Using TutorTrac

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Scheduling a Tutoring Appointment with the Student Success Center (SSC) or Writing Center

1. Click on the TutorTrac link on the

   Student Success Center webpage: https://www.nwmissouri.edu/StudentSuccess/

   Or

   Bearcat Login Page: https://www.nwmissouri.edu/login/

2. The following screen will show up. Log in using your Northwest credentials—your S number and email password.
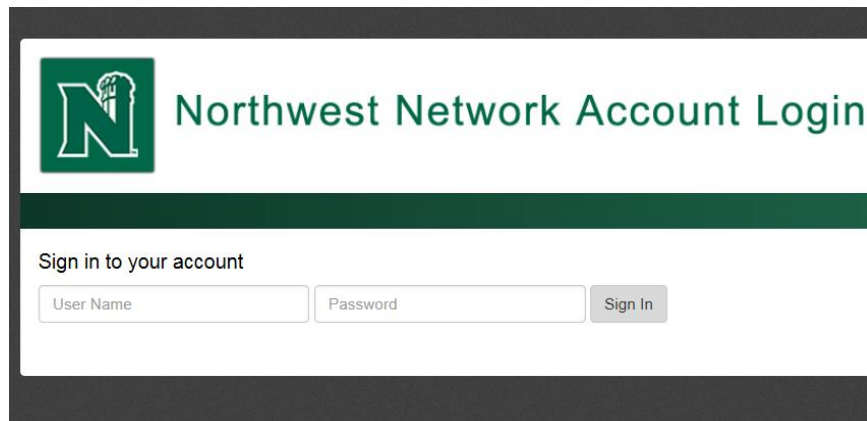
3. Once you have logged in, the screen should look like this.

To schedule a tutoring appointment, click "Search Availabilities…" on the left-hand side of the screen.

4. This is the screen that should appear.

Main Menu   Log Off

Search Criteria:

Center:
[▾]

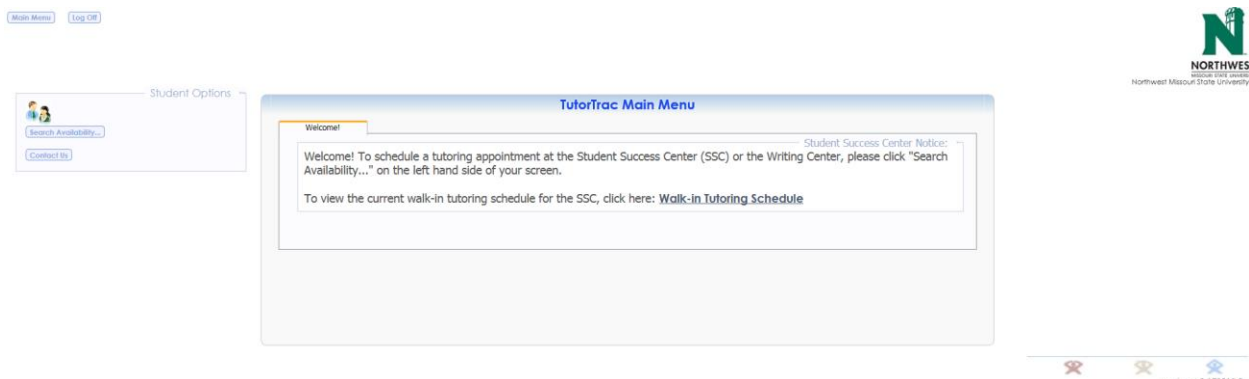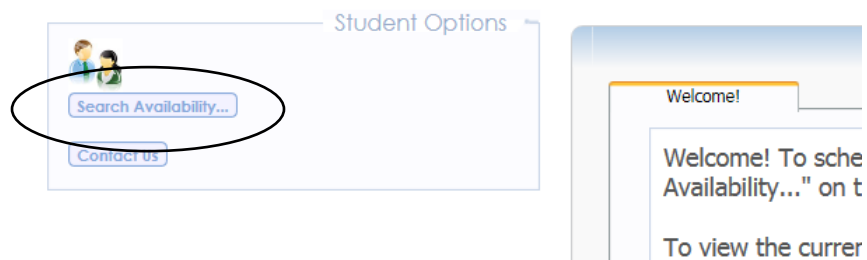Choose a center to begin searching for available appointment slots. Pick "SSC Tutoring" for a Student Success Center tutoring appointment and "Writing Center" for a Writing Center appointment.

Key: [drop in] [1 on 1] [multi-person class or group] move the mouse over an availability to view th

Avail

Enter the search criteria and click Search.

Under "Center:" pick the appropriate center. "SSC Tutoring" will search for tutoring appointments available in the Student Success Center and "Writing Center" will search for writing tutoring appointments available in the Writing Center.

