00 AM	10:00 AM - 11:00 AM	8:30 AM - 9:00 AM	10:00 AM - 11:00 AM	8:30 AM - 9:00 AM	8:30 AM - 9:00 AM
9:30 AM - 10:00 AM	9:00 AM - 9:30 AM	11:00 AM - 12:00 PM	9:00 AM - 9:30 AM	11:00 AM - 12:00 PM	9:00 AM - 9:30 AM	9:00 AM - 9:30 AM
10:00 AM - 10:30 AM	9:30 AM - 10:00 AM	12:00 PM - 1:00 PM	9:30 AM - 10:00 AM	12:00 PM - 1:00 PM	9:30 AM - 10:00 AM	9:30 AM - 10:00 AM
10:30 AM - 11:00 AM	10:00 AM - 10:30 AM	1:00 PM - 2:00 PM	10:00 AM - 10:30 AM	1:00 PM - 2:00 PM	10:00 AM - 10:30 AM	10:00 AM - 10:30 AM
11:00 AM - 11:30 AM	10:30 AM - 11:00 AM		10:30 AM - 11:00 AM		10:30 AM - 11:00 AM	10:30 AM - 11:00 AM
11:30 AM - 12:00 PM	11:00 AM - 11:30 AM		11:00 AM - 11:30 AM		11:00 AM - 11:30 AM	11:00 AM - 11:30 AM
	11:30 AM - 12:00 PM		11:30 AM - 12:00 PM		11:30 AM - 12:00 PM	11:30 AM - 12:00 PM

8. Pick which appointment works best for you and click on it. A new screen will pop up and prompt you to enter some information to reserve the appointment.
   a. Enter a valid phone number.
   b. Type a note to let the tutor know what topics you want to cover during your appointment.

Appointments Entry

Before clicking save, enter a valid phone number and give a brief explanation in the notes section of what topics you would like to cover so the tutor can better prepare for your appointment.
In Person appointments: Bring your Student ID and the material you plan to work on.
Online appointments: 15 minutes before your meeting is set to begin, a link for Zoom will appear on your TutorTrac Homepage in the Upcoming Appointments box. Click this link to join your tutoring session.

Center: CAS ▾
Subject: MAT110 40 202030   ▾
Reason: Math   ▾
Date: 5/20/2020   Time: 9:00 AM   To: 10:00 AM
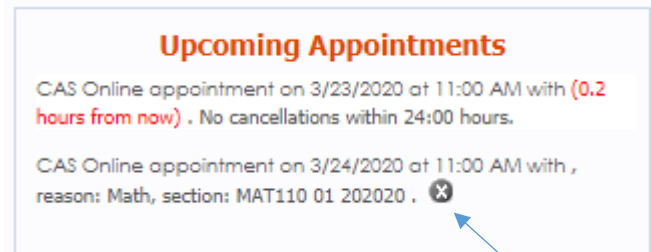Recurring Appt Type: None
Phone: ▾

Notes:

Created 00/00/00 at 00:00:00 by
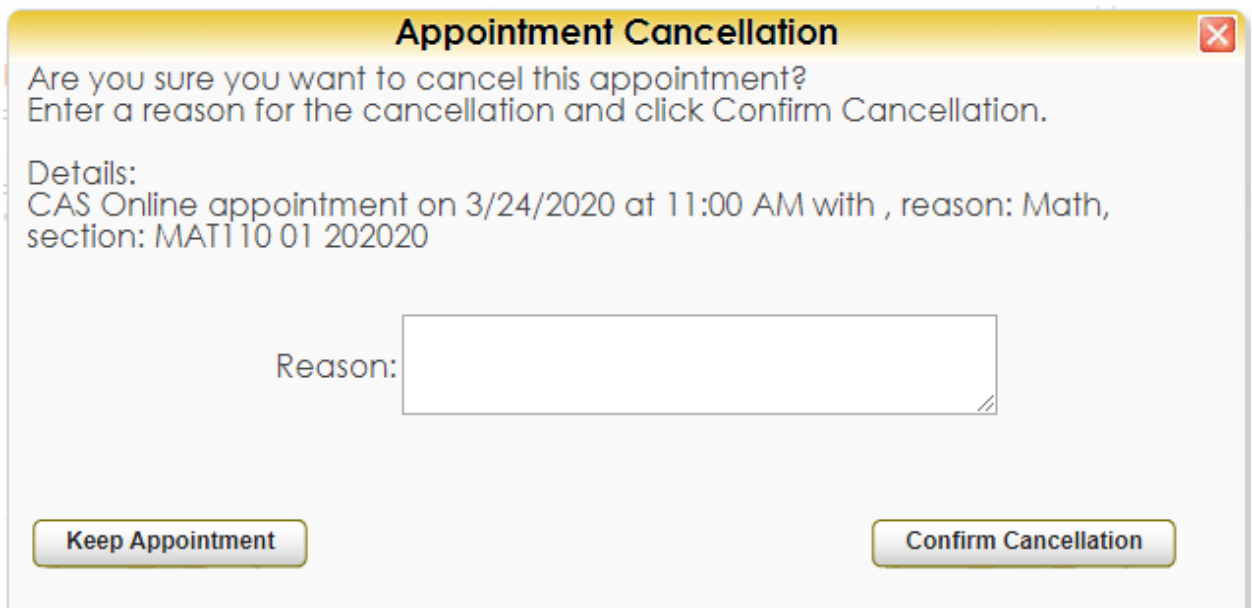Modified 00/00/00 at 00:00:00 by

