



# **STUDENT HOW-TO**

## **OC TUTOR SCHEDULING**

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**OKLAHOMA CHRISTIAN UNIVERSITY**

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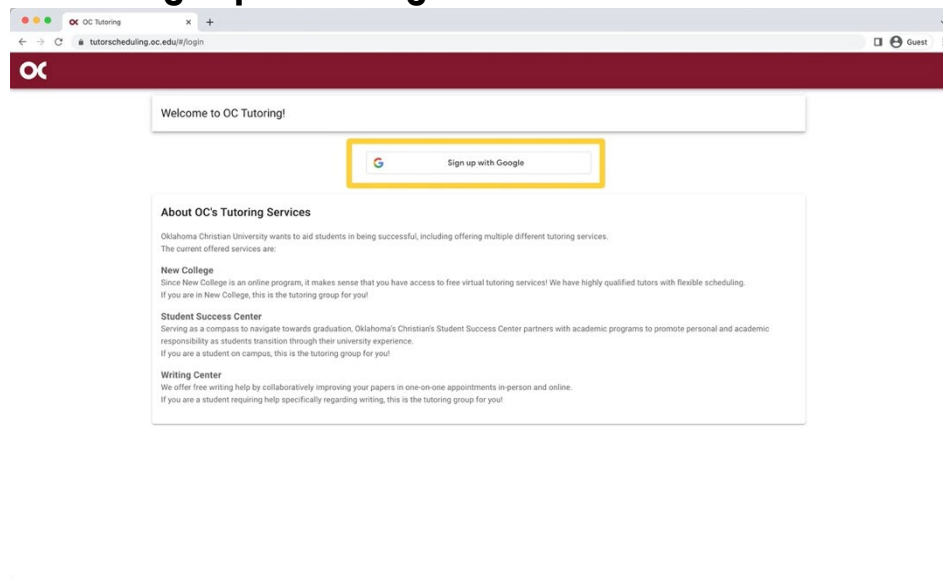
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# Login Steps

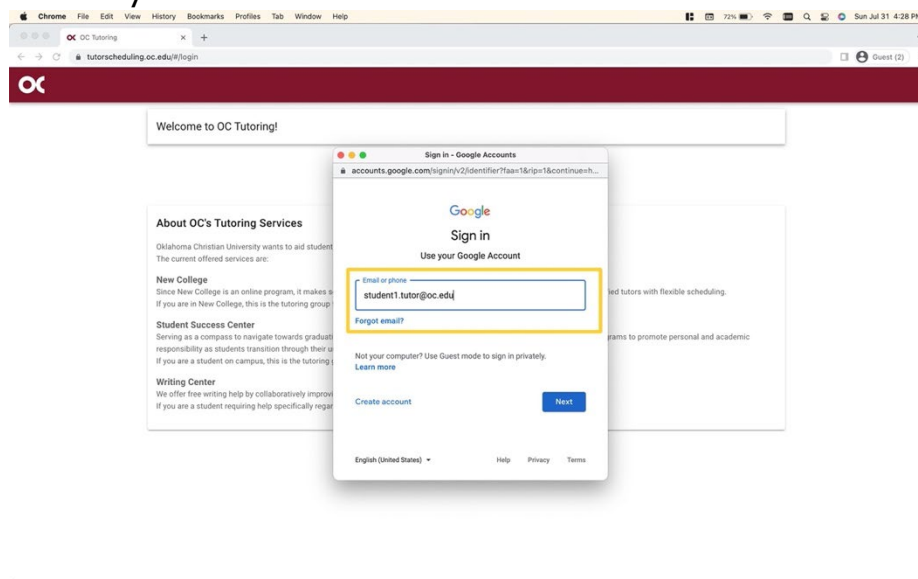
## 1. Login

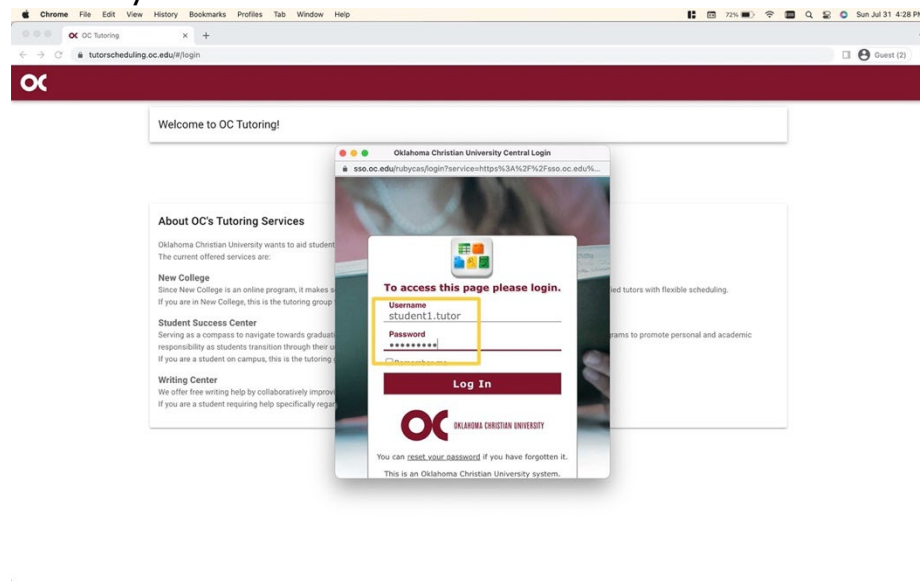
- We use Google to authenticate our logging in.
- You must use your OC affiliated email address to login.

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

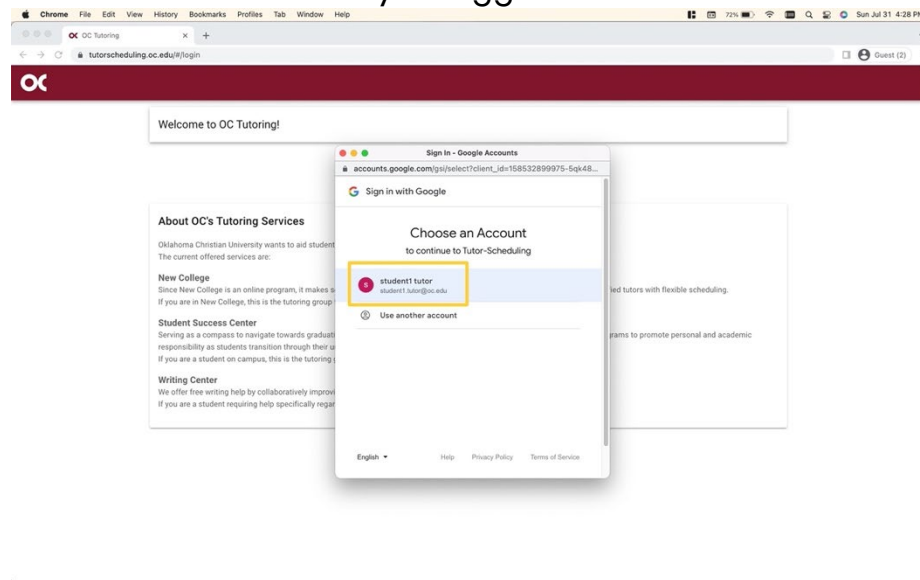


### b. Enter your **OC** email.



c. Enter your **OC** credentials.