Center:

SSC Tutoring
Writing Center
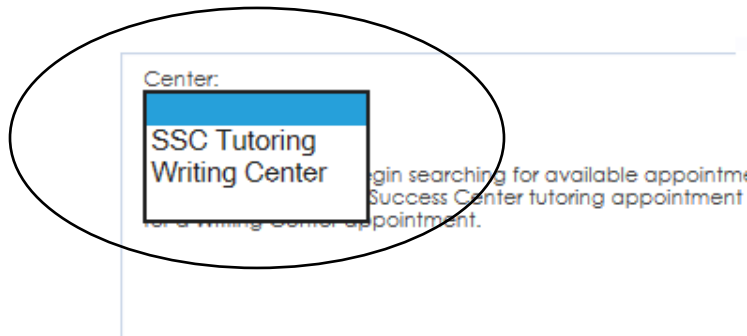
5. After you pick your choice of Center, this is the screen that should appear.

Main Menu   Log Off

Search Criteria:

Center:
[SSC Tutoring ▾]

Please pick the class you would like to search for under "Section:" and pick the date range for the appointment search.

If you would like to see the walk-in tutoring schedule, please click here: Walk-in Tutoring Schedule.

When you find the timeslot you desire, just click on it.

Section:
[CHOICE REQUIRED ▾]

From:
[08/09/2017 ▦]

To:
[08/23/2017 ▦]

Time:
0:00a to 11:59p

Days:
MON TUE WED THU FRI SAT SUN
[All] [None] [M-F]

[Search]

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:

Enter the search criteria and click Search.

3

6. Under "Section:", use the down arrow to pick the course that you would like to search appointments for. For more information about "Study Skills" and "MoGEA," please refer to the frequently asked questions section.
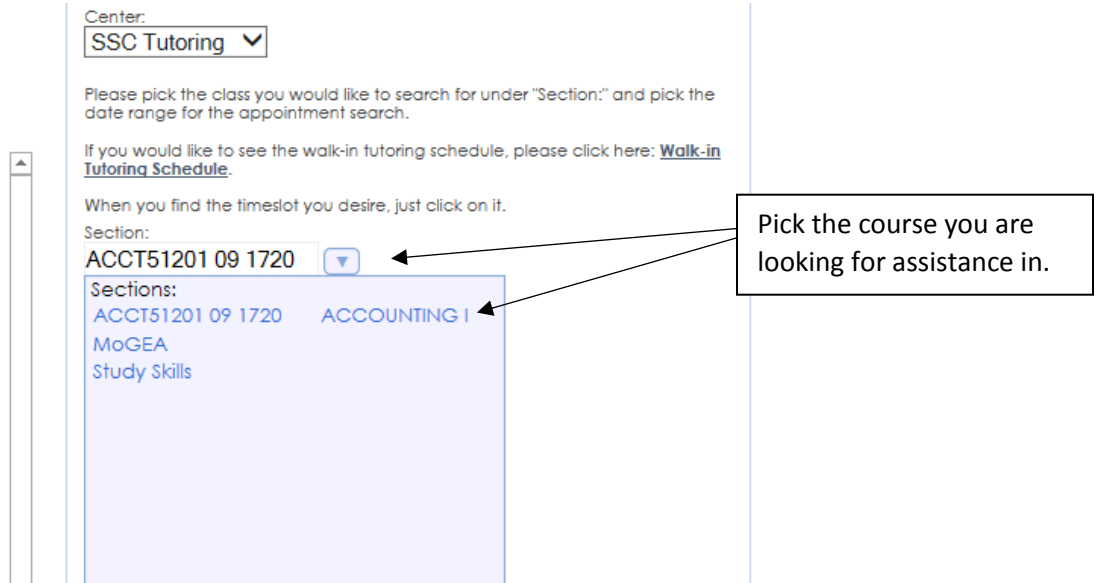
Pick the course you are looking for assistance in.

7. Edit the date range, times, and days as desired. It is recommended that you use the default settings on these parameters.