Save

9. Scroll down and click save. You and the tutor will get a confirmation email with the details of your appointment.

Cancelling Appointments:

1. On the TutorTrac main page, under the "Upcoming Appointments" section you will see each of the tutoring appointments you have scheduled. You can click on the small circle with an x in the center next to the appointment you wish to cancel.

Upcoming Appointments

CAS Online appointment on 3/23/2020 at 11:00 AM with (0.2 hours from now) . No cancellations within 24:00 hours.

CAS Online appointment on 3/24/2020 at 11:00 AM with , reason: Math, section: MAT110 01 202020 . ⊗

2. A new screen will pop up to ask you to confirm the cancellation and leave a note for your tutor as to why the appointment was cancelled. When you click "Confirm Cancellation" an email will be sent to you and the tutor.

Appointment Cancellation

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

Details:
CAS Online appointment on 3/24/2020 at 11:00 AM with , reason: Math, section: MAT110 01 202020

Reason: [   ]

Keep Appointment   **Confirm Cancellation**

3. If you need to cancel an appointment that is scheduled to begin in less than 24 hours, you must email the tutor directly. Their email address is listed in the original confirmation email for the appointment.

No Available Time Slots:

If you are searching for an appointment and see the message below, please do the following:

Key: drop in   1 on 1   multi-person class or group   move the mouse over an availability to view the location and other instructions.

Available Time Slots:

No results found.

There are either no Tutors available for this section, or all available appointments are currently filled.

Please expand your search, or check the Content Tutor Tab of the CAS Webpage for a list of all courses with Content Tutors. If your course does not have a Content Tutor currently, please complete the Content Tutor Request form here.

1. Widen your search if possible. Check more dates and times to see if there are appointments available outside of your original search.
2. For Content:
   a. Check to see if we currently have a content tutor for that course. Courses are listed alphabetically under the "Content" tab on the CAS webpage. All current content tutors will be listed under the title of each class they are qualified to tutor.
   b. If the course for which you need a tutor is not listed, please complete a Content Tutor Request form. Content Tutor Request forms can be found on the CAS webpage under the Content tab. They can also be completed in person in the CAS, Hearnes 213, or over the phone at 816-271-4524.
3. For Math:
   a. Contact Math Coordinator Amber Halstead via email, ahalstead@missouriwestern.edu or phone 816-271-4532
4. For Writing:
   a. Contact Director and Writing Coordinator Susan Garrison via email garrison@missouriwestern.edu or phone 816-271-4401

Starting your CAS Online Appointment:

1. Log in to your TutorTrac Account using your Missouri Western Username and password.
   a. On the TutorTrac Main Menu, check out the "Welcome" box to see all upcoming appointments.
2. Click on the "Enter Zoom Appointment" button to begin your session. This button will appear 15 minutes before your scheduled meeting and will remain active for the duration of your scheduled appointment.

3. After clicking "Enter Zoom Appointment" a new window will pop up and prompt you to either: download the Zoom application if you haven't already or launch the meeting using Zoom if you have already downloaded the application prior to this meeting.
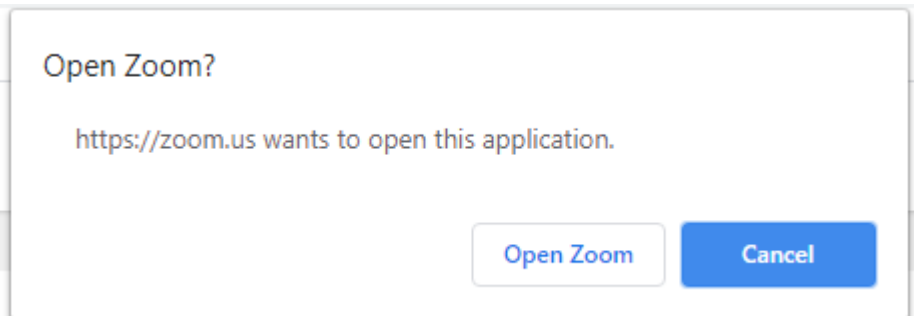
4. You may be placed in a waiting room until the tutor opens the meeting room. Once the tutor opens the meeting room, a new box will pop up for you to enter your name and click "join"
5. During the meeting you will have a control panel at the bottom of your screen. This panel gives you the options to mute/unmute your microphone, turn your video on and off, share your screen, and open the chat box.

