



# **TUTOR HOW-TO**

**OC TUTOR SCHEDULING**

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**OKLAHOMA CHRISTIAN UNIVERSITY**

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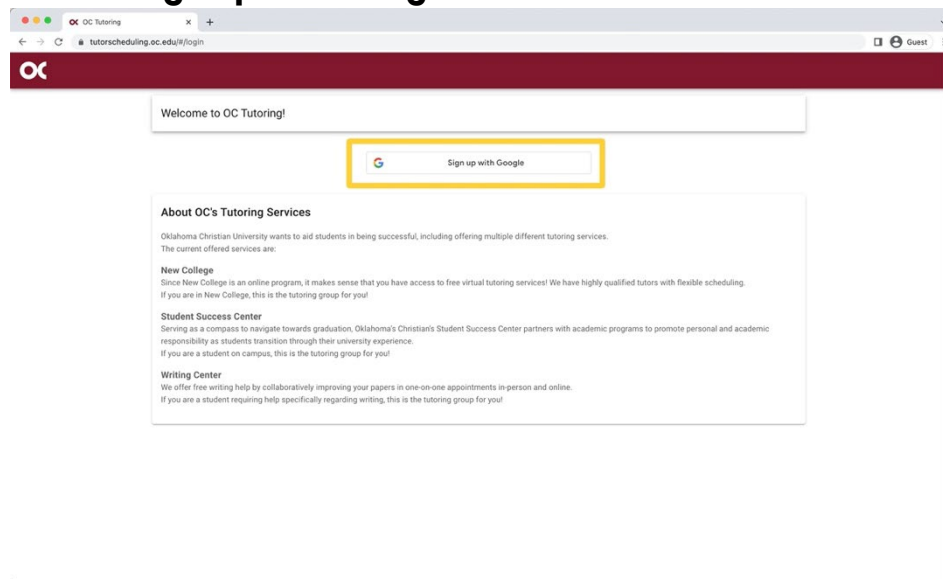
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# Login Steps

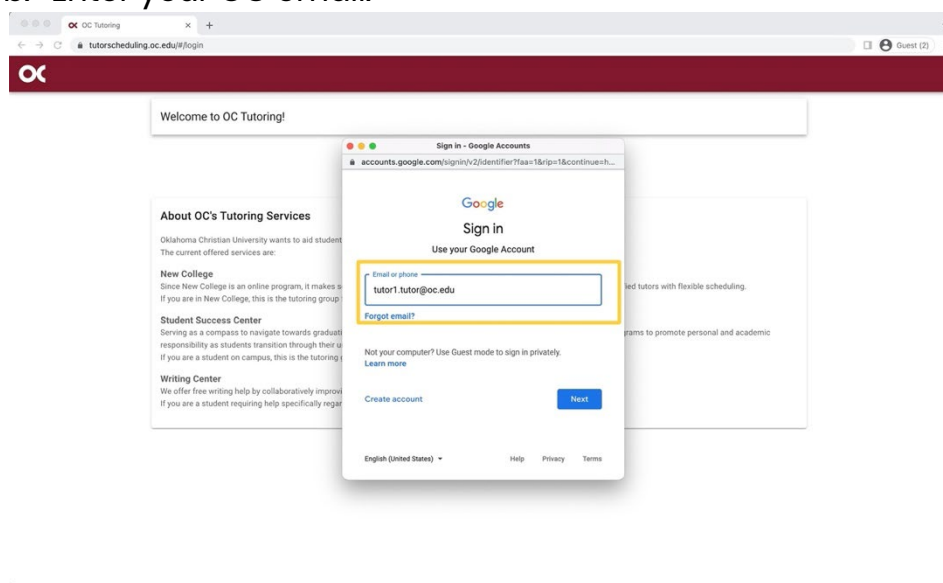
## 1. Login

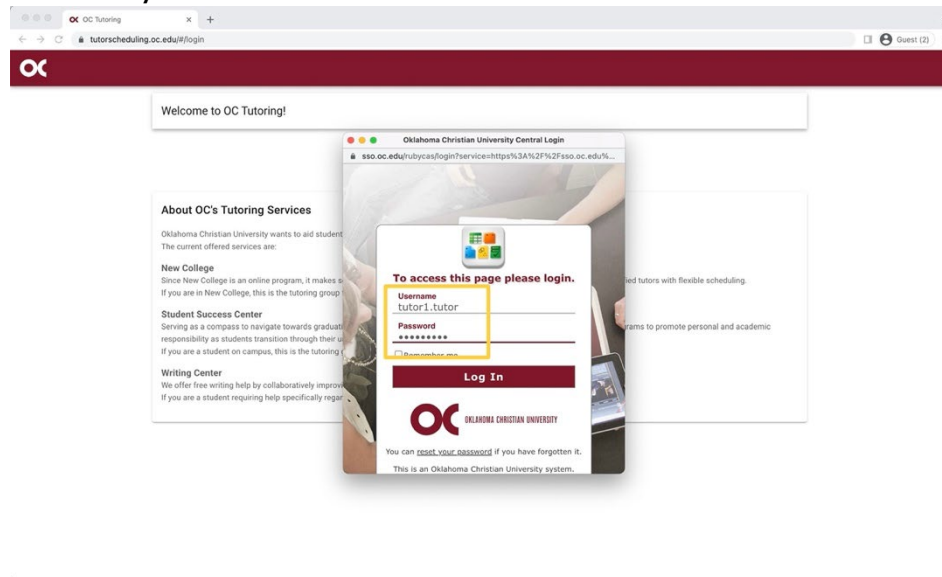
- We use Google to authenticate our logging in.
- You must use your OC affiliated email address to login.

### a. Click **Sign up with Google**.

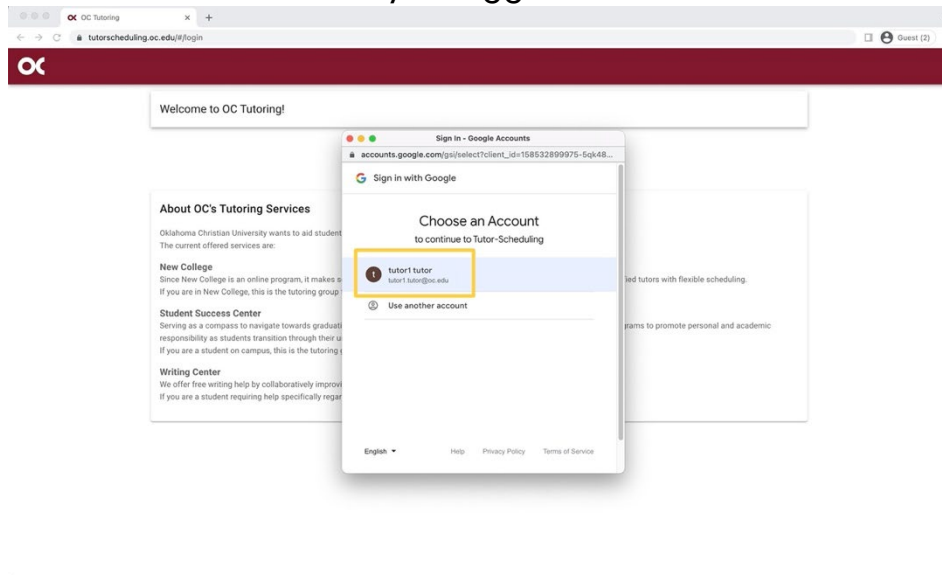


### b. Enter your **OC** email.



c. Enter your **OC** credentials.

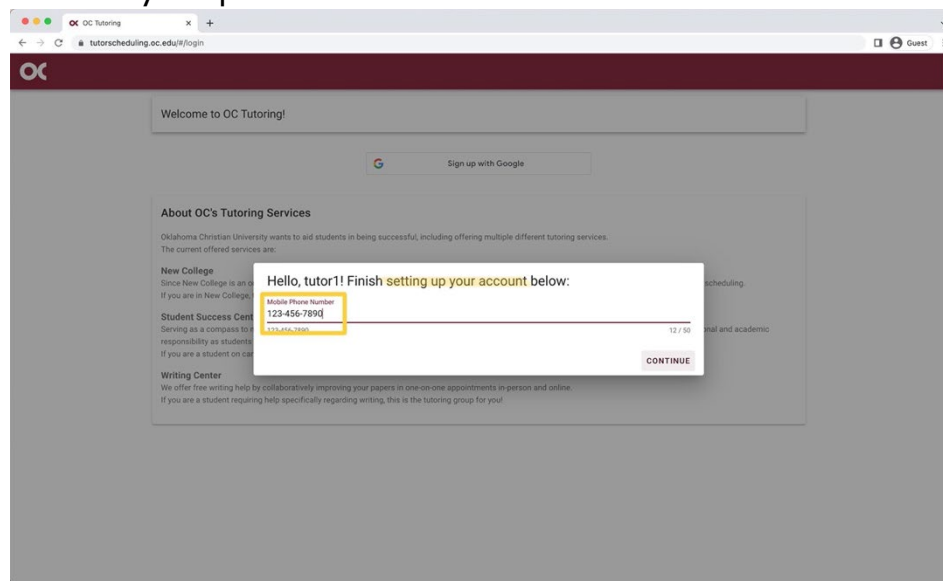
## d. Click on the account you logged in with.



## 2. First Time User

- When you log in for the first time, you must provide your phone number so that you can receive text message notifications.