Change these settings as desired.
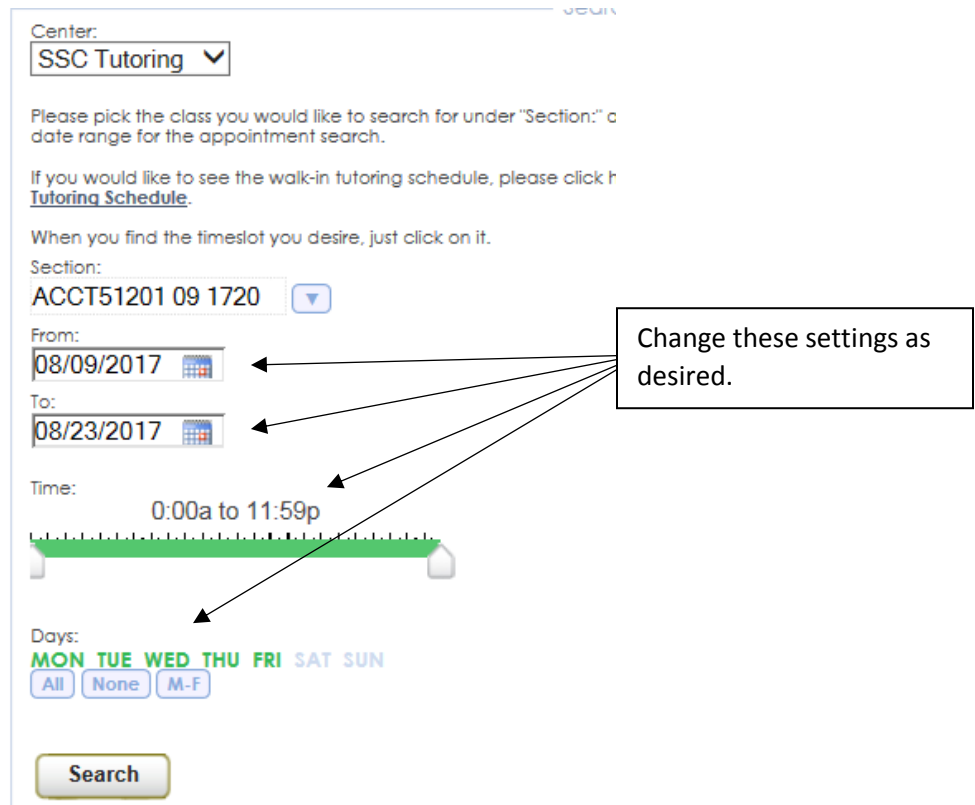
8. Click "Search" to see the results that are available. The available appointments will appear on the right-hand side. Green means it is a 1-1 appointment while yellow is a group appointment and you will potentially be scheduled with others in that appointment. Pick the time that works best for your schedule by clicking on the time.

Main Menu   Log Off

Search Criteria:

Center:
SSC Tutoring

Please pick the class you would like to search for under "Section:" and pick the date range for the appointment search.

If you would like to see the walk-in tutoring schedule, please click here: **Walk-in Tutoring Schedule**.

When you find the timeslot you desire, just click on it.

Section:
ACCT51201 09 1720

From:
08/09/2017

To:
08/23/2017

Time:
0:00a to 11:59p

Days:
MON TUE WED THU FRI SAT SUN
All   None   M-F

Search

Key: drop in   1 on 1   multi-person class or group   move the mouse over an av

Thu 8/10/2017	Fri 8/11/2017
Kirk	Kirk
9:00 AM - 10:00 AM	10:00 AM - 11:00 AM
10:30 AM - 11:30 AM	
12:30 PM - 1:30 PM	

9. In the dialog box that appears, you will need to enter a reason, your cell phone number, and any notes for the appointment.

For the Student Success Center, reason will always be "Tutoring" and is the only option for you to select. For the Writing Center, reason will always be "Writing Assistance" and is the only option for you to select.

In the "Notes:" section you can enter any information about where you are struggling or information you would like the tutor to know in advance. If you are trying to schedule an online tutoring session, please put "Online Tutoring" in the notes section or the tutor will be expecting to meet you in person.

NOTE: The Writing Center does not offer online appointments at this time.