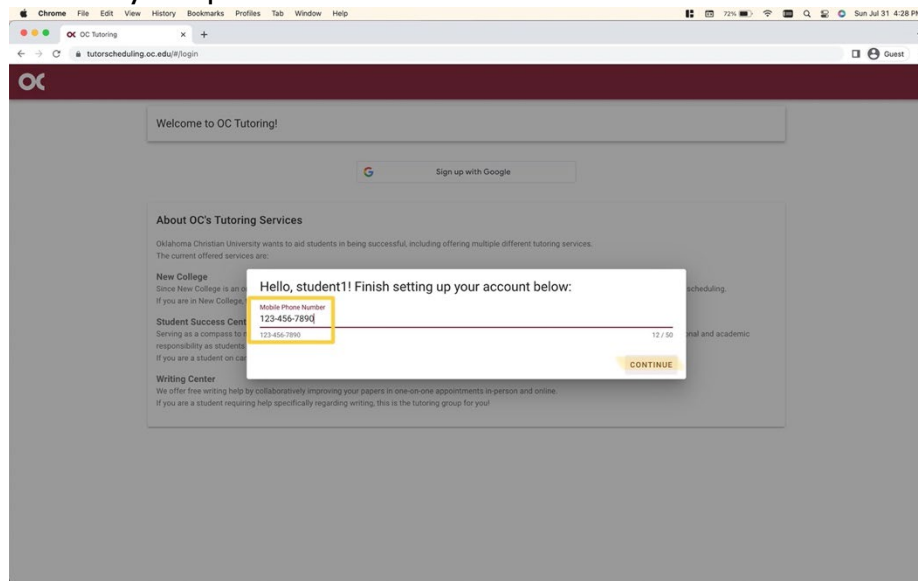
## d. Click on the account you logged in with.



## 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.

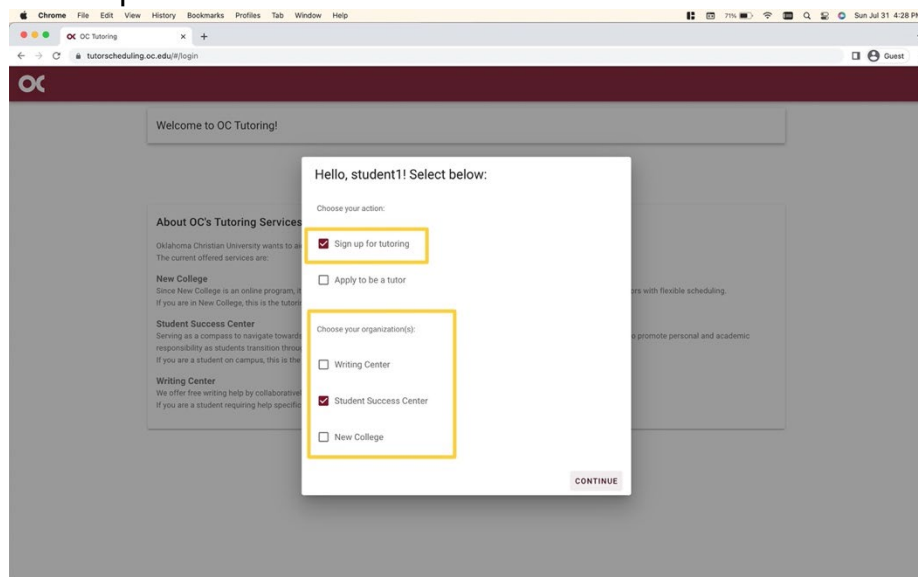
### a. Enter your phone number.



The screenshot shows the OC Tutoring login page in a Chrome browser. A modal dialog is open with the title "Hello, student!! Finish setting up your account below:". It contains a text input field labeled "Mobile phone number" 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. Below that, there is a section titled "About OC's Tutoring Services" with information about New College, Student Success Center, and Writing Center.

### b. To sign up as a student, select **Sign up for tutoring**.

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

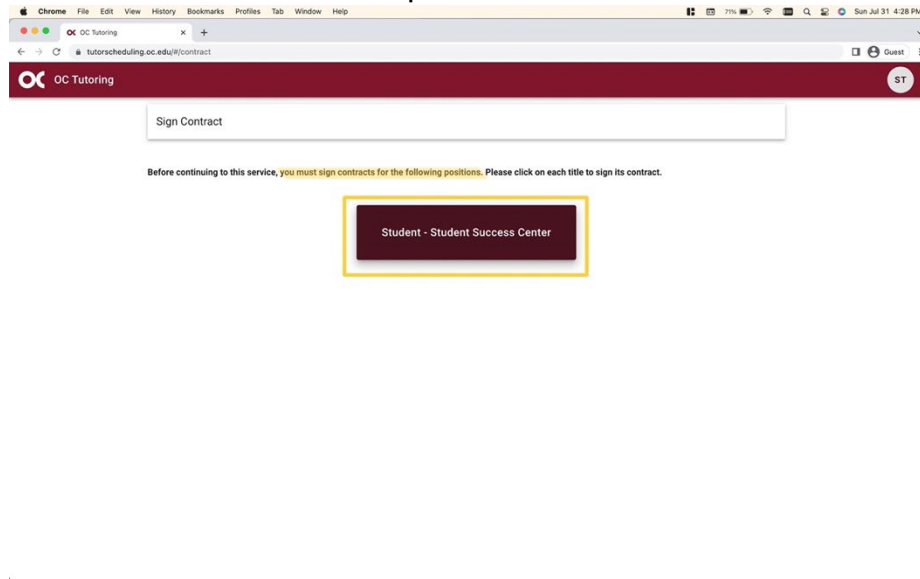


The screenshot shows the OC Tutoring login page in a Chrome browser. A modal dialog is open with the title "Hello, student!! Select below:". It contains two sections: "Choose your action:" with radio buttons for "Sign up for tutoring" (selected) and "Apply to be a tutor"; and "Choose your organization(s):" with checkboxes for "Writing Center", "Student Success Center" (selected), and "New College". A "CONTINUE" button is at the bottom right. The background page is the same as in the previous screenshot.

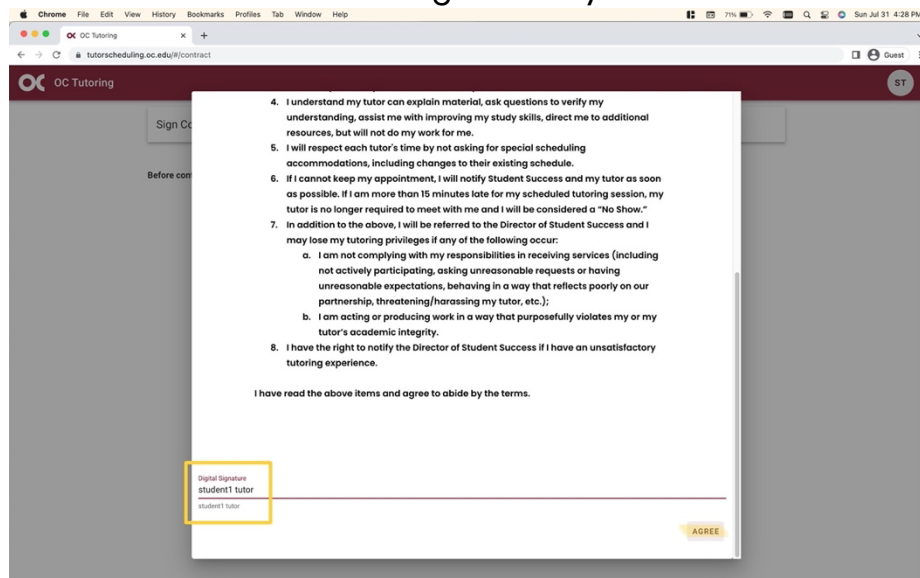
### 3. Contracts

- 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.

