

# TracCloud Student Instructions for Writing Appointments

Center for Academic Support  
Hearnes 213  
816.271.4524

## Your TracCloud Account:

Every student at Missouri Western has a TracCloud 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 card 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. TracCloud is part of the single sign-on system, so if you are logged into one of your Missouri Western accounts you will bypass the login page and go straight to your TracCloud dashboard.
2. The first time you log in to your TracCloud account each semester you will be prompted to enter a cell phone number and opt in or out for text alerts (confirmations, cancellations, and reminders) for CAS tutoring appointments. If at any point you want to change your selection, you can click "Edit Bio..." at the bottom of your TracCloud dashboard to do so.
3. Your TracCloud dashboard allows you to schedule tutoring appointments, submit papers for peer review, keep track of weekly study hall hours, and view your past visits in other Centers on campus that use TracCloud.

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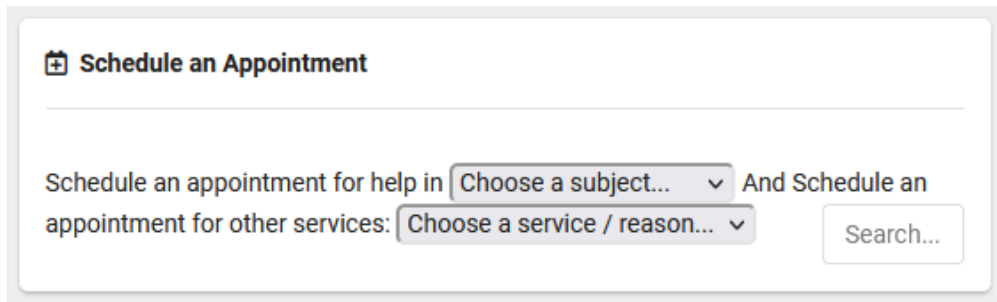
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## Searching Availability and Scheduling an Online Writing Appointment:

1. Click on “Schedule an Appointment” to expand the search box.



**Schedule an Appointment**

Schedule an appointment for help in  And Schedule an appointment for other services:

2. In the “Choose a subject...” drop down menu, select the course you would like a tutor for. TracCloud will automatically populate your current enrollments.
3. In the “Choose a service/reason...” drop down menu, select the kind of tutoring you want to receive:
  - a. For an online Zoom appointment with a Writing Tutor, select **Writing**
4. Click “Search” and the next available appointments will appear in a pop-up window.
  - a. If you do not see any appointments, click the “Load more...” button.
5. 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. If given the option, choose whether the session is in-person or online.
  - b. Enter a valid phone number.

Subject: **ENG100 01**

Reason: **Writing**




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. For all other appointments choose Content for the reason.

There are 3 slots of time available. Please choose one that works for you...

Choose a different date:



**Thu, Jan 16 2025**

<b>1100a-1200p</b> Center for Academic Support	<b>Thu Jan 16</b> 1 on 1 Online 	<b>Writing Tutor</b> online
<b>1200p-100p</b> Center for Academic Support	<b>Thu Jan 16</b> 1 on 1 Online 	<b>Writing Tutor</b> online
<b>100p-200p</b> Center for Academic Support	<b>Thu Jan 16</b> 1 on 1 Online 	<b>Writing Tutor</b> online

**Load more for Fri, Jan 17 2025...**

- c. Type a note to let the tutor know what type of assignment or document you want to discuss during your appointment.

Subject: **ENG100 01**

Reason: **Writing**

**Confirm booking this online appointment in Center for Academic Support with Writing Tutor on Thu, January 16th 2025 for ENG100 01 Writing**

Start Time	End Time	Duration (Hr:Min)
12:00pm	01:00pm	

Meeting Type:  
 **Online**

Student  
  Document  
 [? Special Needs / Skills / Accommodations](#)