When completed, it should look something like this:
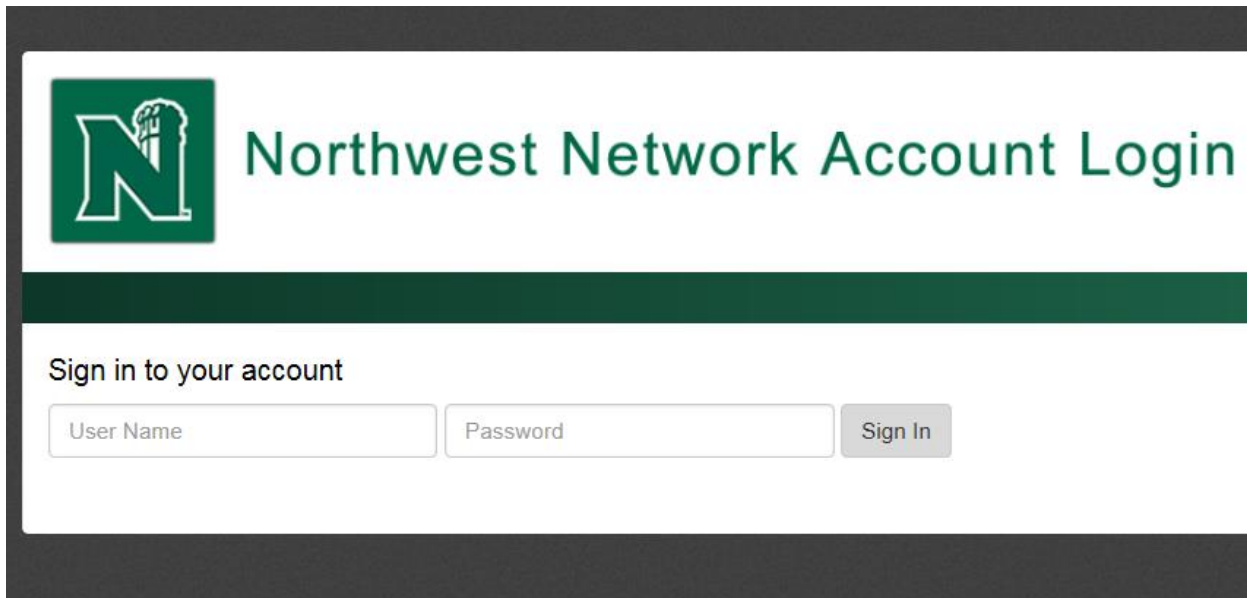
8. Click "Save." You should get a confirmation email with the details of the appointment you scheduled.

To Cancel an Appointment

Cancelling an appointment you can no longer attend is really important so other students can get the assistance they need. It is best if you can cancel up to 24 hours in advance.
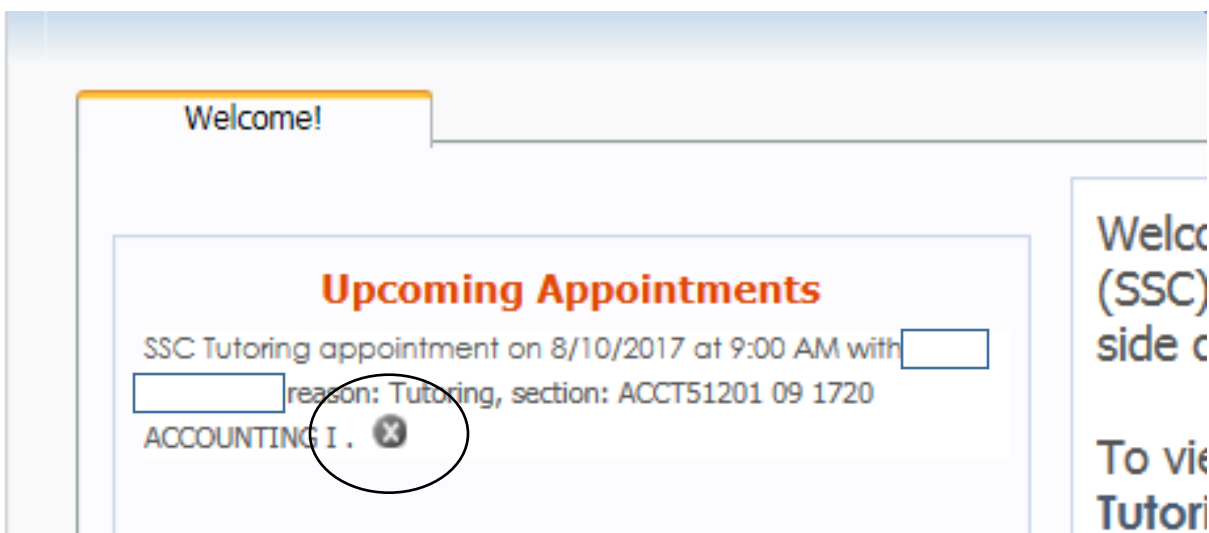
1. Click on the TutorTrac link on the Bearcat Login Page: https://www.nwmissouri.edu/login/