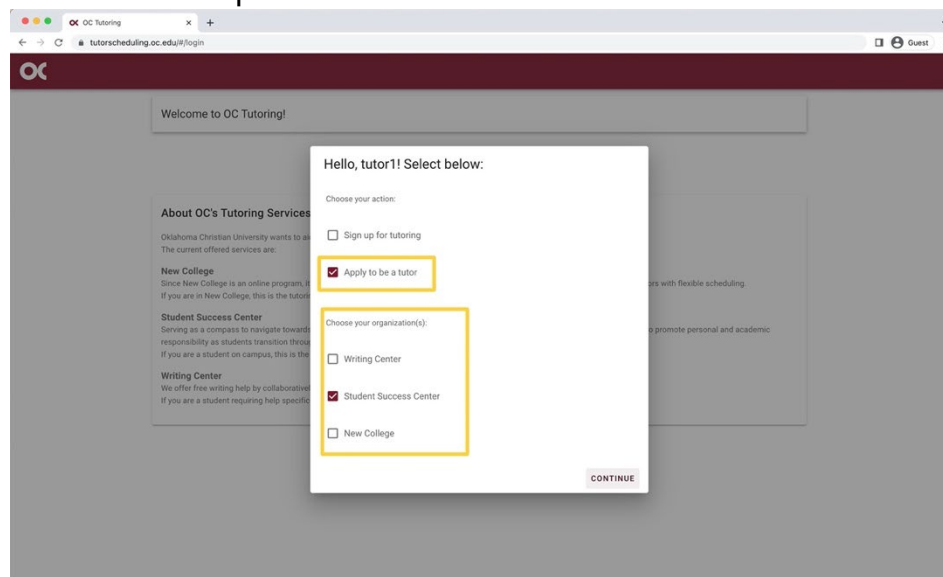
a. Enter your phone number.



The screenshot shows the OC Tutoring login page. A modal window is displayed with the heading "Hello, tutor! Finish setting up your account below:". It contains a "Mobile Phone Number" input field with the value "123-456-7890" and a "CONTINUE" button. The background page shows a "Welcome to OC Tutoring!" message and a "Sign up with Google" button.

b. To sign up as a tutor, select **Apply to be a tutor**.

c. Select the group(s) you want to apply to be a tutor in. You can select multiple at once.

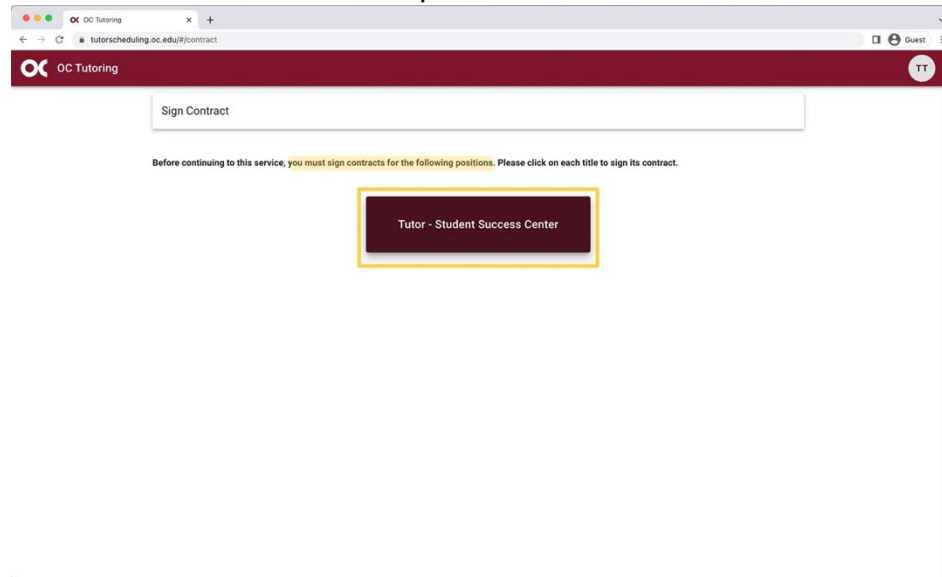


The screenshot shows the OC Tutoring login page. A modal window is displayed with the heading "Hello, tutor! Select below:". It contains two sections: "Choose your action:" with radio buttons for "Sign up for tutoring" and "Apply to be a tutor" (selected), and "Choose your organization(s):" with checkboxes for "Writing Center", "Student Success Center" (selected), and "New College". A "CONTINUE" button is at the bottom right. The background page shows the same "Welcome to OC Tutoring!" message and "Sign up with Google" button.

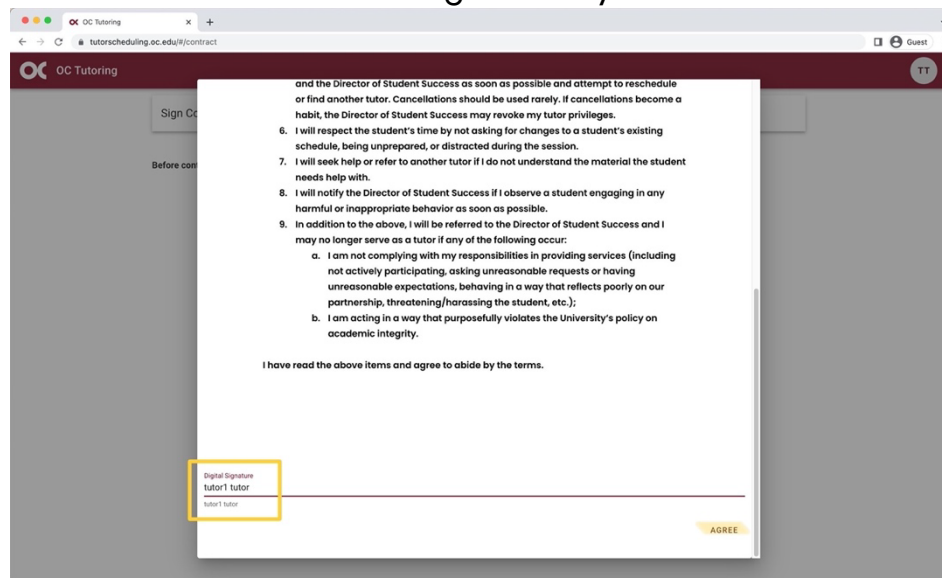
### 3. Contracts

- Each group has specific contracts that they require every person to agree to and sign.
- You will not be able to use the system until you sign the contract.

a. Click on the button to open the contract.



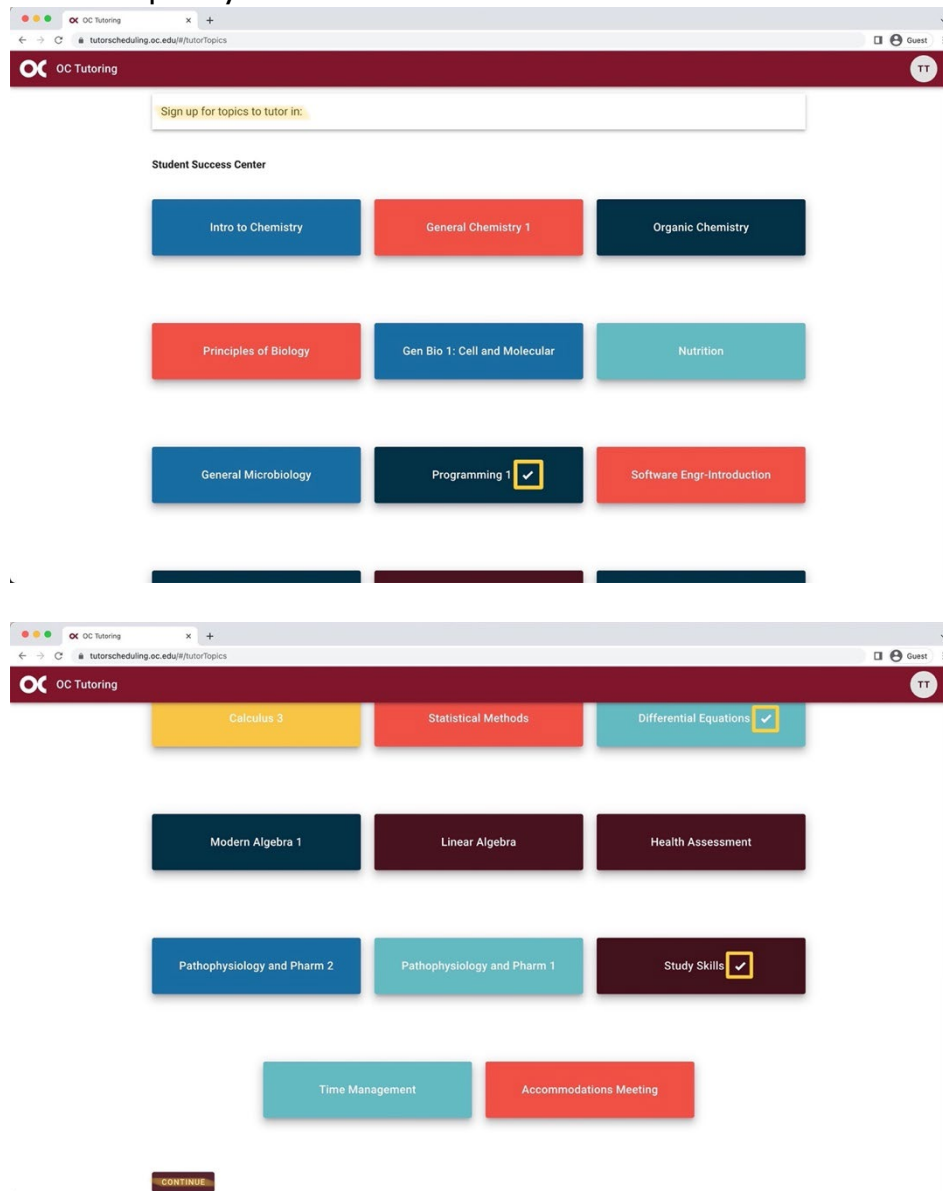
b. Read the contract and sign it with your name.



## 4. Topics

- As a tutor, you must sign up for topics that you feel knowledgeable enough in to tutor in.
- You can sign up for as many topics as you like.

a. The topics you select will be marked with a checkmark.