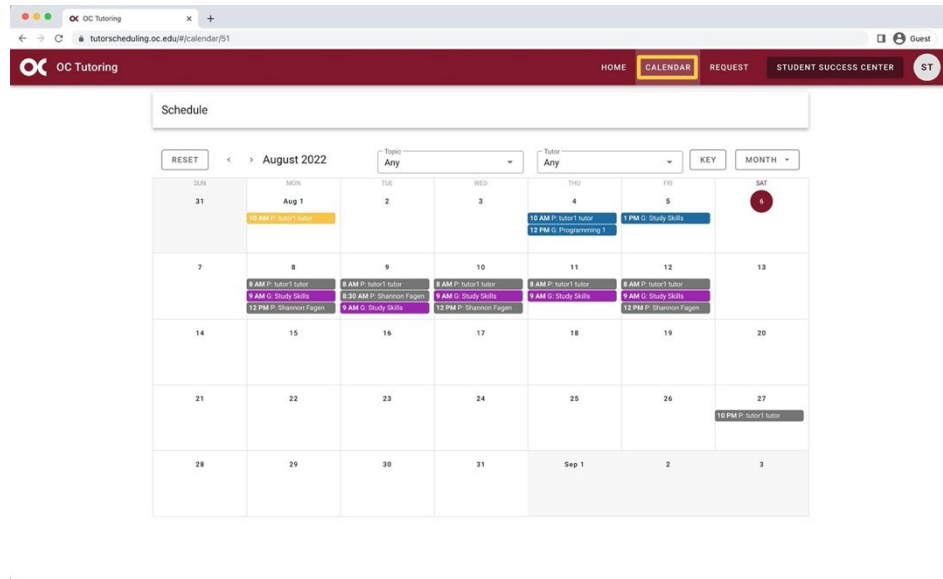


b. Read the contract and sign it with your name.

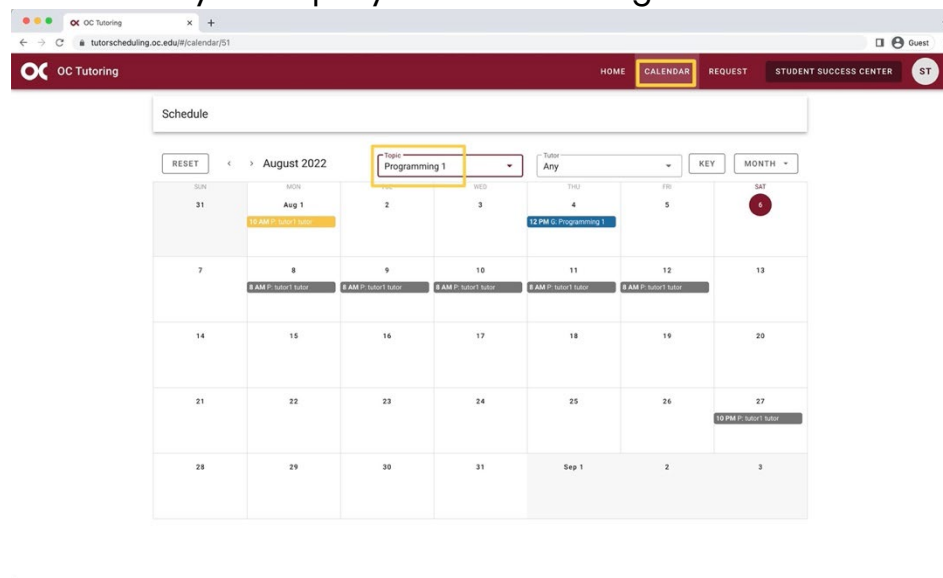


# Appointments

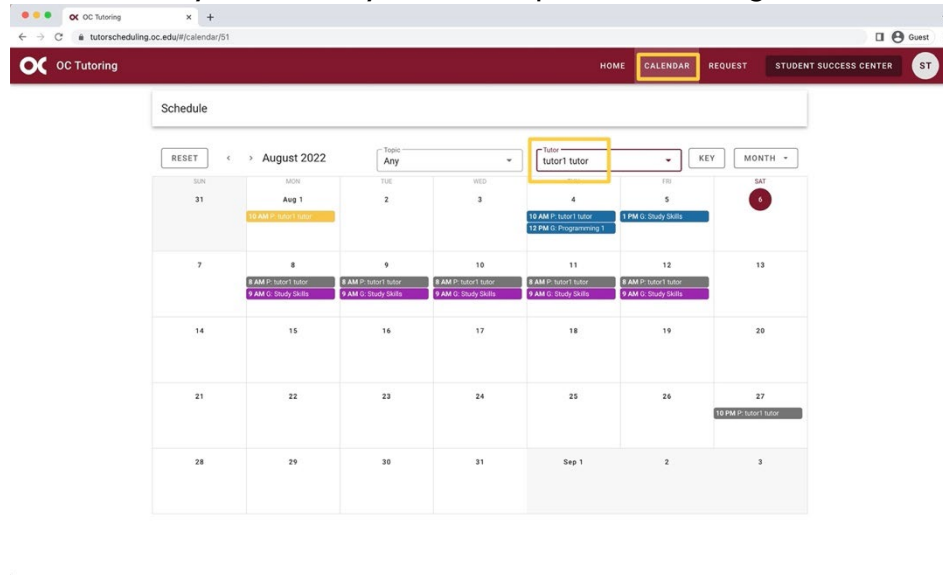
- You should see all your appointments and all available appointments on the calendar.



- You can filter by the topic you need tutoring in.



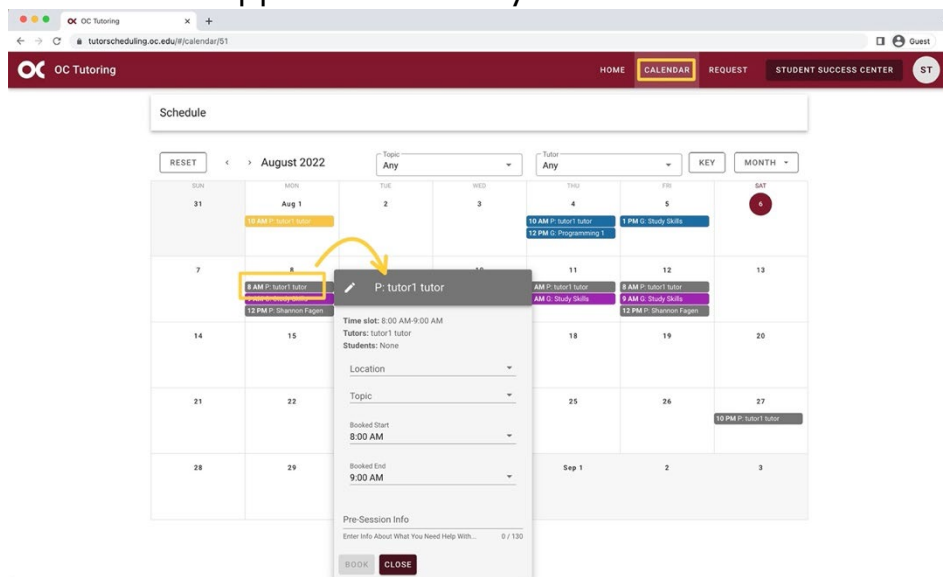
- You can filter by the tutor you would prefer tutoring from.