2. The following screen will show up. Log in using your Northwest credentials—your S number and email password.

3. To cancel an appointment, look at the appointments under the "Upcoming Appointments" section and click the little cirle with an X in the middle of it next to the appointment you would like to cancel. A new dialog box will open.
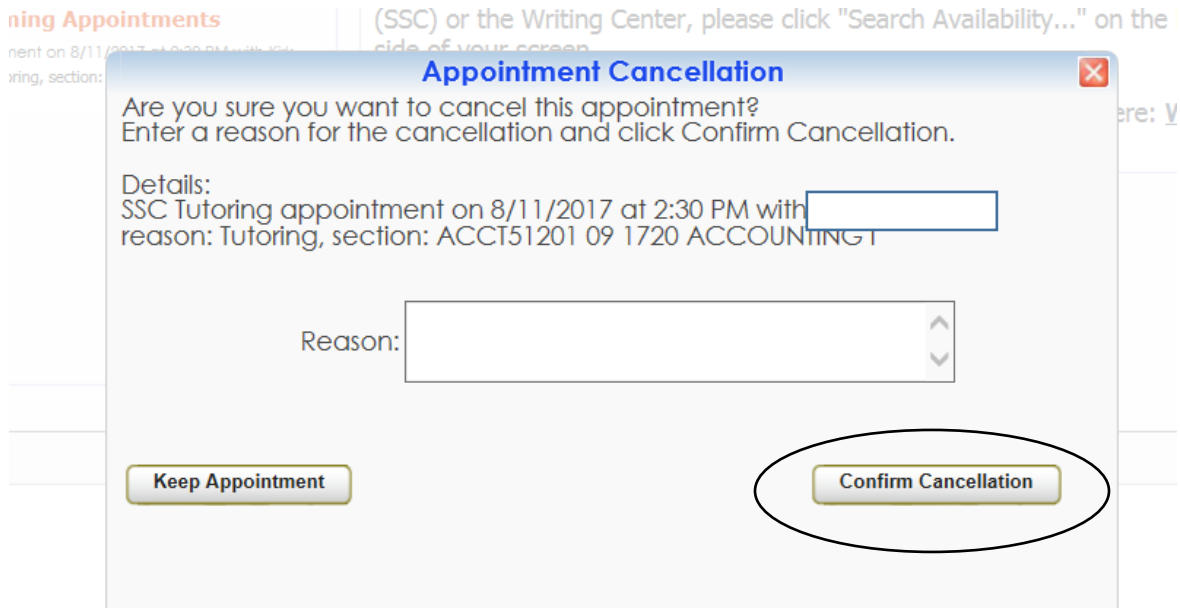
4. You can enter a reason for cancelling the appointment to let your tutor know. When complete, hit "Confirm Cancellation."

No Tutoring Appointments Available

When searching for appointments, sometimes no results can be found (see the message below). This may mean that we have no one available to assist you in that course, but please contact the Student Success Center (SSC) by calling, emailing, or visiting to make sure. Even if no appointments are available, the SSC staff will be able to connect you with additional resources.
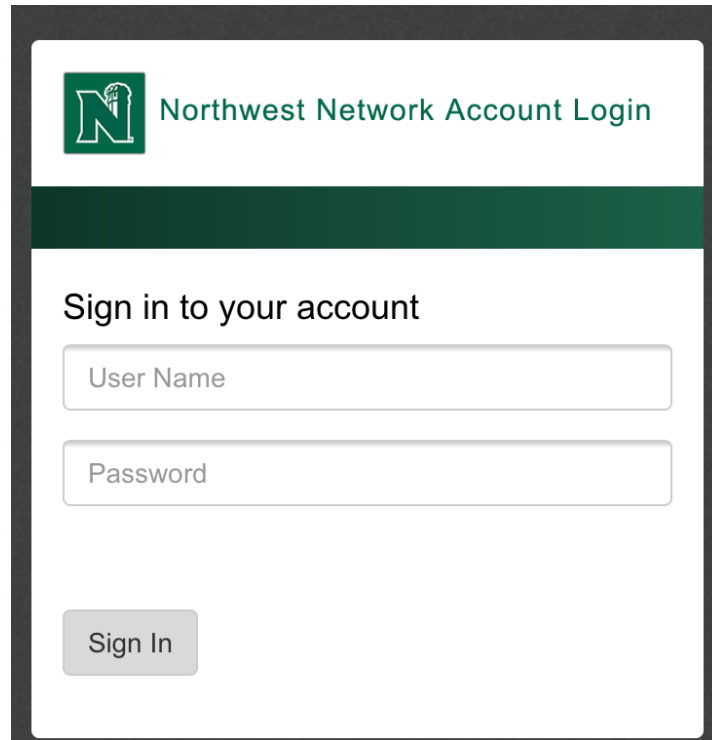
Contact Information:

Student Success Center
2nd Floor B.D. Owens Library
660.562.1726 | 660.562.1695
studentsuccess@nwmissouri.edu

Scheduling appointments via a Mobile Device

1. Open a web browser on your phone and click on the TutorTrac link on the Bearcat Login Page:
https://www.nwmissouri.edu/login/