Phone Number  
123-456-7890

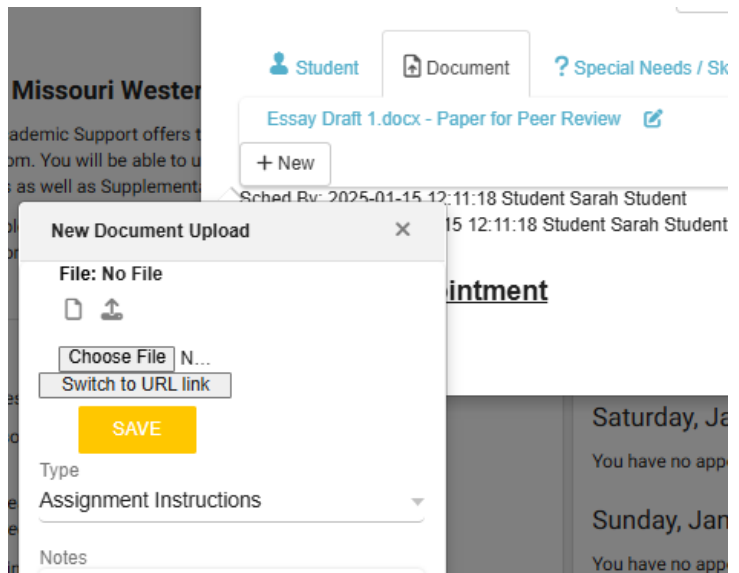
Appointment Notes:  
My essay is due soon and I want to review my draft and make sure it fits the assignment|

Sched By: 2025-01-15 12:09:13 Student Sarah Student  
 Sched Mod By: 2025-01-15 12:09:13

CONFIRM
 Click Confirm in order to Confirm this appointment. This availability will expire at 2025-01-16 00:00:00.

- 6. Click **“Confirm”**
- 7. You and the tutor will get a confirmation email with the details of your appointment.
- 8. After confirming the appointment, you can switch to the **Document** tab and click the **“+New”** button to upload files.

- a. For type, choose **“Assignment Instructions”** and upload the directions or rubric then click save.
- b. Then add another file and for type, choose **“Paper for Peer Review”** and upload your paper.



## Submitting a Paper for Peer Review:

1. Click on “**Schedule an Appointment**” to expand the search box.
2. In the “**Choose a subject...**” drop down menu, select the course you are writing a paper for or select professional writing if the paper is not for a course.
3. In the “**Choose a service/reason...**” drop down menu, select Submit a Paper (Peer Review).
4. Click “**Search**” and look for the purple availability block titled “**Asynchronous**”

**Schedule an Appointment**

Schedule an appointment for help in **Choose a subject...** And Schedule an appointment for other services: **Choose a service / reason...**

Schedule an Appointment x

Subject: **ENG100 01**

Reason: **Submit a Paper (Peer Review)**

There are 8 slots of time available, please choose one that works for you... Choose a different

12:00p-1:00p Thu Aug 10 1 on 1 In-Person OR Online Max Griffon  
Center for Academic Support online or

2:00p-3:00p Thu Aug 10 1 on 1 Online Max Griffon  
Center for Academic Support online

4:00p-5:00p Thu Aug 10 Group In-Person 0 / 5 Max Griffon  
Center for Academic Support

5:00p-6:00p Thu Aug 10 Group In-Person 0 / 5 Max Griffon  
Center for Academic Support

asynchronous Thu Aug 10 Asynchronous Max Griffon  
Center for Academic Support

Load more for Fri, Aug 11 2023...

Schedule an Appointment x

Subject: **ENG100 01**

Reason: **Submit a Paper (Peer Review)**

5. Clicking this block will open a new screen prompting you to enter a valid phone number and notes for the tutor, then click confirm.

Confirm booking this appointment in **Center for Academic Support** with **Max Griffon** on **Thu, August 10th 2023** for **ENG100 01 Submit a Paper (PeerReview)**