- b. After selecting **Continue**, you must specify your skill level for each topic you chose.

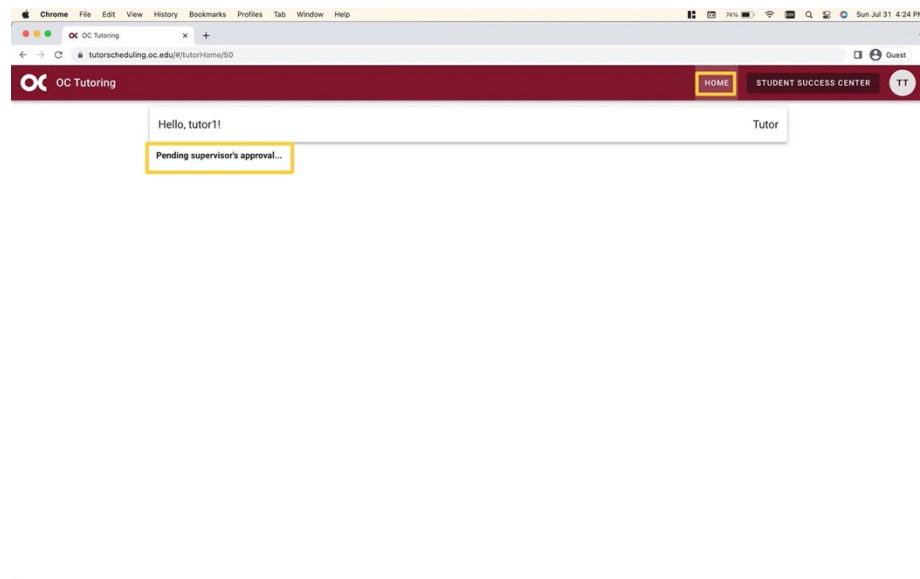
The screenshot shows the OC Tutoring website interface. At the top, there's a navigation bar with the OC Tutoring logo and a user profile icon labeled 'Guest'. Below the navigation bar, there are several topic buttons: 'Calculus 3', 'Statistical Methods', 'Differential Equations' (with a checkmark), 'Modern', 'Assessment', 'Pathophysiology', 'Skills' (with a checkmark), 'Time Management', and 'Accommodations Meeting'. A modal window is open in the center, titled 'Select your skill level for Student Success Center topics:'. It contains three dropdown menus. The first dropdown is for 'Programming 1' with options 'Skill Level' and 'Freshman'. The second dropdown is for 'Differential Equations' with options 'Skill Level' and 'Junior'. The third dropdown is for 'Study Skills' with options 'Skill Level' and 'Senior'. A yellow border highlights the first two dropdowns. At the bottom of the modal, there is a 'CONTINUE' button. The background of the website is a light gray.

- c. If your supervisor does not deem you able to tutor in a topic, they will remove it for you.
- d. If there are topics that you feel you can tutor in after you have submitted this page, let your supervisor know and they will add it for you.



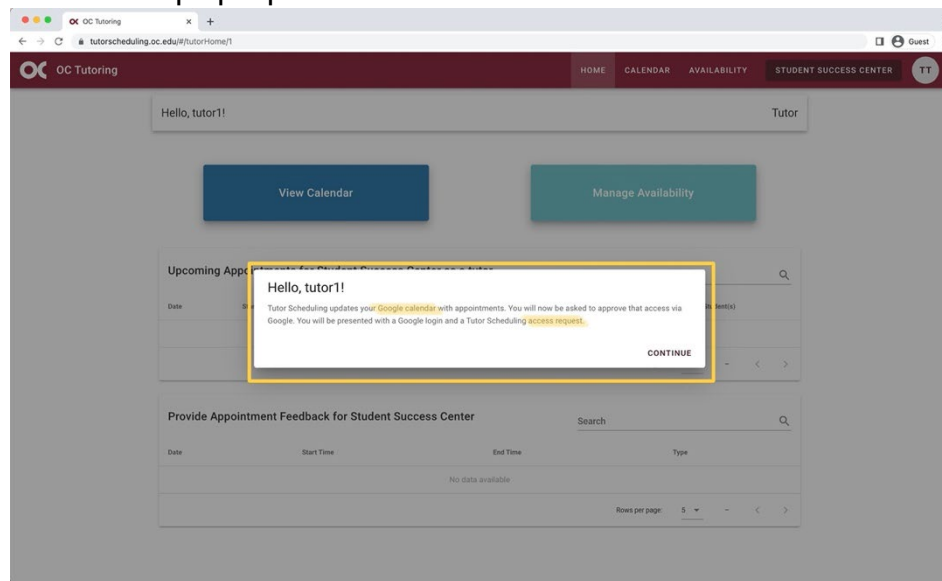
## 5. Waiting for Approval

- After you have done all of the previous step, your tutor application will be sent to the supervisor of the group(s) you signed up to tutor in.
- Until they approve your tutor application, you will not be able to use the system at all.
- You will see a **Pending supervisor's approval** message until they approve you.

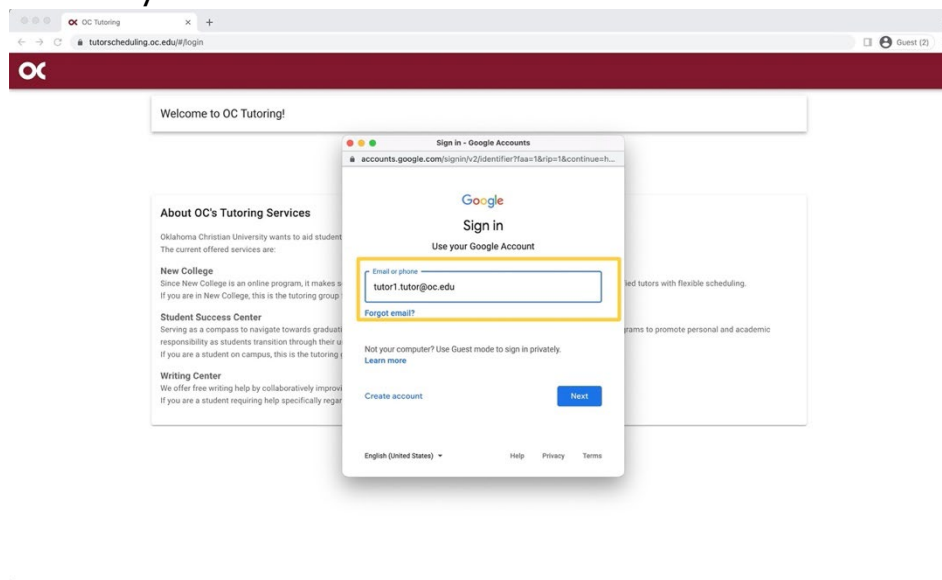


## 6. Connect to Google Calendar

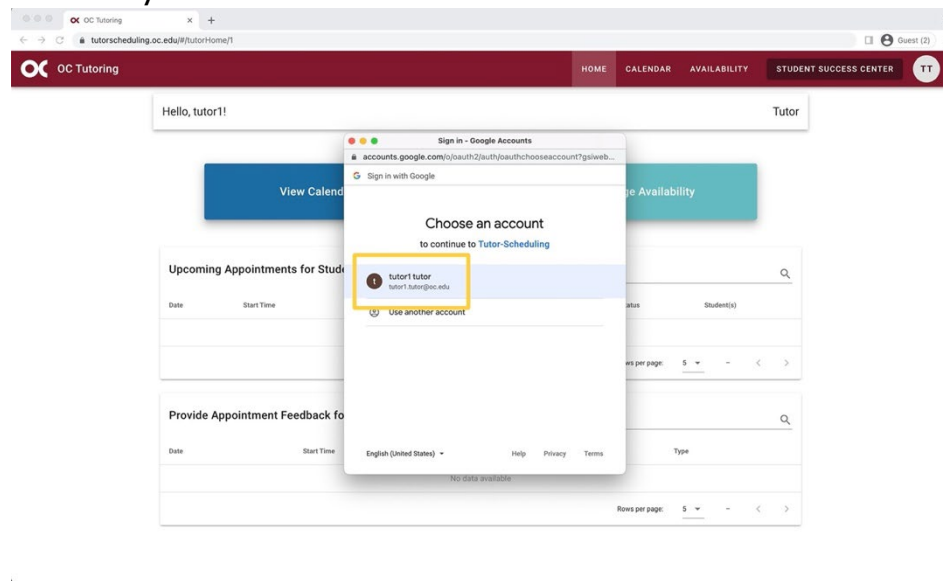
- To create Google calendar events, we need access to the tutors' calendars.
  - a. When your Google calendar access doesn't exist or is expired, this box will pop up.



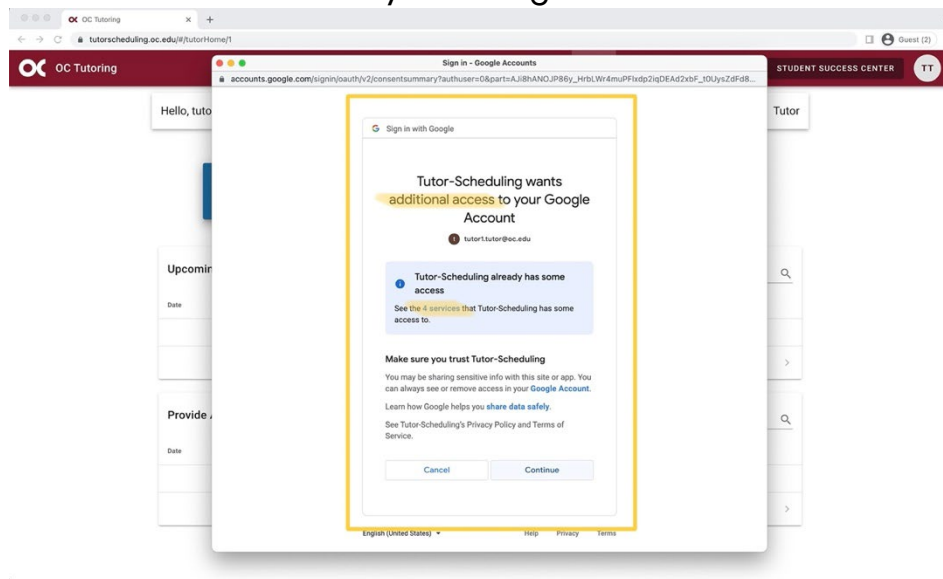
- b. It will look like you're logging in again.
  - c. Enter your **OC** email address.



d. Enter your **OC** credentials.



e. Google will request access for Tutor Scheduling to add, edit, and remove events from your Google calendar.