2. Log in using your s# and your email password.

3. Your screen should look similar to the one below will pop up and to schedule an appointment you will click on "Search Availability."
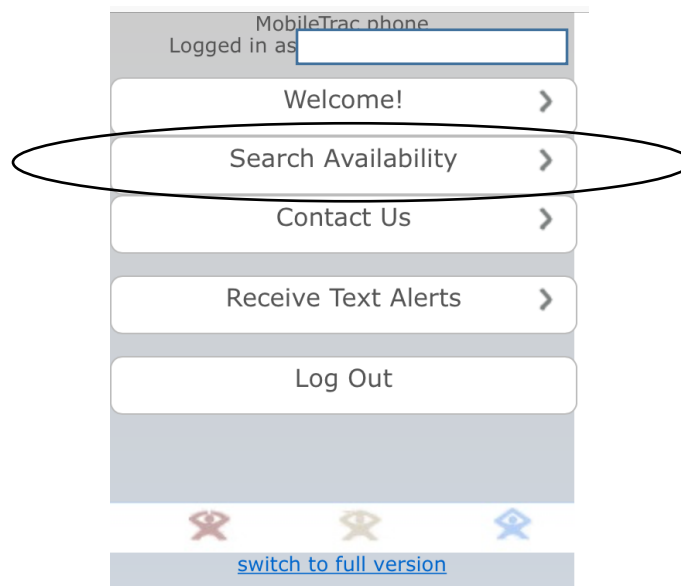
4. Use the "Center" drop down arrow to pick either the Student Success Center or the Writing Center. Click the option you need. "SSC Tutoring" will search for tutoring appointments available in the Student Success Center and "Writing Center" will search for writing tutoring appointments available in the Writing Center.

5. Use the drop down arrow under section to select the course that you are seeking tutoring for.

6. Edit the date range, times, and days as desired. It is recommended that you use the default settings on these parameters.

Search Criteria:

Center:
SSC Tutoring ▼

Choose a center to begin searching for available appointment slots. Pick "SSC Tutoring" for a Student Success Center tutoring appointment and "Writing Center" for a Writing Center appointment.

Section:
MATH17114 12 1510
▼

From:
08/15/2017 🗓

To:
08/29/2017 🗓

Time:
1:00 PM ▼ to 2:00 PM ▼

Days:
MON TUE WED THU FRI SAT
SUN
All   None   M-F

Search

7. Click "Search" and the results that appear are the times the tutors are available during the days and times you indicated. Select the appointment time that works best for you by clicking on it.

Tue
8/15/2017

2:00 PM - 3:00 PM
3:00 PM - 4:00 PM

Wed
8/16/2017

1:00 PM - 2:00 PM

Tue
8/22/2017

1:00 PM - 2:00 PM

8. Next, the "Appointments Entry" will pop up on the screen. You will need to enter a reason, your cell phone number, and any notes for the appointment.

For the Student Success Center, reason will always be "Tutoring" and is the only option for you to select. For the Writing Center, reason will always be "Writing Assistance" and is the only option for you to select.

In the "Notes:" section you can enter any information about where you are struggling or information you would like the tutor to know in advance. If you are trying to schedule an online tutoring session, please put "Online Tutoring" in the notes section or the tutor will be expecting to meet you in person.

NOTE: The Writing Center does not offer online appointments at this time.

At the bottom of the screen you can set up text reminders. Please refer to the "Sign Up for Text Alerts & Reminders" to learn more about this option.

9. After you hit, save you can return to the main menu and you should receive a confirmation email.

Sign Up for Text Alerts & Reminders

1. Open a web browser on your computer and click on the TutorTrac link on the Bearcat Login Page: https://www.nwmissouri.edu/login/

2. Log in using your s# and your email password.

3. The screen below will appear. Go to the right side of the screen where it says "You can activate text reminders now." If you wish to receive text reminders check the box next to "Activate."

4. The screen below will pop up. Next, look at the SMS settings at the bottom of the screen. It has already selected 60 minutes and checked all the boxes by default. You can uncheck boxes and change the reminder time if you wish.

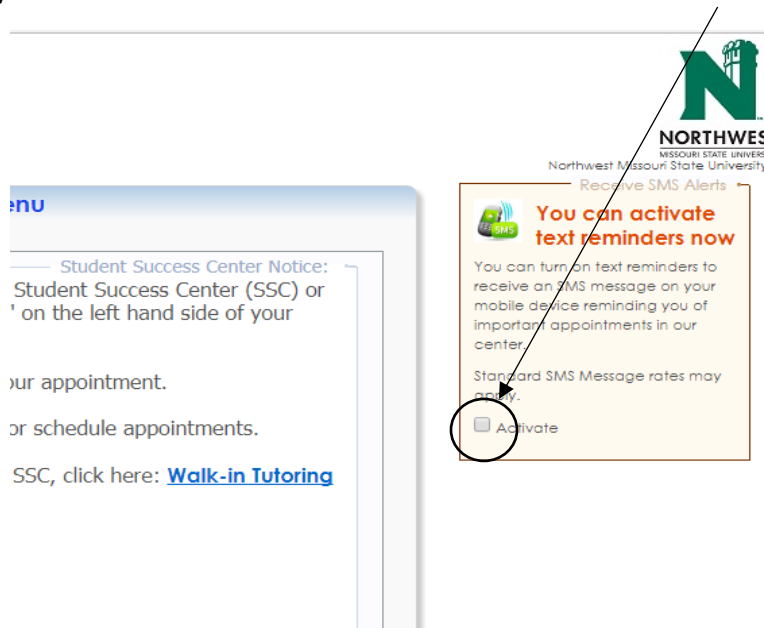   a. Box 1 indicates that you want to receive text reminders for your appointments.
   b. Box 2 indicates you want to receive a confirmation text reminder when an appointment is scheduled.
   c. Box 3 indicates you want to receive a text message when your appointment is cancelled.
   d. Box 4 indicates that you are ok receiving texting updates/messages from the Student Success Center.