Meeting Type:  
 **Asynchronous**

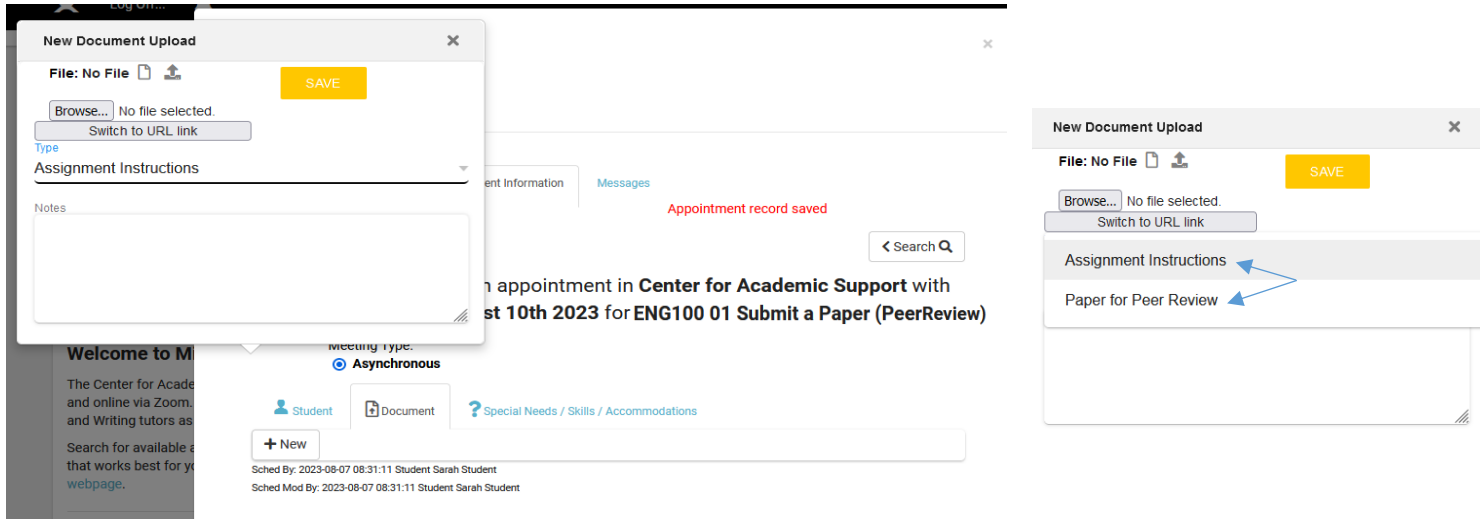
Phone Number

Appointment Notes:

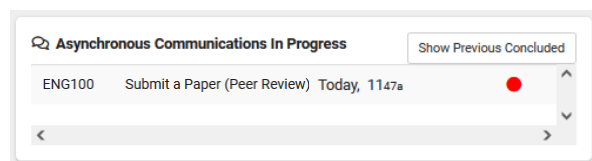
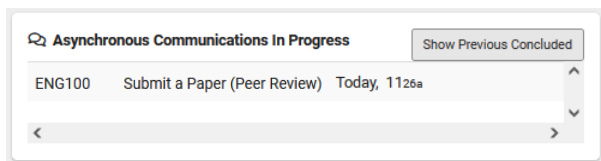
Sched By: 2023-08-07 08:30:13 Student Sarah Student  
 Sched Mod By: 2023-08-07 08:30:13

Click Confirm in order to Confirm this appointment. This availability will expire at 2023-08-10 07:15:00.

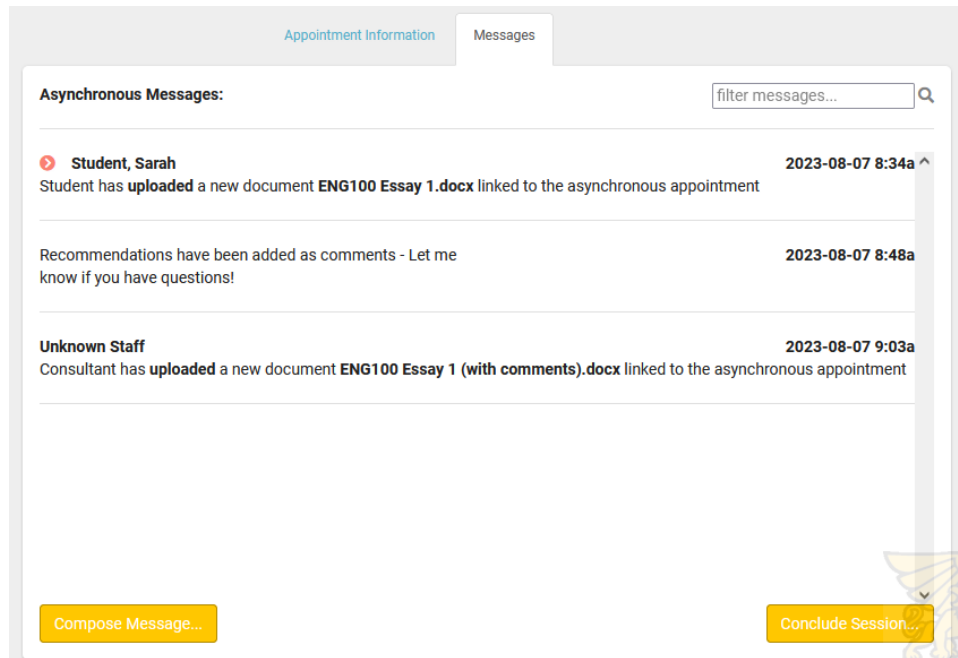
6. After confirming the appointment, you can switch to the Document tab and click the “+New” button to upload files.
  - a. For type, choose “Assignment Instructions” and upload the directions or rubric then click save.
  - b. Then add another file and for type, choose “Paper for Peer Review” and upload your paper.