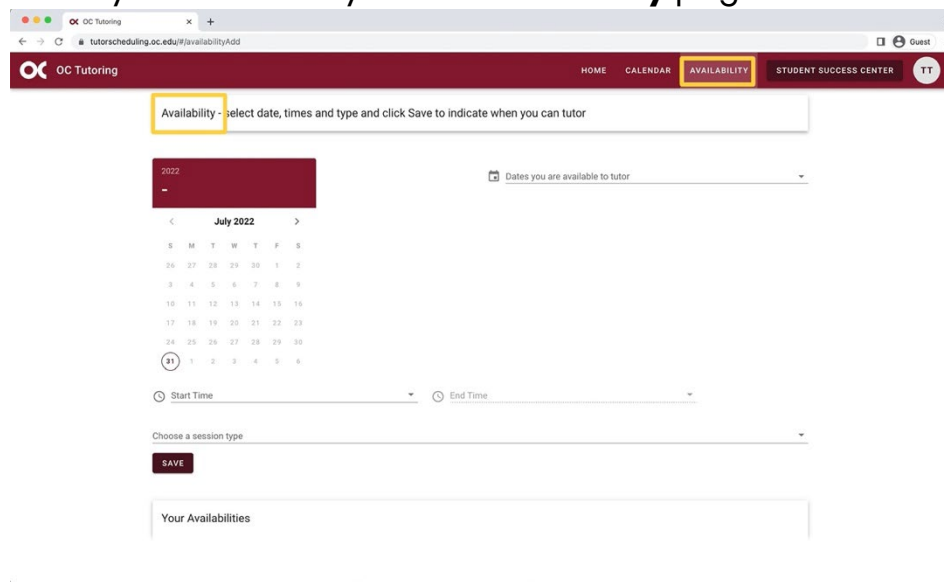
f. This should only happen once every 100 days.

# Private Appointments

## 1. Private Availability

- Private appointments are one-on-one tutoring sessions.
- You create the availability, and it will show up on the calendar.
- You should make a large block of time that you are available, and the student can specify when in that block they would like an appointment.
- The student will select the location, topic, and time.

a. Set your availability on the **Availability** page.



The screenshot shows the OC Tutoring web application interface. The top navigation bar is dark red with the OC Tutoring logo on the left and links for HOME, CALENDAR, AVAILABILITY (highlighted with a yellow box), and STUDENT SUCCESS CENTER on the right. Below the navigation bar, a yellow box highlights the text "Availability - select date, times and type and click Save to indicate when you can tutor". The main content area features a calendar for July 2022, a dropdown menu for "Dates you are available to tutor", and fields for "Start Time" and "End Time". Below these fields is a dropdown menu labeled "Choose a session type" and a red "SAVE" button. At the bottom, there is a section titled "Your Availabilities" which is currently empty.

- Select the **date(s)** on the calendar to the left.
- You can make multiple appointments at once.
- Select the **start time** and **end time**.
- Select **Private** as the type of appointment.
- Click **Save**.

Availability - select date, times and type and click Save to indicate when you can tutor

2022  
5 selected

August 2022

Start Time: 10:00 AM  
End Time: 11:00 AM

Choose a session type: Private

SAVE

Your Availabilities

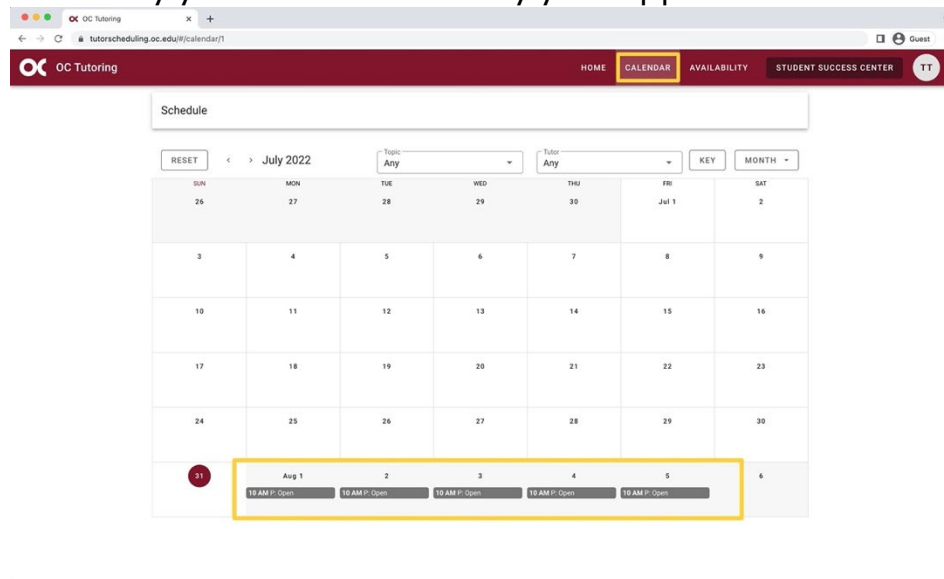
- Scroll to the bottom of the page to view your saved availabilities.
- You can delete these at any point if needed (schedule change, etc.)

Your Availabilities

Date	Start Time	End Time	Actions
07-25-2022	9:00 A.M.	10:00 A.M.	⌵
07-26-2022	9:00 A.M.	10:00 A.M.	⌵
07-27-2022	9:00 A.M.	10:00 A.M.	⌵
07-28-2022	9:00 A.M.	10:00 A.M.	⌵
08-01-2022	10:00 A.M.	11:00 A.M.	⌵
08-02-2022	10:00 A.M.	11:00 A.M.	⌵
08-03-2022	10:00 A.M.	11:00 A.M.	⌵
08-04-2022	10:00 A.M.	11:00 A.M.	⌵
08-05-2022	10:00 A.M.	11:00 A.M.	⌵

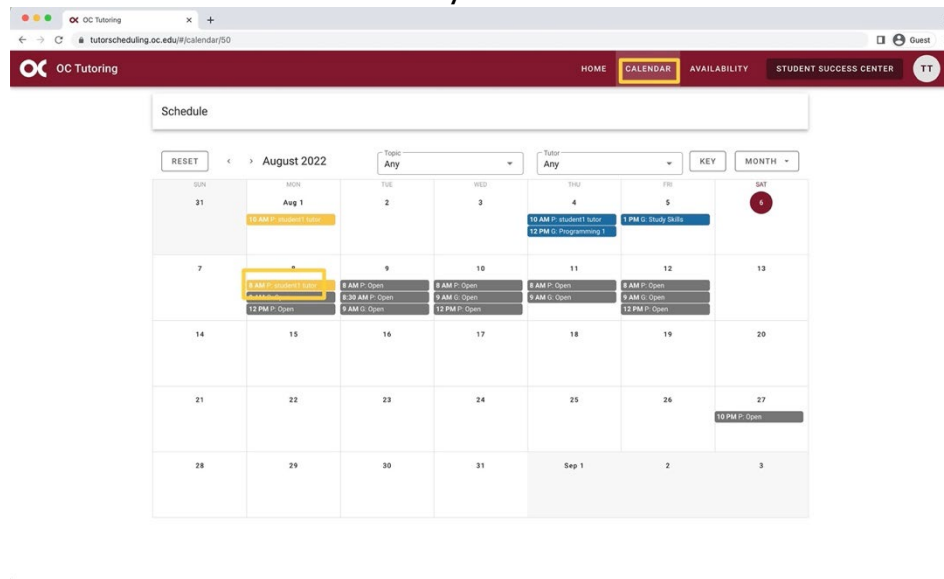
Rows per page: 5 1/9 of 9

- i. Navigate to the **Calendar** page to view your availabilities on the calendar.
- j. You will be able to see other tutors' appointments, but you can filter by your name to see only your appointments.