NOTE: Do <u>NOT</u> hit "Save Settings" yet.

5. Next, you will get a personal code in bold letters. You will use that that bolded code and send a text message to it.
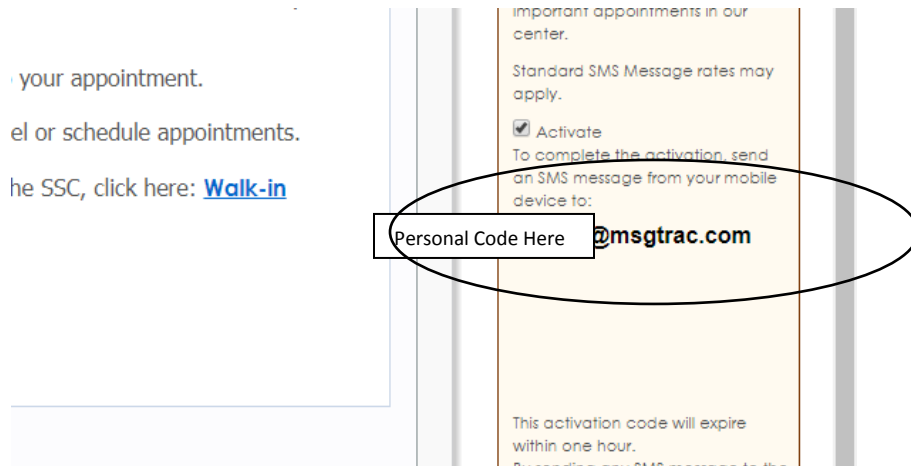
6. Use that code to send a text message (use it for the number) and use the code as a message.
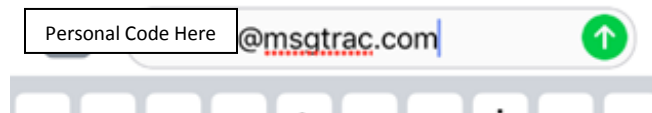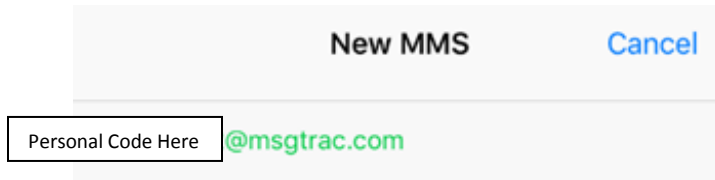
7. Do not send the message yet. Go back to the TutorTrac screen and click "Save Settings at the bottom."

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:

Personal Code Here **@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 [60 ▼] 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]

8. Go back to your text message and send it.
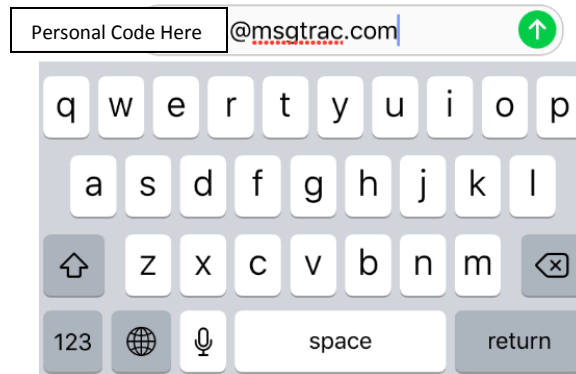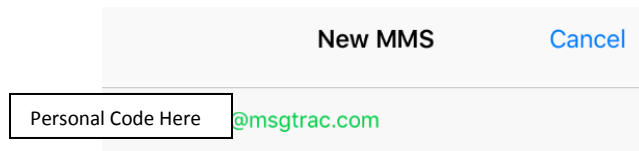
9. You should now receive text messages from the system regarding appointments.

Frequently Asked Questions

What does selecting "Study Skills" as the section mean when searching for appointments?
Students sometimes want general advice on ways to study and manage their time more effectively. At the Student Success Center, we have staff members who are trained to assist you in improving your study skills. If this interests you, you can use "Study Skills" as the option when you search for appointments and the available tutors will appear.