7. The tutor will be sent an email notifying them that you submitted a paper. On your dashboard you will see the peer review session listed under **Asynchronous Communications In Progress**.
8. When the tutor adds a comment to the session you will see a red dot appear next to the listing on your dashboard



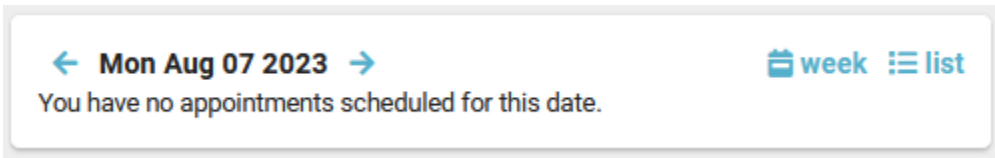
9. You can click on the peer review session listing and go to the messages tab to see the Tutor's response.



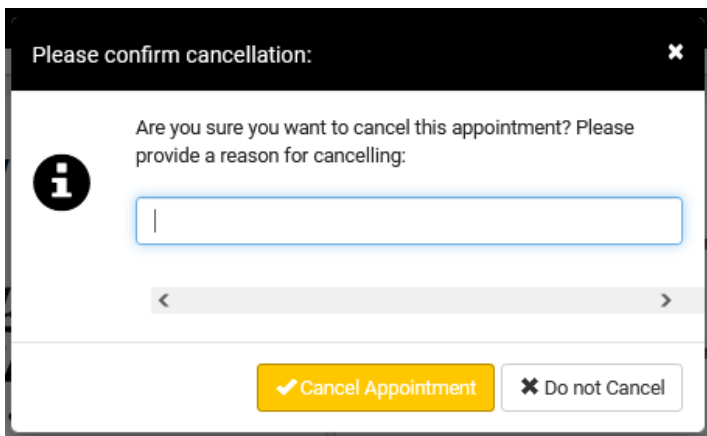
10. From here, you have three options:
- Click "**Compose Message...**" if you have questions or would like to discuss the recommendations from the tutor.
  - Click "**Conclude Session...**" if you are satisfied with the recommendations and need no further assistance.
  - Make changes to your paper and upload the new version for the tutor to review.
    - To upload a new document, switch to the Appointment Information tab, click Document, then click "+New"
11. Once you or the Tutor concludes the session, it will no longer show under Asynchronous Communications "**In Progress**"
12. To view past peer review sessions, you can click the "**Show Previous Concluded**" button.