## 1. Private Appointments

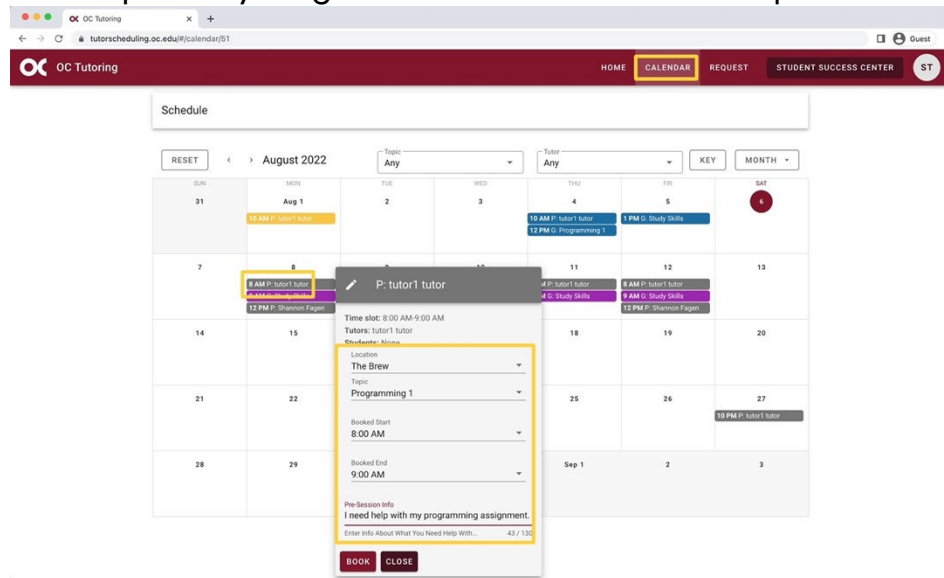
- Private appointments are one-on-one tutoring sessions.
- You will select the location, topic, and time.

a. Select the appointment that you would like to book.

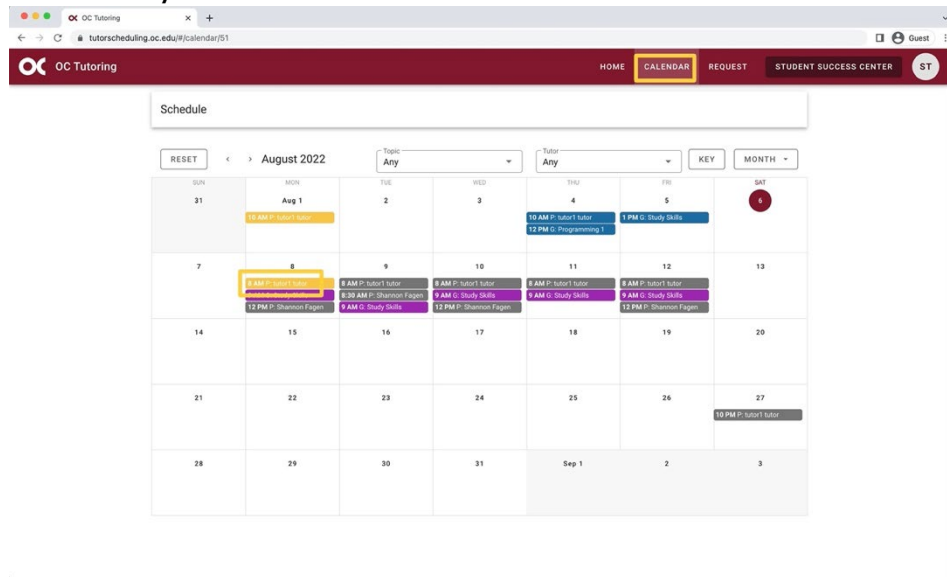




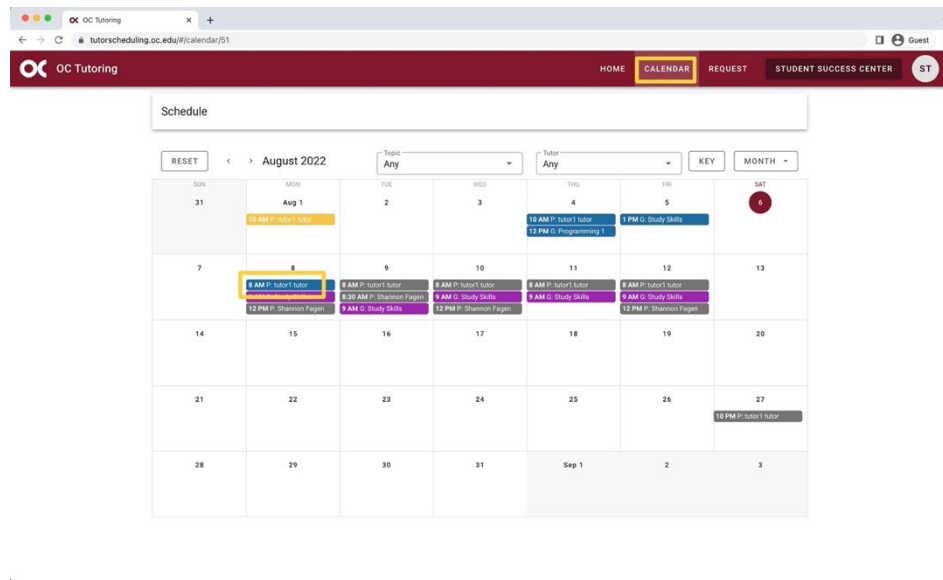
- b. Select the **Location**, **Topic**, **Start Time**, and **End Time**.
- c. Tutors can specify blocks of time that they are available, and you can pick any length of time within those time periods.



- d. Once you book an appointment, the tutor will be notified, and it will be yellow on the calendar.

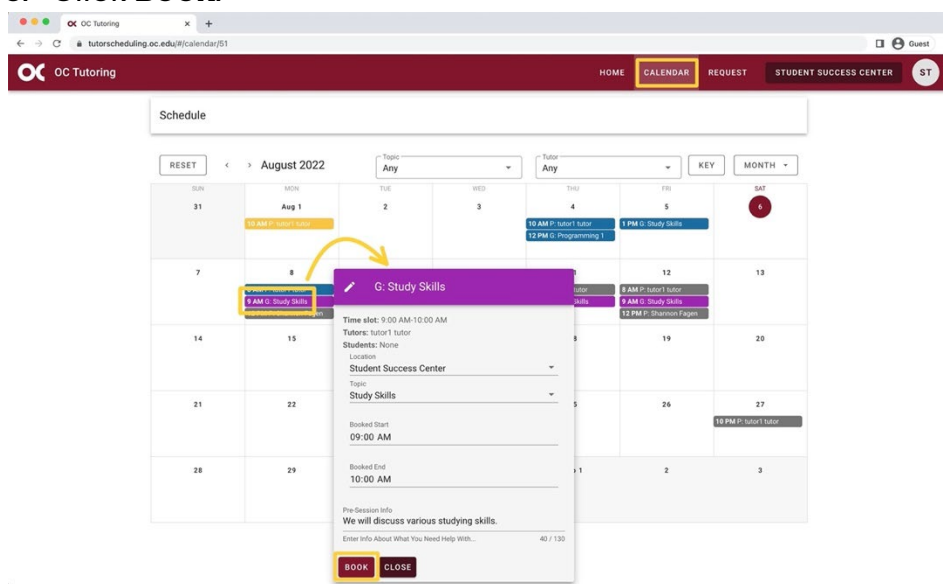


- e. Once the tutor approves/confirms the appointment, you will be notified, and it will be blue on the calendar.
- f. Now it is officially booked, and you should see it on your Google calendar.