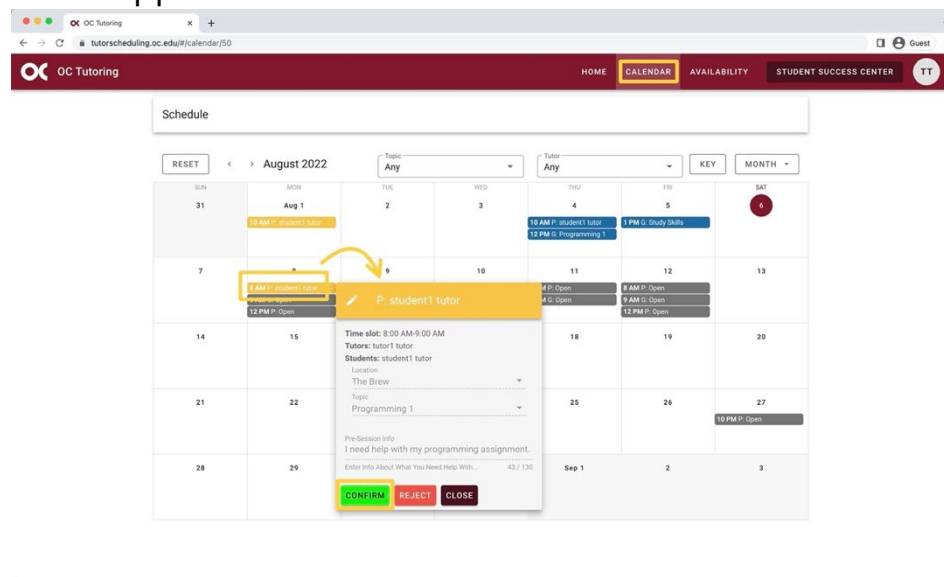


## 2. Private Appointments

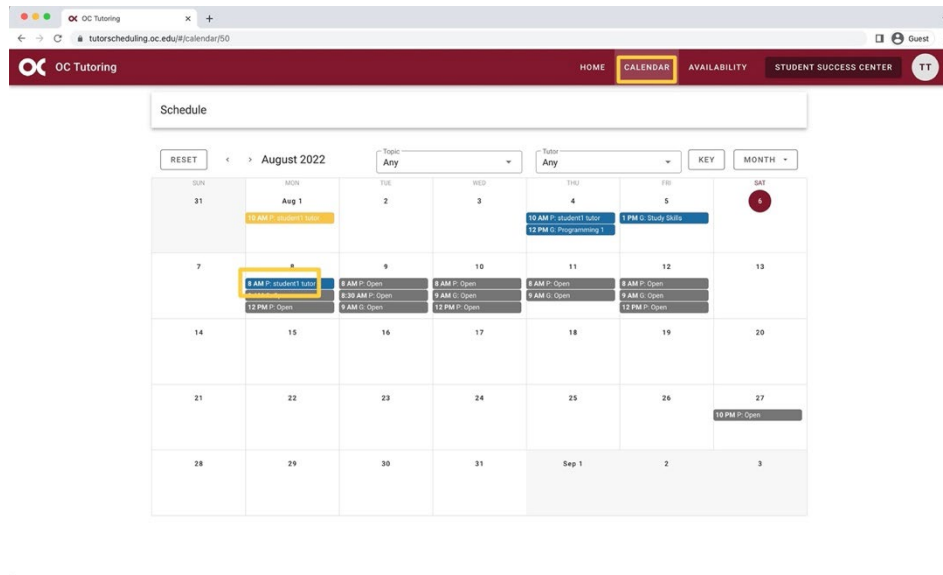
- After you make your availability for private appointments, you don't have to do anything until a student books the appointment.
  - a. When a student books a private appointment, you will get a text notification and it will be yellow on the calendar.



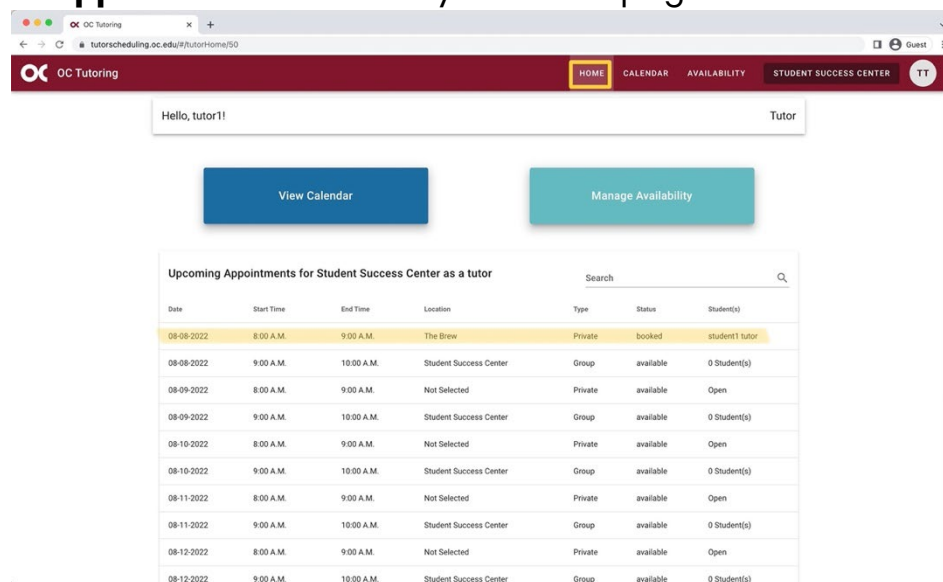
- b. Once you click on it, you will have the option to **Confirm** or **Reject** the appointment.



- c. After the appointment has been **Confirmed**, the student will receive a notification and it will be blue on the calendar.



- d. All confirmed private appointments will be on the **Upcoming Appointments** table on your **Home** page.





# Group Appointments

## 1. Group Availability

- Group appointments are tutoring sessions with multiple students and potentially multiple tutors.
- You create the availability, and it will show up on the calendar.
- Unlike private appointments, you should specify the **exact time** of the group appointment.
- You specify the location, topic, and time.
- The student cannot specify the location, topic, or time.
  - a. Select the **date(s)** on the calendar to the left.
  - b. You can make multiple appointments at once.
  - c. Select the **start time** and **end time**.
  - d. Select **Group** as the type of appointment.
  - e. Click **Save**.

OC Tutoring

HOME CALENDAR **AVAILABILITY** STUDENT SUCCESS CENTER TT

Availability - select date, times and type and click Save to indicate when you can tutor

2022  
3 selected

Calendar for August 2022 showing dates 1, 2, and 3 selected.

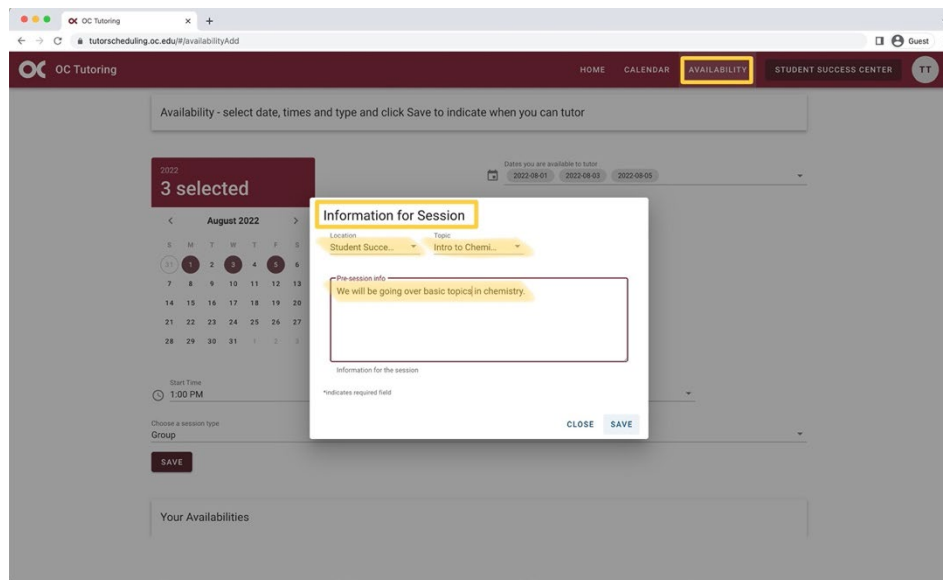
Start Time: 1:00 PM End Time: 3:00 PM

Choose a session type: Group

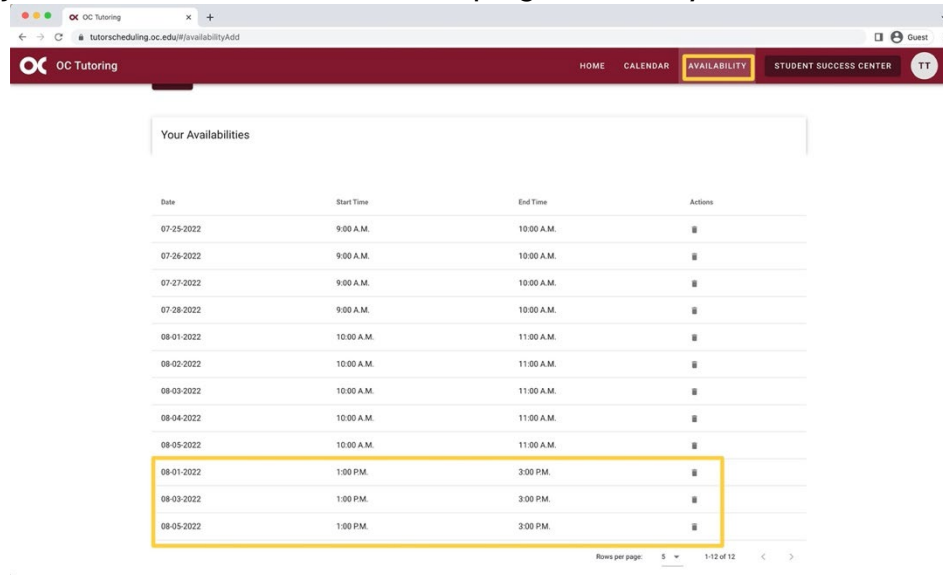
**SAVE**

Your Availabilities

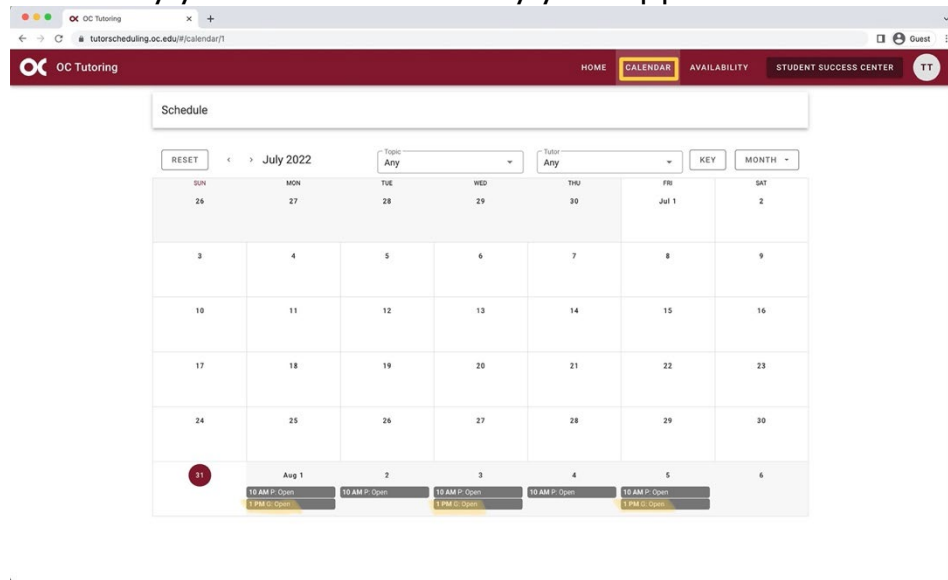
- f. Select the **Location**.
- g. Select the **Topic**.
- h. Add **Pre-Session Info** as a description of the session.
- i. Click **Save**.