What does selecting "MoGEA" as the section mean when searching for appointments?
MoGEA stands for Missouri General Education Assessment is a test that is taken by all education majors at some point. We offer some tutoring to help these students with this exam. You can search our availabilities for this test if you would like assistance.

What other resources are available if no appointment availabilities show up?
There are several options:

    a) Sometimes we are just booked up. If this is the case, we will see if any tutors will be able and willing to add hours.

    b) We will refer you to your professor as they are the best resource for you in your courses.

   c) There might be walk-in tutoring available for your courses, and we can help find what is available to help you.

    d) We might be able to identify a tutor that is enrolled in the same class as you and they can work with you as a "Study Buddy" for the course. It is not as good as one-on-one tutoring, but it might help.

    e) We can set you up with a study skills appointment and your tutor can help you find resources online that can assist or offer you suggestions on more efficient and effective ways of learning the content.

    f) Depending on your course, we may be able to help you get on Smarthinking Online tutoring which a free, third-party organization that offers online tutoring for specific courses.

Can I schedule a group session online with a friend?
For the most part no, please call the Student Success Center or visit us on the 2nd floor of the library to get a group appointment set up.

If you've scheduled an appointment and your friend wants to come, by all means just bring them with you. Just speak to the front desk when you check in and they will revise the session to make it a group session.

Can I schedule an online tutoring session and how do I do that?

If you are an online only student or cannot make it to the Maryville campus for an appointment, the Student Success Center offers online tutoring with a tutor through Zoom. To schedule an online tutoring appointment, when you schedule your session, put "Online Tutoring" in the notes of the appointment. You can also call the office at 660-562-1726 and mention that you need the appointment to be online, and the office assistant will work with you to schedule an appointment. **NOTE**: The Writing Center does not offer online tutoring at this time.

To prepare for your online tutoring appointment, here is some additional for you:

- You should have a webcam and a microphone. Most computers that have webcams also have microphones built in. Northwest laptops already have this feature on their computers.
- You do not need to download any special software or programs before your appointment
- We recommend that your use headphones during your appointment because it will make it easier to communicate with your tutor.
- You should have a reliable internet connection. Since the appointment will be conducted online, it is important to have a strong internet connection.
- When the time for your appointment comes, your tutor will send you via email a link to your Northwest email address. To join the appointment, you need to click on that link to access the appointment. When you click on the link, your browser may ask you to download something, please accept all requests. After you get connected with your tutor, they will guide you in using Zoom.
- Should issues arise with technology, the tutor may call you with the phone number you provided when you scheduled the tutoring appointment.

Can I meet with my tutor every week at the same time and day?

This is possible, but unfortunately, you cannot schedule this online. When you meet with your tutor, ask them about setting up a weekly appointment, called a standing appointment. The tutor and office assistants will help you in this process. We do this so that you can make sure the tutor you meet with is meeting your needs and that you are happy with your appointment.

What do I do if I might be a little late to my appointment?

If you have already scheduled your appointment, please send an email to studentsuccess@nwmissouri.edu to let them know that you will be late. Please indicate what day and time your appointment is and how late you will be.

If you are about to schedule your appointment, please put in the appointment notes how late you will be for the session.

What happens after I schedule an appointment?

Nothing, you are done! You should get a confirmation email and reminder email indicating the details of your appointment. Tutoring appointments in the Student Success Center or Writing Center are located on the 2nd floor of the library. You should bring your notes, textbook, and any other course materials to your appointments. It is best to come with questions prepared and a goal for your appointment.

I received a message that says "Sorry, this student already has 1 appointments same Subject/ in 4 day(s) (max allowed is 1)."

At the Student Success Center, we have a guideline that you can only have one appointment per subject per week. This error message means that you already have had an appointment for that class in the last four days. If you feel this is an error or that you have extenuating circumstances, please call the Student Success Center, and we will be able to help you determine the best path forward.

tutortrac.nwmissouri.edu says:

Sorry, this student already has 2 appointments same Subject / in 4 day(s) (max allowed is 1).

OK
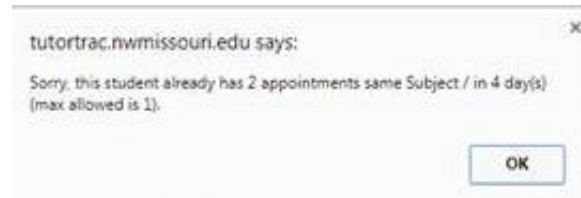
Contact Us

If you have any questions, please contact:
Student Success Center
2nd Floor B.D. Owens Library
studentsuccess@nwmissouri.edu
660.562.1726 | 660.562.1695