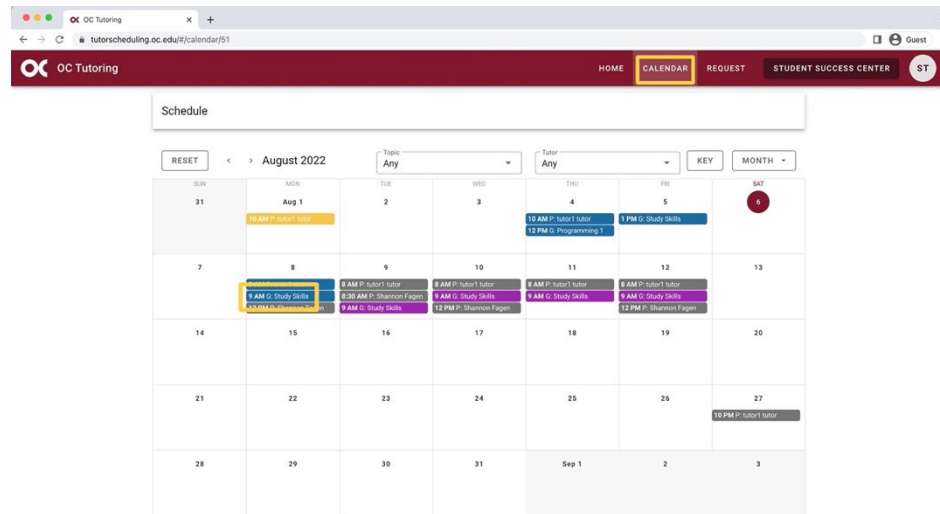


## 2. Group Appointments

- Group appointments are tutoring sessions with multiple students and potentially multiple tutors.
  - The tutor creates the availability, and it will show up on the calendar.
  - The tutor specifies the location, topic, and time.
  - You cannot specify the location, topic, or time.
  - All group appointments that you are not signed up for show up as purple on the calendar.
- a. Click on a group appointment to view the details and decide if you want to sign up.
  - b. Remember that you cannot change the location, topic, or time.
  - c. Click **Book**.

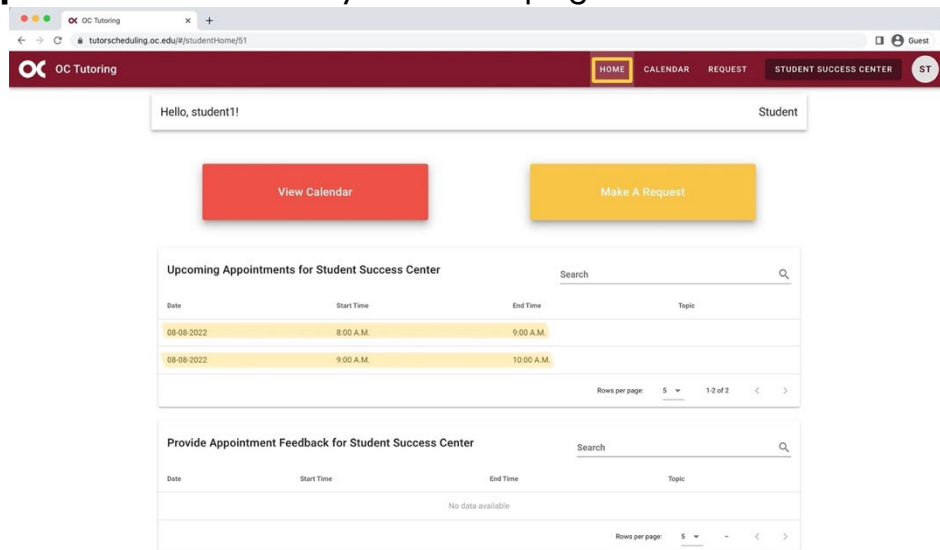


- d. If you decide to sign up for the group appointment, the tutor will be notified, and it will be blue on the calendar.



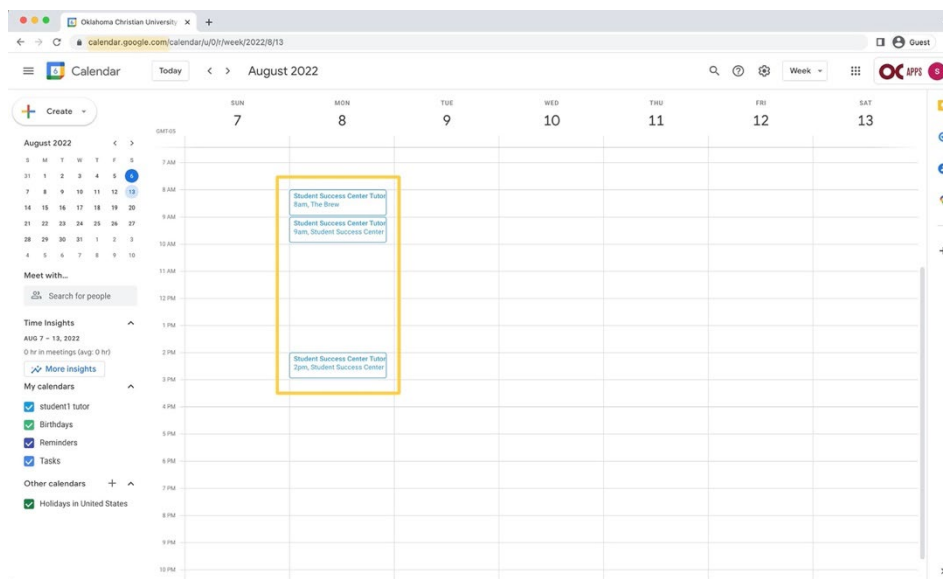
### 3. Home Page

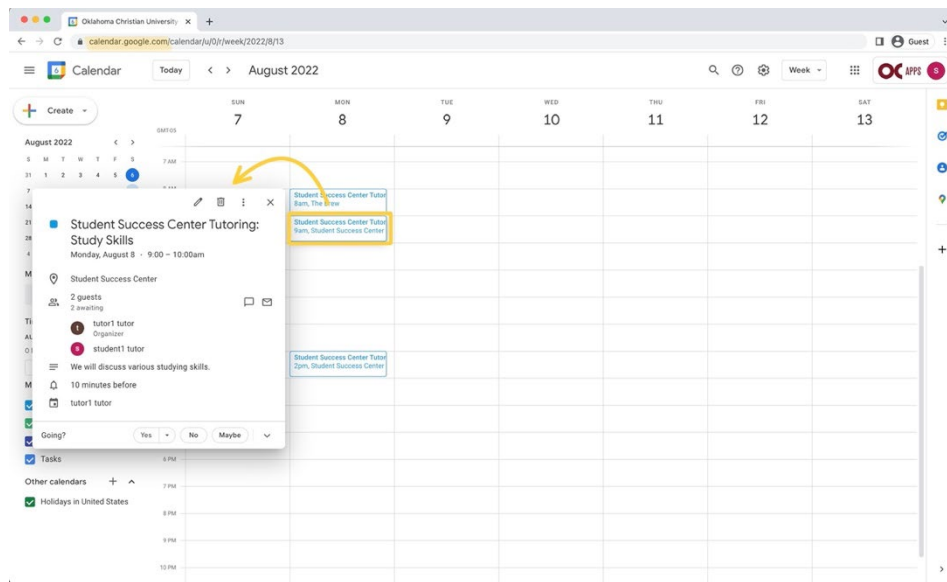
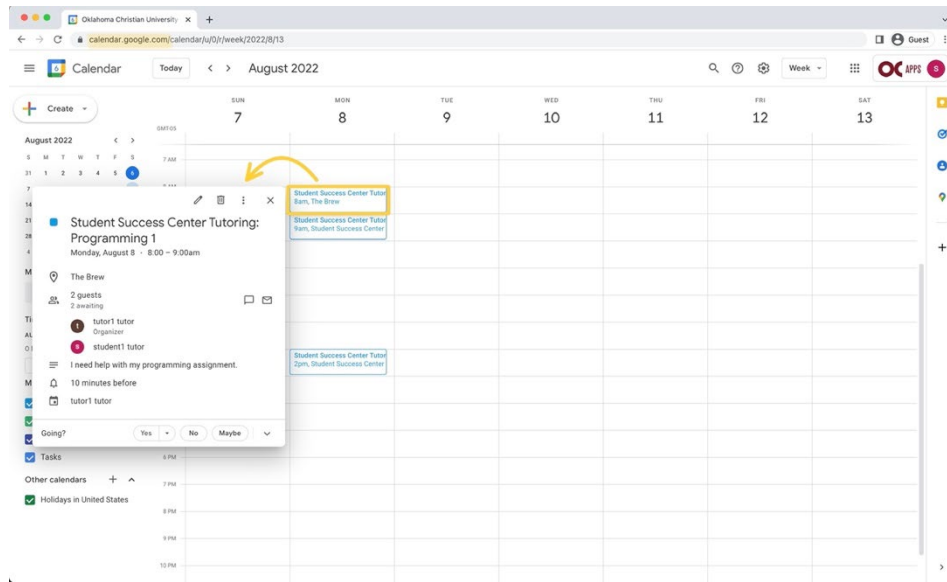
- You can view all of your booked appointments on the **Upcoming Appointments** table on your **Home** page.