- j. Scroll to the bottom of the page to view your saved availabilities.

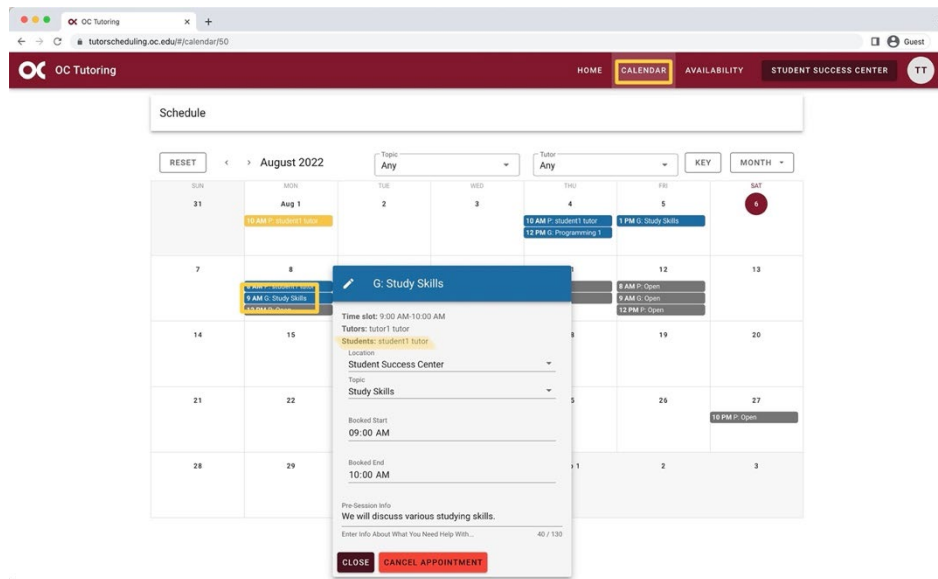


- k. Navigate to the **Calendar** page to view your availabilities on the calendar.
- l. You will be able to see other tutors' appointments, but you can filter by your name to see only your appointments.

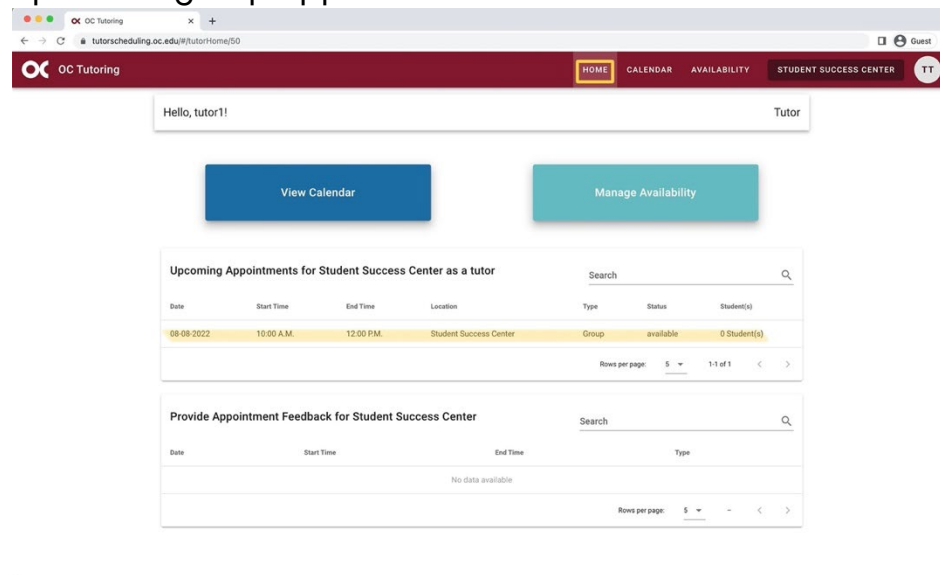


## 2. Group Appointments

- Once a student has booked a group appointment, their name will be under the **Students** section for that appointment on the calendar.
- You will receive a notification and the appointment will be blue on the calendar.

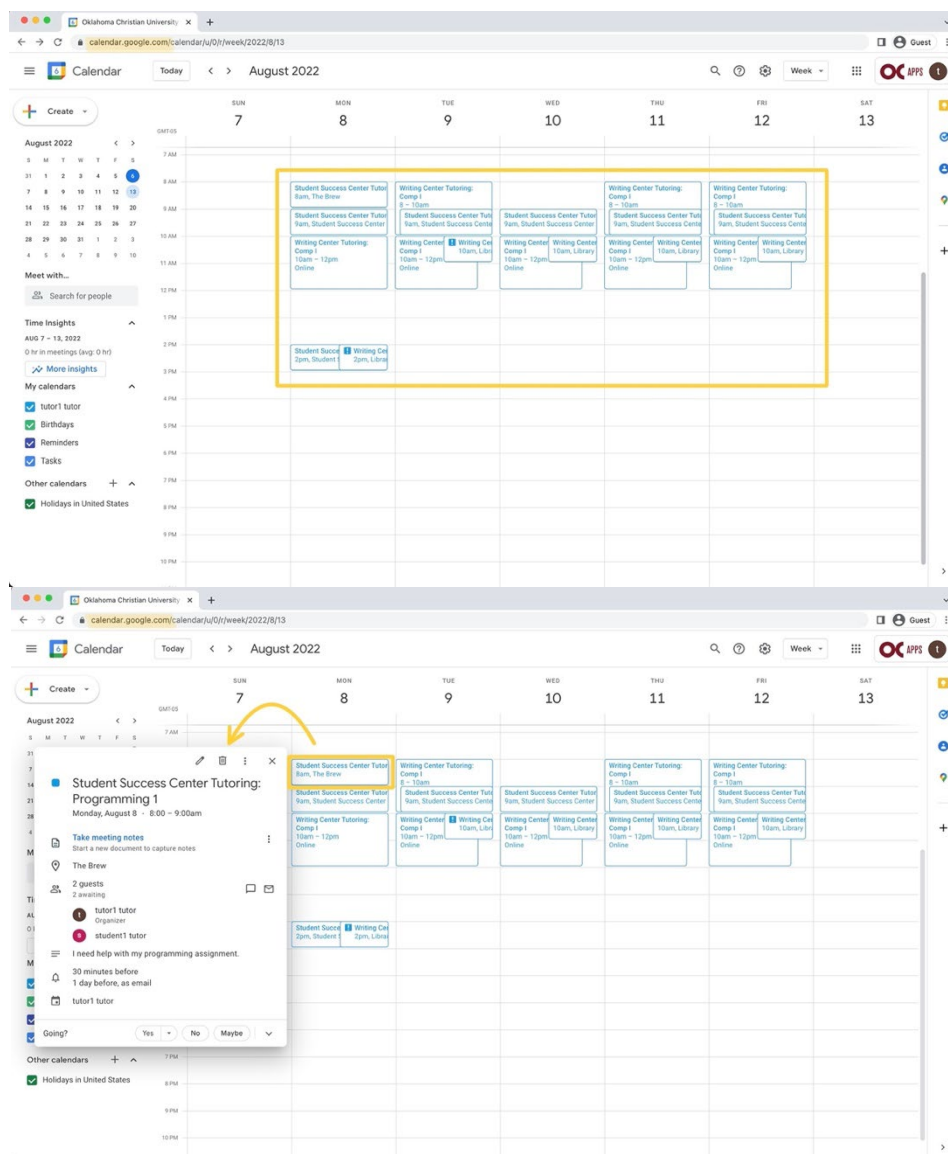


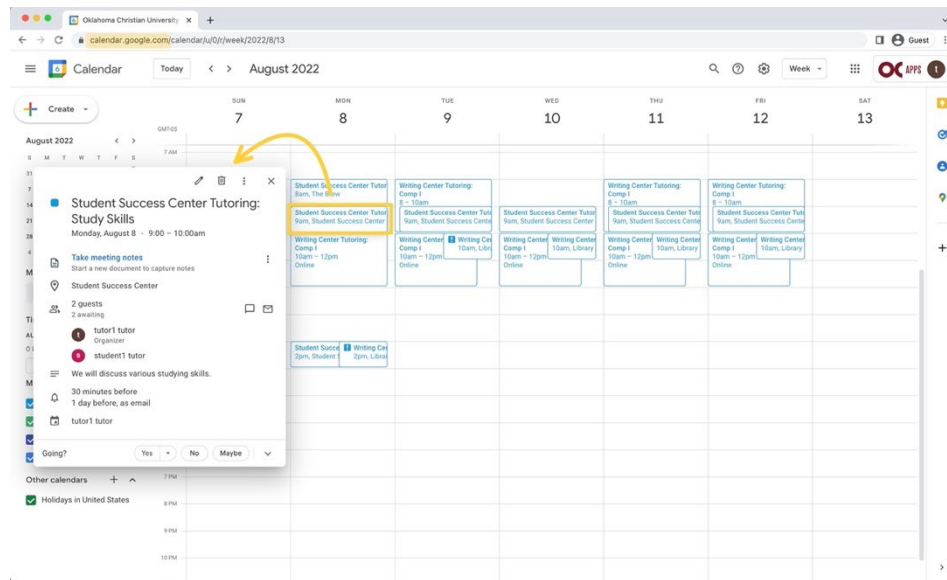
- All created group appointments will be on the **Upcoming Appointments** table on your **Home** page.
- It will let you know how many students are attending as they sign up for the group appointment.