## Canceling Appointments:

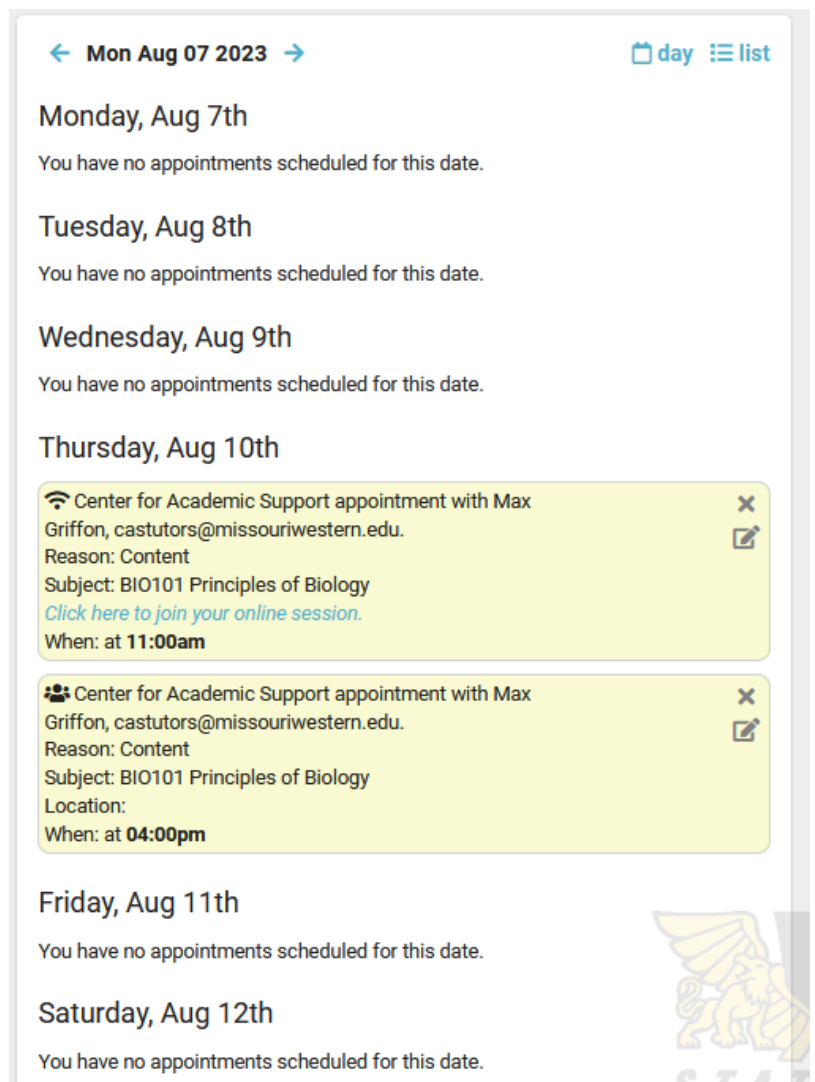
1. You can see all upcoming appointments on your TracCloud dashboard. Click “week” to expand the calendar to show appointments later in the week.



2. To cancel an appointment, click the “x” on the top right of the appointment box. A new screen will pop up to confirm the cancellation. Enter a note here to let the tutor know why you need the cancel.



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 on the appointment box as well as in the original confirmation email for the appointment.





## No Available Time Slots:

If you are searching for an appointment and see there are 0 slots of time available, you can click the black button at the bottom of the screen labeled **“Report Unable to Find Appointment...”**

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Subject: **ENG100 01**  
Reason: **Writing**

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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. For all other appointments choose Content for the reason.  
There are 0 slots of time available. Please choose one that works for you...  
Choose a different date:   

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
Thu, Jan 30 2025

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Fri, Feb 14 2025

**Load more for Fri, Feb 14 2025...**

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**Report Unable to Find Appointment...** 

This will open a new screen where you can complete a report and have it sent to CAS Staff. From this screen you can also click the link to complete a Content tutor request form.

### Report that you are unable to find an acceptable appointment time:

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](#).

What were you hoping to find:

What did you find instead:

Close

**Submit Report**







## Starting your Online Writing Appointment:

1. On your TracCloud dashboard, you will see your upcoming appointments.

Thursday, Jan 16th

Center for Academic Support appointment with Writing Tutor,  
Reason: Writing  
Subject: ENG100 Intro to College Writing  
[Click here to join your online session.](#)  
When: at 12:00pm

**Icon Glossary:**

-  Online 1 on 1
-  Online group
-  In-person 1 on 1
-  In-person group

Friday, Jan 17th

You have no appointments scheduled for this date.

2. The “Click here to join your online session” link will open the tutors Zoom room. This link will only let you join the session 15 minutes before your scheduled meeting, but it will remain active for the duration of your scheduled appointment.
3. After clicking the link, 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.
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.

Open Zoom?

<https://zoom.us> wants to open this application.

[Open Zoom](#) [Cancel](#)

Audio Start Video Invite Manage Participants Share Screen Chat Record **End Meeting**

## 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.

Sign In

Email address

Email address

Password

Password

Sign In

Forgot password?  Stay signed in

or

Sign in with Google

Sign in with Facebook

New to Zoom? [Sign Up Free](#)

## 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 CAS, 816.271.4524, to schedule an appointment via phone or other communication platform.*

## **Starting your In-Person CAS Appointment:**

1. All In-Person appointments 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, whiteboard tables, and computers for individual or group work. Two study rooms are reserved for Supplemental Instruction and other tutor-led 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.

## **TracCloud Restrictions:**

1. Appointments must be scheduled at least 24 hours in advance and at most 14 days in advance.
2. Appointments cannot be cancelled online if they are scheduled to begin in less than 12 hours. Students must contact the tutor via email instead.
3. All In-Person appointments take place in the Center for Academic Support, Hearnes 213, unless an alternate location is approved by CAS Staff.