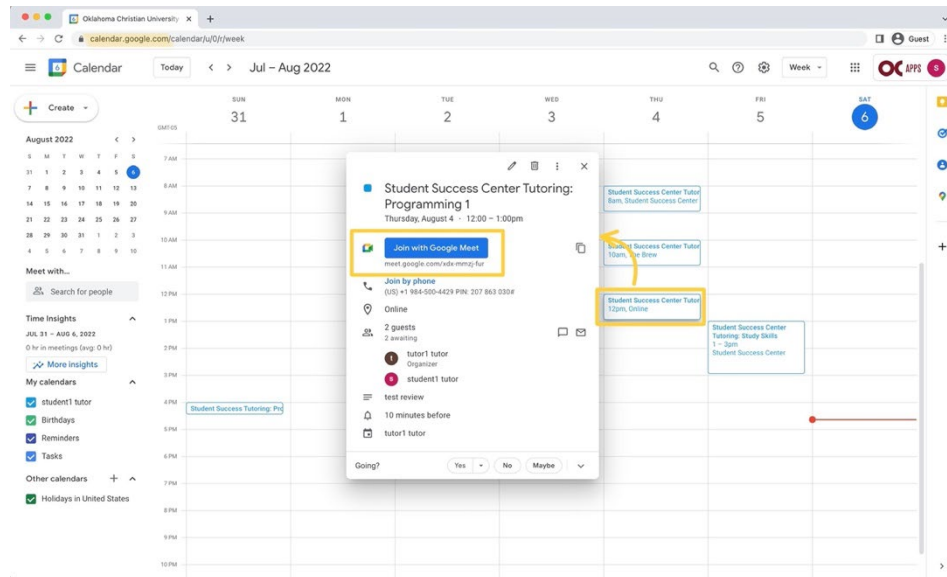
# Google Events

- Your appointments should be synced with your Google calendar.
- Private appointments are put on your Google calendar when the tutor confirms/approves an appointment after you book it.
- Group appointments are put on your Google calendar as soon as you sign up for them.
- The appointments are generated as invitations on your Google calendar, so if you want them to be permanent events on your calendar, you must **accept the invitation** through Google.
  - This means clicking **Yes** by the **Going?** question.
- You should be able to see all information set in Tutor Scheduling on your Google calendar event.





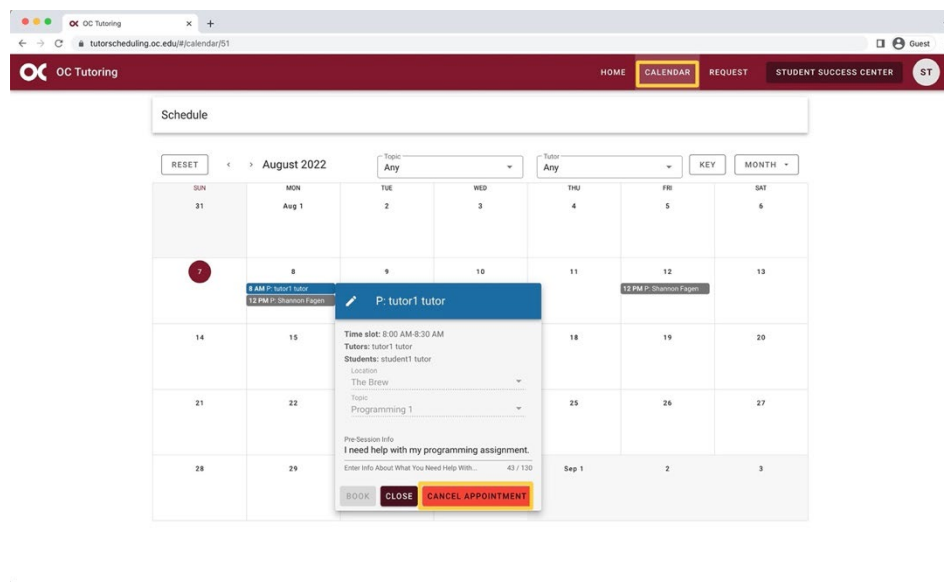
- If your appointment is online, a Google meet link will be generated with your calendar event.





# Cancelling Appointments

- 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 you need to cancel an appointment after it is booked/confirmed, you can cancel it on the **Calendar** page and the tutor will be notified.
  - This applies to Private and Group appointments.
  - The appointment will not be deleted but will be made available for other students.



# Feedback

- We want you to provide feedback after each appointment.
- Feedback can be given on all past appointments.
- You will not be able to provide feedback until the tutor has submitted feedback.

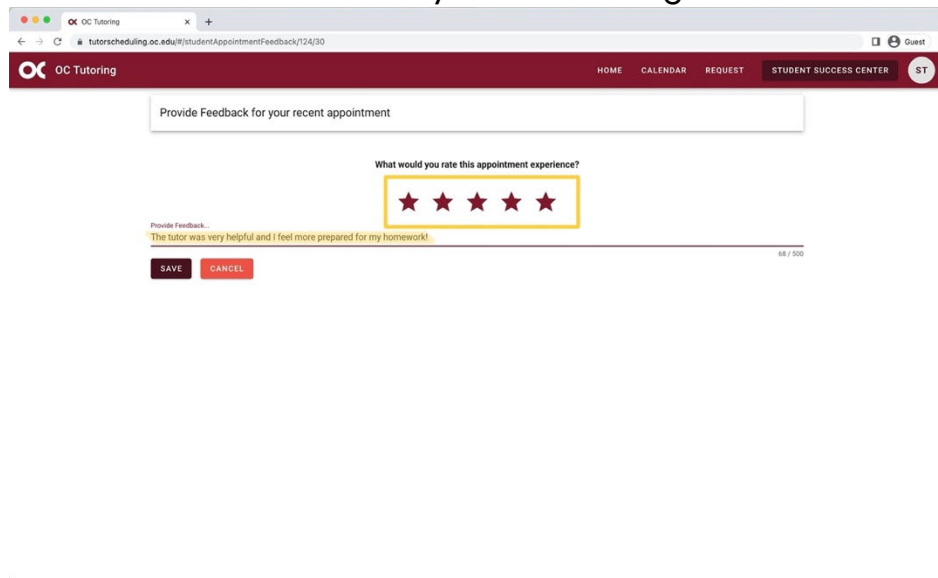
a. View appointments requiring feedback on the **Home** page.

The screenshot shows the OC Tutoring Home page. The navigation bar includes links for HOME, CALENDAR, REQUEST, and STUDENT SUCCESS CENTER. A greeting "Hello, student!" is displayed. Below the greeting are two buttons: "View Calendar" and "Make A Request". The "Upcoming Appointments for Student Success Center" section shows a table with columns for Date, Start Time, End Time, and Topic. The table lists two appointments: one on 08-08-2022 from 8:00 A.M. to 9:00 A.M., and another on 08-09-2022 from 9:00 A.M. to 10:00 A.M. Below this is a section titled "Provide Appointment Feedback for Student Success Center" with a search bar and a table showing a single appointment on 08-04-2022 from 10:00 A.M. to 11:00 A.M.