Downloading Zoom:

In order to use Zoom, you will need internet access and a device that has a working camera, microphone, and speakers

1. Students must open a Zoom account first.
   a. To download from the website: https://zoom.us/ Click Sign Up, then Sign in with Google using your Missouri Western account.
      If you are already signed into another Google account on your device your Zoom account will be linked to that email, so make sure you are only logged into your Missouri Western google account.
      If you have not used Zoom before, you will need to download the application in order to join meetings. To download from the website, click on "Host a Meeting" and choose Video On. This will open a pop up and ask you to download the application and launch Zoom.
   b. To Download from your meeting:
      When you click to enter your appointment, a pop up will appear if you do not have the application downloaded. Download Zoom and sign in with Google using your Missouri Western account. From here you will be able to launch the application and join the Zoom meeting for your scheduled appointment.

Launching...

Please click **Open Zoom Meetings** if you see the system dialog.

If nothing prompts from browser, click here to launch the meeting, or download & run Zoom.

Note: If you are unable to use Zoom, please contact the subject area coordinator to schedule an appointment via phone or other communication platform.

Starting your CAS Appointment:

1. All In Person appointments must take place in the Center for Academic Support, Hearnes 213, unless an alternate location is approved by CAS Staff.
   a. In the CAS, students can utilize several tables and computers for individual or group work. Two study rooms are reserved for Supplemental Instruction and other tutor lead group sessions.
2. Students are required to check in with their student ID at the front desk. A tutor or staff member will explain the services more in depth and direct students to the tutor they are meeting with.

TutorTrac Restrictions:

1. Appointments must be scheduled at least 24 hours in advance at most 14 days in advance.
2. Appointments cannot be cancelled online if they are scheduled to begin in less than 24 hours. Students must contact the tutor via email instead.
3. All In Person appointments must take place in the Center for Academic Support, Hearnes 213, unless an alternate location is approved by CAS Staff.

Uploading Documents to Appointments:

1. Log in to your TutorTrac Account using your Missouri Western Username and password.
2. On the TutorTrac Main Menu, check out the "Welcome" box to see all upcoming appointments.
3. Click on the appointment to open a new window.

Upcoming Appointments

CAS Online appointment on 3/23/2020 at 11:00 AM with (0.2 hours from now) . No cancellations within 24:00 hours.

CAS Online appointment on 3/24/2020 at 11:00 AM with , reason: Math, section: MAT110 01 202020 . ⊗

Appointments Entry

Student: Sarah Student
G00000002
Staff:

| Appointment Info | Document |

Center: CAS Online ▼   Location:
Subject: MAT110 01 202020 ▼   Fund:
Reason: Math ▼   Status:
Date: **3/24/2020** From: **11:00 AM** To: **12:00 PM**
Phone: 8162714532
Notes:

Created 3/23/2020 at 10:25:15 by Sarah Student [-3] shstudent
Modified 3/23/2020 at 11:01:18

4. Open the document tab and click "Choose file for upload…" Select the file you wish to share with the tutor, add a note about the file if you want, and click "Save". This will give the tutor access to download and view the file before your appointment.

Appointments Entry

Student: Sarah Student
G00000002
Staff:

| Appointment Info | Document |

File: CountingProbWkst1.pdf

Notes: Working on problems 3 and 4

Choose file for upload…

Save

Notifications:

1. Emails:
   a. Confirmations will be sent to the student and tutor when an appointment is booked. They will include the date, time, and subject for the appointment as well as the student and tutor emails in case more communication is needed. They will also give you the option of adding the appointment to your Google calendar.
   b. Cancellations will be sent to the student and tutor if either person cancels the appointment. They will include the date, time, and subject as well as student and tutor names and emails.
2. Texts (Optional):
   a. Confirmation when an appointment is booked will include the appointment date, time, subject, and tutor name.
   b. Cancellations when a student or tutor cancels an appointment will include the appointment date, time, and tutor name.
   c. Reminders will include appointment time, subject, and tutor name. These can be set up to send any time between 15 and 120 minutes before an appointment is scheduled.
3. To sign up for the text alerts, go to the TutorTrac home page. On the right side of the screen there is a message about text alerts, check the "Activate" box and choose which text alerts you would like to receive. You will need to send a text message to the number that appears and click save settings to complete the activation.
4. To opt out of text alerts after signing up, uncheck each box next to the alert you no longer with to receive and click "Save Settings."

Contact Us:

CAS Front Desk   (816) 271-4524
Hearnes 213
https://intranet.missouriwestern.edu/cas/

Susan Garrison   (816) 271-4401
Director and Writing Coordinator   garrison@missouriwestern.edu

Karen Luke   (816) 271-4131
Administrative Coordinator   luke@missouriwestern.edu

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