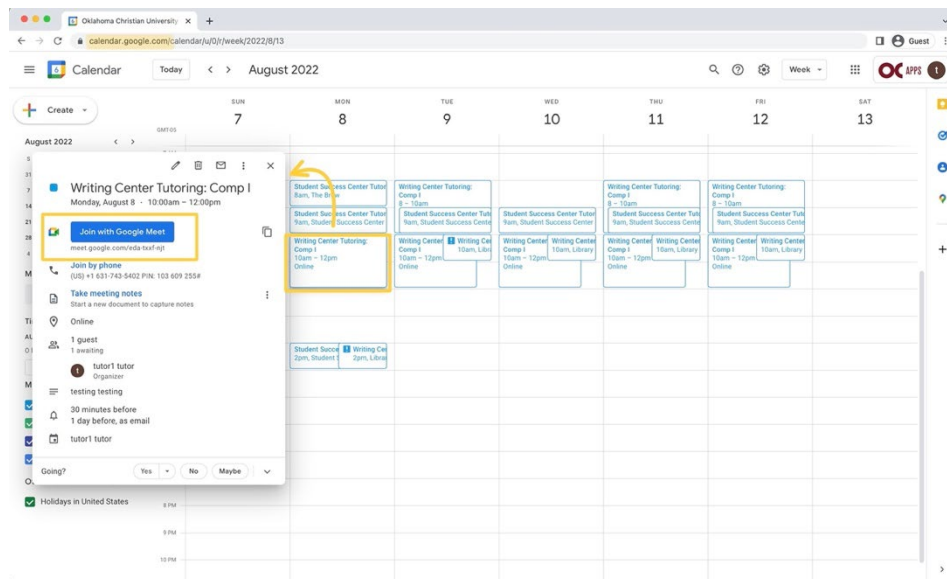
# Google Events

- Your appointments should be synced with your Google calendar.
- Private appointments are put on your Google calendar when you confirm an appointment that a student has booked.
- Group appointments are put on your Google calendar as soon as you make the availability for a group appointment.
  - Group appointments are updated as students sign up for them.
- You should be able to see all information set in Tutor Scheduling on your Google calendar event.



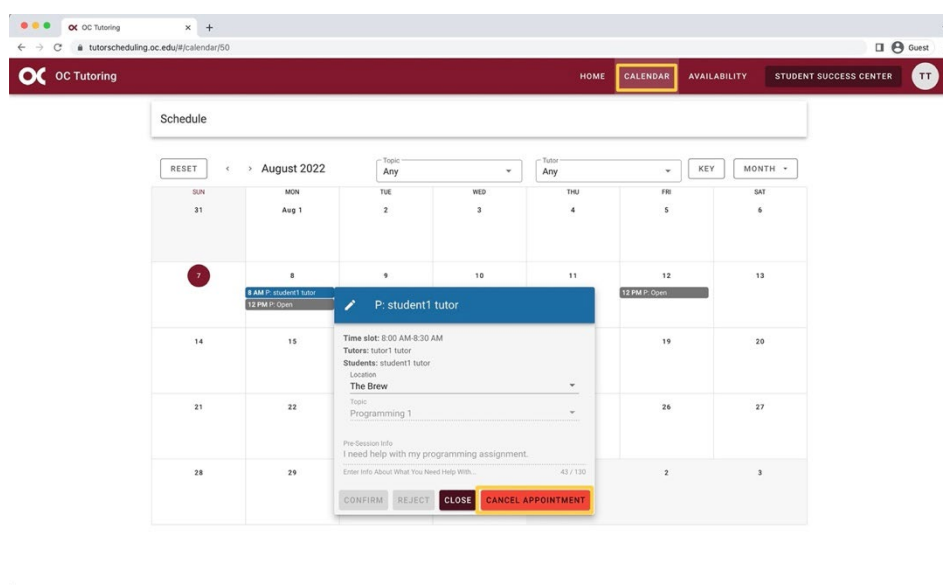


- If your appointment is online, a Google meet link will be generated with your calendar event.



# Cancelling Appointments/Availabilities

- You have the ability to cancel appointments and availabilities.
- **Do not** delete appointments from your Google calendar. **Always delete/cancel appointments through Tutor Scheduling.**
- If at any point you need to delete availabilities, you can do so on the **Availability** page.
  - The associated appointments will go away.
- If you need to cancel an appointment after it is booked/confirmed, you can cancel it on the **Calendar** page and the student will be notified.
  - This applies to Private and Group appointments.
  - The appointment will go away, and the student(s) will be notified.



# Feedback

- We want you to provide feedback after each appointment.
- Feedback can be given on all past appointments, including ones that students didn't show up to!
- Students will not be able to provide feedback until you (the tutors) have submitted feedback.

a. View appointments requiring feedback on the **Home** page.

The screenshot shows the OC Tutoring Home page. The navigation bar includes links for HOME, CALENDAR, AVAILABILITY, and STUDENT SUCCESS CENTER. A table lists appointments with columns for Date, Start Time, End Time, Location, Type, Availability, and Open status. The table shows several appointments, with the last one (08-27-2022, 10:00 PM to 11:00 PM, Not Selected, Private, available, Open) highlighted. Below the table, there is a section titled 'Provide Appointment Feedback for Student Success Center' with a search bar and a table of appointments. The first appointment in this table (08-04-2022, 10:00 A.M. to 11:00 A.M., Private) is highlighted.

Date	Start Time	End Time	Type
08-04-2022	10:00 A.M.	11:00 A.M.	Private
08-05-2022	1:00 P.M.	3:00 P.M.	Group
08-04-2022	12:00 P.M.	1:00 P.M.	Group

b. Clicking on that appointment will lead you to the **Feedback** page.

The screenshot shows the OC Tutoring Feedback page. The navigation bar includes links for HOME, CALENDAR, AVAILABILITY, and STUDENT SUCCESS CENTER. The page title is 'Provide feedback for your recent session'. Below the title, there is a question 'What would you rate this appointment experience?' with five stars. A text input field for 'Provide Feedback...' is shown. At the bottom, there is a checkbox for 'This student was a no-show' and two buttons: 'SAVE' and 'CANCEL'.



- c. Mouse over the start to give a numerical rating.
- d. Provide a short summary of the tutoring session.
- e. If the student did not show up, make sure to mark that in your feedback.

Provide feedback for your recent session

What would you rate this appointment experience?

★ ★ ★ ★ ★

Provide Feedback...

The student was very receptive to the instruction and advice I provided!

☐ This student was a no-show

SAVE CANCEL

- f. After you finish submitting feedback, the appointment will be removed from that table on your **Home** page.

Date	Start Time	End Time	Location	Type	Availability	Student(s)
08-08-2022	9:00 A.M.	10:00 A.M.	Student Success Center	Group	available	1 Student(s)
08-09-2022	8:00 A.M.	9:00 A.M.	Not Selected	Private	available	Open
08-09-2022	9:00 A.M.	10:00 A.M.	Student Success Center	Group	available	0 Student(s)
08-10-2022	8:00 A.M.	9:00 A.M.	Not Selected	Private	available	Open
08-10-2022	9:00 A.M.	10:00 A.M.	Student Success Center	Group	available	0 Student(s)
08-11-2022	8:00 A.M.	9:00 A.M.	Not Selected	Private	available	Open
08-11-2022	9:00 A.M.	10:00 A.M.	Student Success Center	Group	available	0 Student(s)
08-12-2022	8:00 A.M.	9:00 A.M.	Not Selected	Private	available	Open
08-12-2022	9:00 A.M.	10:00 A.M.	Student Success Center	Group	available	0 Student(s)
08-27-2022	10:00 P.M.	11:00 P.M.	Not Selected	Private	available	Open

Rows per page: 5 1-11 of 11

Provide Appointment Feedback for Student Success Center

Search

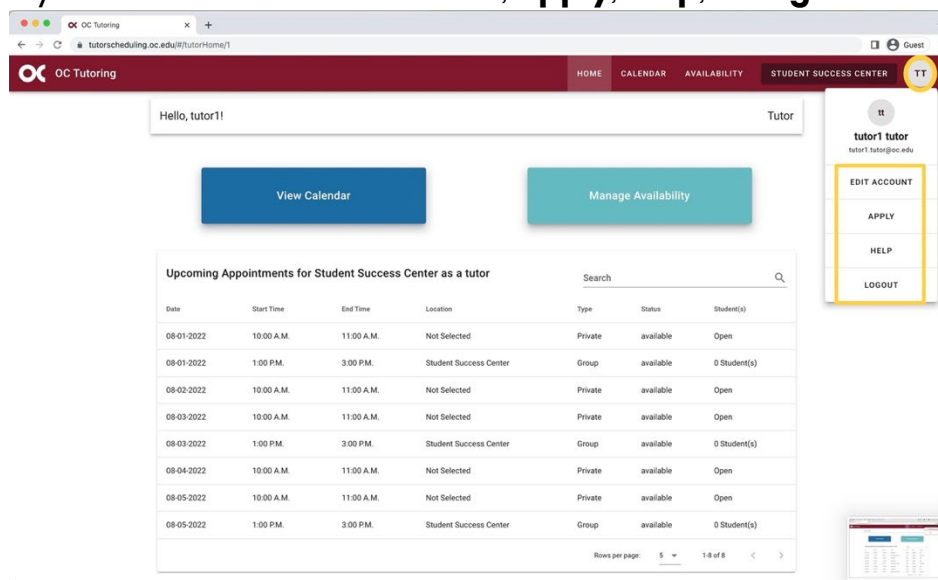
Date	Start Time	End Time	Type
08-05-2022	1:00 P.M.	3:00 P.M.	Group
08-04-2022	12:00 P.M.	1:00 P.M.	Group

Rows per page: 5 1-2 of 2

- You will also get notifications for appointments requiring feedback.