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

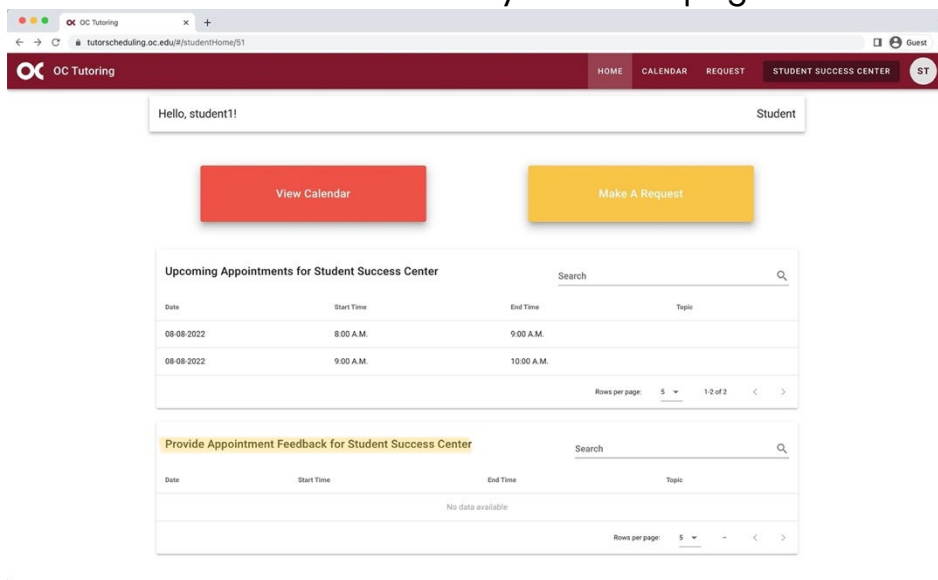
The screenshot shows the OC Tutoring Feedback page. The navigation bar includes links for HOME, CALENDAR, REQUEST, and STUDENT SUCCESS CENTER. A greeting "Provide Feedback for your recent appointment." is displayed. Below the greeting is a section titled "What would you rate this appointment experience?" with a five-star rating system. A text input field for "Provide Feedback..." is shown, followed by "SAVE" and "CANCEL" buttons. The page number "0 / 500" is displayed at the bottom right.

- c. Mouse over the start to give a numerical rating.
- d. Provide a short summary of the tutoring session.



The screenshot shows the 'Provide Feedback for your recent appointment' page. At the top, there's a navigation bar with 'OC Tutoring' and links for 'HOME', 'CALENDAR', 'REQUEST', and 'STUDENT SUCCESS CENTER'. Below the navigation bar, the title 'Provide Feedback for your recent appointment' is displayed. The main content area asks 'What would you rate this appointment experience?' and features a five-star rating system. The first four stars are highlighted in yellow, indicating a rating of 4. Below the stars, there is a text input field with the placeholder 'Provide Feedback...' and a sample text entry: 'The tutor was very helpful and I feel more prepared for my homework!'. At the bottom of the form, there are 'SAVE' and 'CANCEL' buttons. The page number '68 / 500' is visible in the bottom right corner.

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



The screenshot shows the 'OC Tutoring' Home page. The navigation bar is the same as in the previous screenshot. Below the navigation bar, there's a greeting 'Hello, student!' and a 'Student' link. Two prominent buttons are displayed: 'View Calendar' (red) and 'Make A Request' (yellow). Below these buttons, there are two tables. The first table is titled 'Upcoming Appointments for Student Success Center' and contains two rows of appointment data. The second table is titled 'Provide Appointment Feedback for Student Success Center' and is currently empty, showing 'No data available'.

Date	Start Time	End Time	Topic
08-08-2022	8:00 A.M.	9:00 A.M.	
08-08-2022	9:00 A.M.	10:00 A.M.	

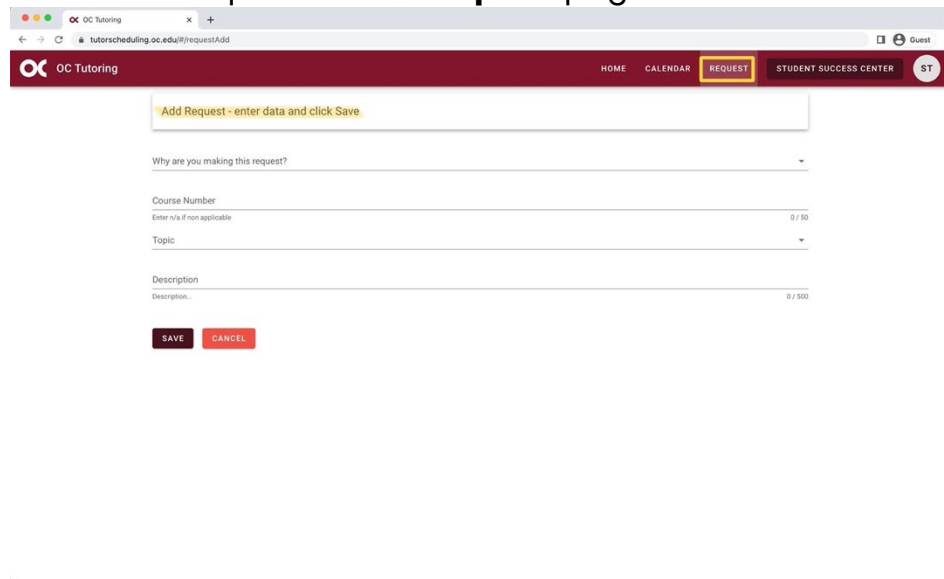
Date	Start Time	End Time	Topic
No data available			

- You will also get notifications for appointments requiring feedback.

# Requests

- Sometimes, you will not find a time, topic, or tutor that fits your needs.
- You also may have another concern.
- Then you should submit a request, and the supervisor of the group will reach out to you with solutions.

a. Make a request on the **Request** page.

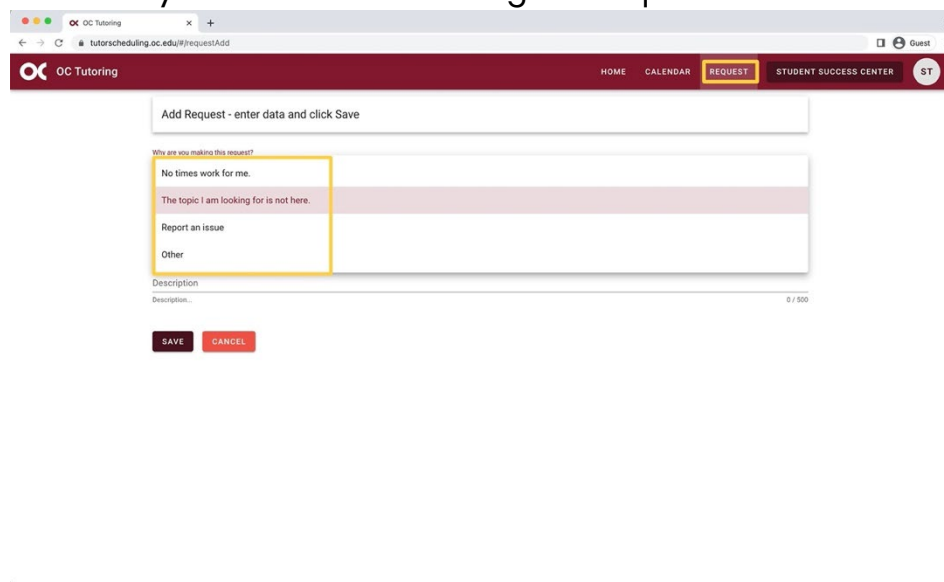


The screenshot shows the OC Tutoring website's 'Request' page. The browser address bar shows 'tutorscheduling.oc.edu/requestAdd'. The page has a dark red header with the OC Tutoring logo and navigation links: HOME, CALENDAR, REQUEST (highlighted with a yellow box), and STUDENT SUCCESS CENTER. Below the header is a white box with the text 'Add Request - enter data and click Save.' The form contains the following fields:

- 'Why are you making this request?' with a dropdown arrow.
- 'Course Number' with a text input field and a character count '0 / 50'.
- 'Topic' with a dropdown arrow.
- 'Description' with a text input field and a character count '0 / 500'.

At the bottom of the form are two buttons: 'SAVE' (dark red) and 'CANCEL' (red).

b. Select your reason for making the requests.



This screenshot shows the same 'Request' page as above, but with the 'Why are you making this request?' dropdown menu open. The dropdown menu is highlighted with a yellow box and contains the following options:

- No times work for me.
- The topic I am looking for is not here.
- Report an issue
- Other

The rest of the page, including the header, form fields, and buttons, remains the same as in the previous screenshot.

- c. Fill out the **Course Number** (if you know it), the **Topic**, and the **Description** of the problem you are needing help with.

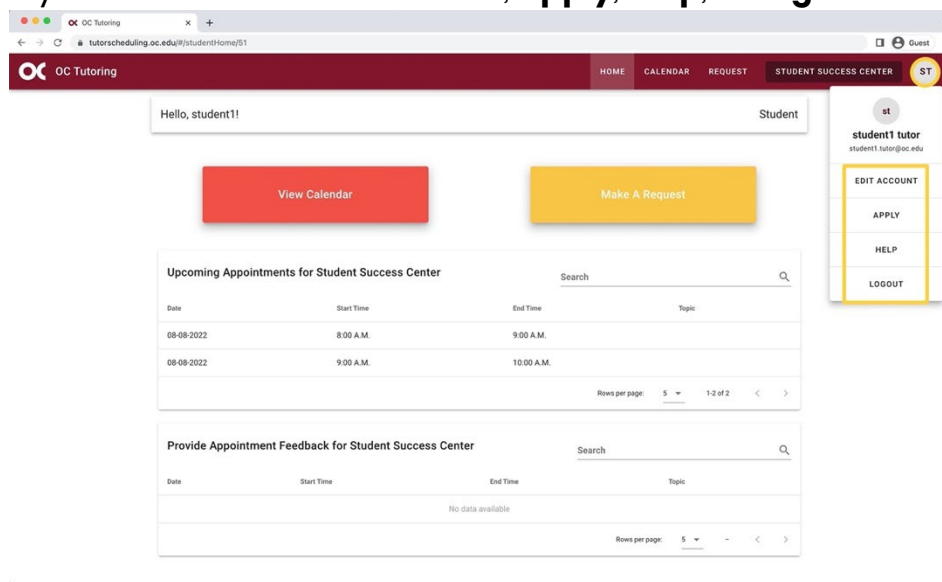
The screenshot shows a web browser window with the URL `tutorscheduling.oc.edu/requestAdd`. The page has a dark red header with the OC Tutoring logo and navigation links: HOME, CALENDAR, REQUEST (highlighted with a yellow box), and STUDENT SUCCESS CENTER. A user profile icon labeled 'ST' is in the top right. Below the header, a white box contains the text 'Add Request - enter data and click Save'. The form fields are as follows:

- Why are you making this request?**: A dropdown menu with the selected option 'No times work for me.'
- Course Number**: A text input field containing 'CMSC-1113'.
- Topic**: A dropdown menu with the selected option 'Programming 1'.
- Description**: A text input field containing 'I can't find a time for tutoring in programming 1 that fits in my schedule. I am only available MWF at 7 am.'

At the bottom of the form are two buttons: 'SAVE' (dark red) and 'CANCEL' (red). The browser's address bar shows the URL and a 'Guest' user status.

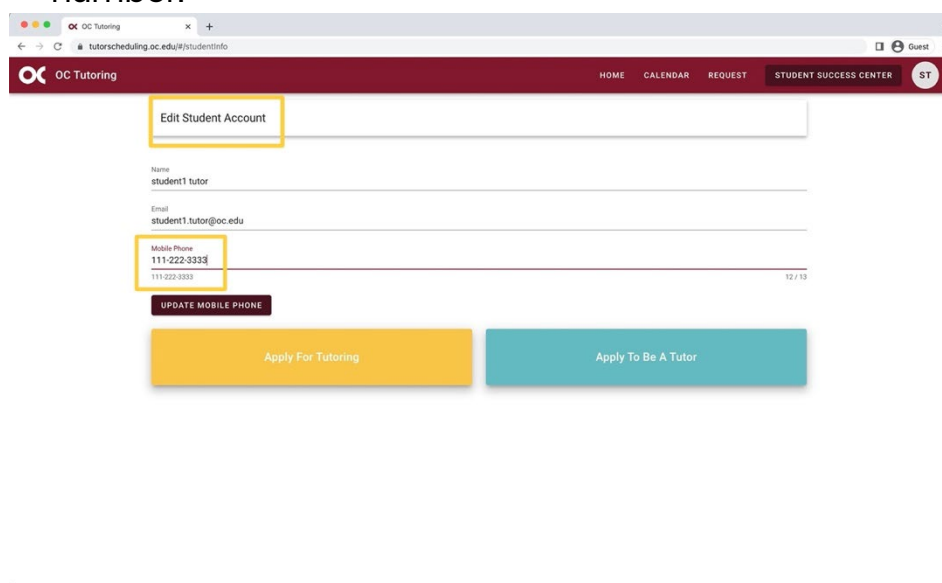
# Settings Menu

- 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**.



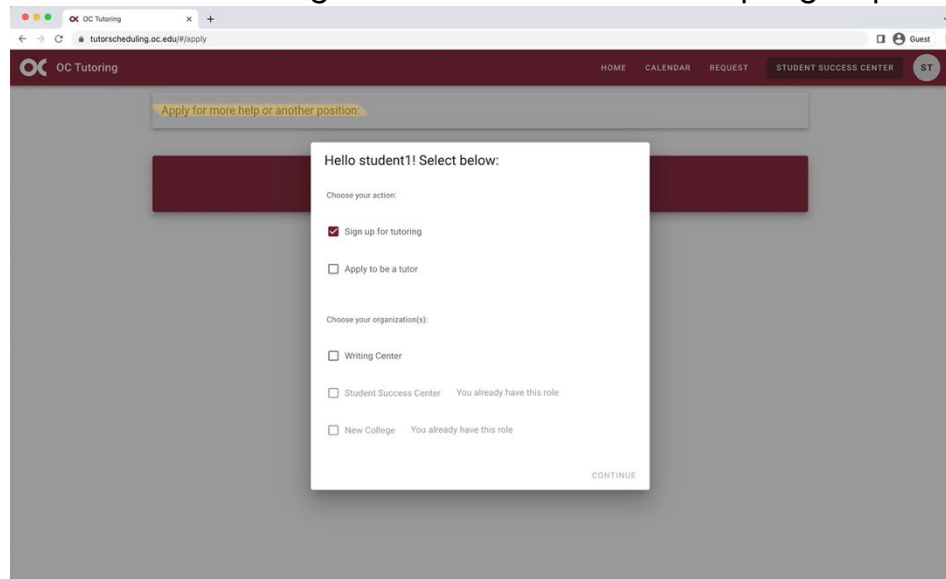
## 1. Edit Account

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



## 2. Apply

- You can apply for positions in other groups.
- This includes being a tutor or student in multiple groups.



## 3. Help

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

## 4. Logout

- This is where you can logout of your account.
- Sometimes you will see a message that says **Token Expired!**
- 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.