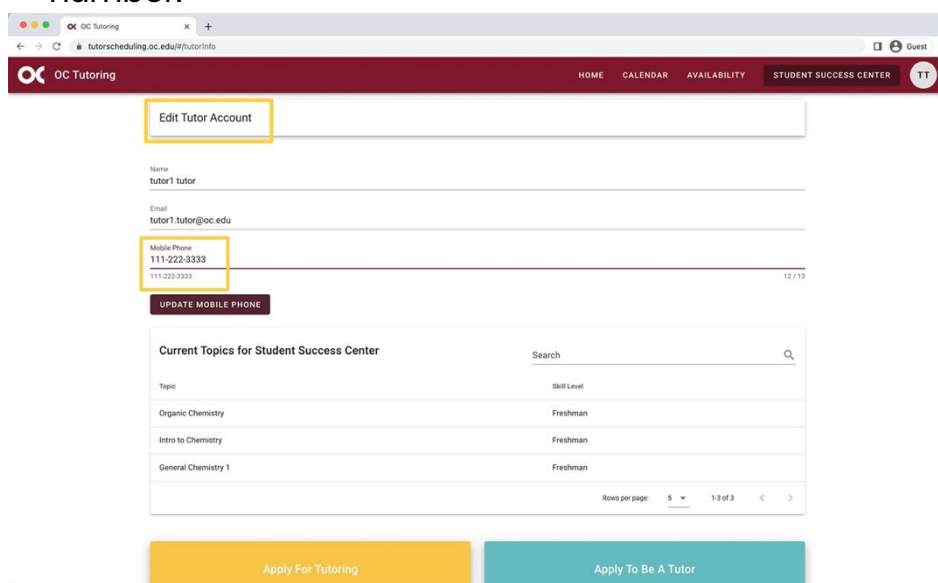
# Settings Menu

- The settings menu can be accessed by clicking on your initials in the top right corner.
- Here you can access **Edit Account**, **Apply**, **Help**, or **Logout**.

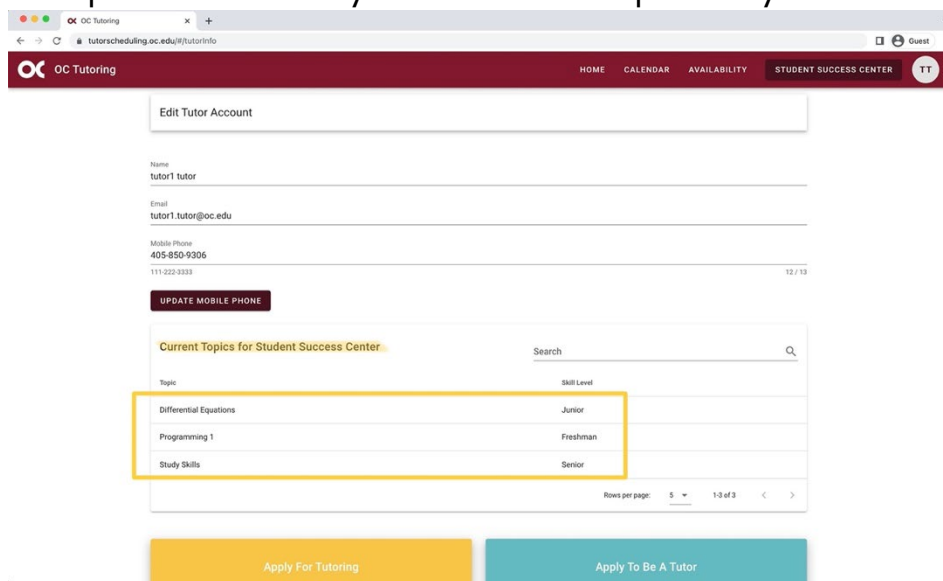


## 1. Edit Account

- Here you can view information for yourself.
- The only information you can change for yourself is your phone number.



- c. You can also view your current topics.
- d. After you sign up for topics when initially becoming a tutor, you cannot sign up for more topics.
- e. If you think you are qualified for more topics, contact your supervisor and they will add those topics for you.



OC Tutoring

HOME CALENDAR AVAILABILITY STUDENT SUCCESS CENTER TT

Edit Tutor Account

Name  
tutor1 tutor

Email  
tutor1.tutor@oc.edu

Mobile Phone  
405-850-9306  
111-222-3333 12 / 13

UPDATE MOBILE PHONE

Current Topics for Student Success Center

Search

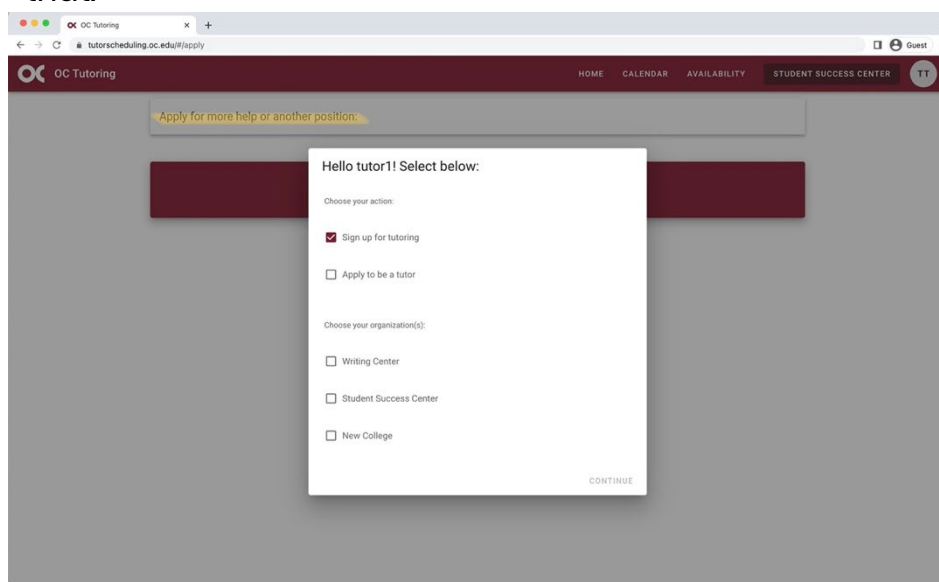
Topic	Skill Level
Differential Equations	Junior
Programming 1	Freshman
Study Skills	Senior

Rows per page: 5 1-3 of 3

Apply For Tutoring Apply To Be A Tutor

## 2. Apply

- a. You can apply for positions in other groups.
- b. This includes being a tutor or student in multiple groups.
- c. You can be a tutor and a student in the same group if you need that.



OC Tutoring

HOME CALENDAR AVAILABILITY STUDENT SUCCESS CENTER TT

Apply for more help or another position:

Hello tutor1! Select below:

Choose your action:

☒ Sign up for tutoring

☐ Apply to be a tutor

Choose your organization(s):

☐ Writing Center

☐ Student Success Center

☐ New College

CONTINUE

### 3. Help

- a. The tutorial documents for Tutor and Student are located here, including this one.

### 4. Logout

- a. This is where you can logout of your account.
- b. Sometimes you will see a message that says **Token Expired!**
- c. That means you need to logout and log back in.

# Multiple Groups

- You can be in multiple of the offered groups and be in multiple roles in each group.
- If you are in multiple groups, you can change groups by clicking on the group name in the top right corner.
- Then click the desired group and the desired role within that group.

The screenshot shows the OC Tutoring web application interface. The top navigation bar includes links for HOME, CALENDAR, AVAILABILITY, and STUDENT SUCCESS CENTER. A dropdown menu is open for the STUDENT SUCCESS CENTER, showing options for Student Success Center and Tutor. Below the navigation bar, there are two buttons: View Calendar and Manage Availability. The main content area displays a table titled 'Upcoming Appointments for Student Success Center as a tutor'. The table has columns for Date, Start Time, End Time, Location, Type, Status, and Student(s). The table lists appointments for dates from 08-01-2022 to 08-05-2022. The status for all appointments is 'available'. The number of students is '0 Student(s)' for all appointments. The table is paginated, showing 1 of 8 pages.

Date	Start Time	End Time	Location	Type	Status	Student(s)
08-01-2022	10:00 A.M.	11:00 A.M.	Not Selected	Private	available	Open
08-01-2022	1:00 P.M.	3:00 P.M.	Student Success Center	Group	available	0 Student(s)
08-02-2022	10:00 A.M.	11:00 A.M.	Not Selected	Private	available	Open
08-03-2022	10:00 A.M.	11:00 A.M.	Not Selected	Private	available	Open
08-03-2022	1:00 P.M.	3:00 P.M.	Student Success Center	Group	available	0 Student(s)
08-04-2022	10:00 A.M.	11:00 A.M.	Not Selected	Private	available	Open
08-05-2022	10:00 A.M.	11:00 A.M.	Not Selected	Private	available	Open
08-05-2022	1:00 P.M.	3:00 P.M.	Student Success Center	Group	available	0 Student(s)