

# **TUTOR HOW-TO**

## **OC TUTOR SCHEDULING**

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**OKLAHOMA CHRISTIAN UNIVERSITY**

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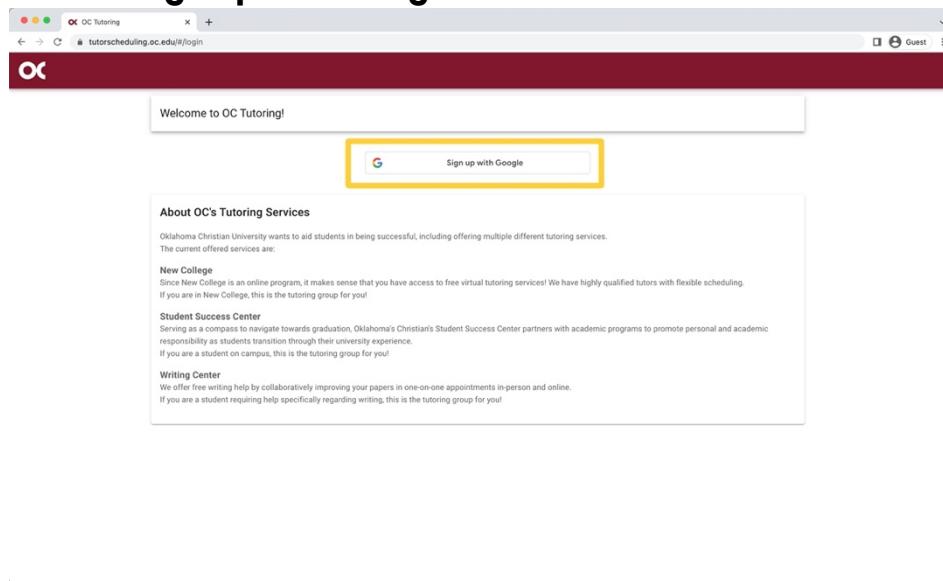
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# Login Steps

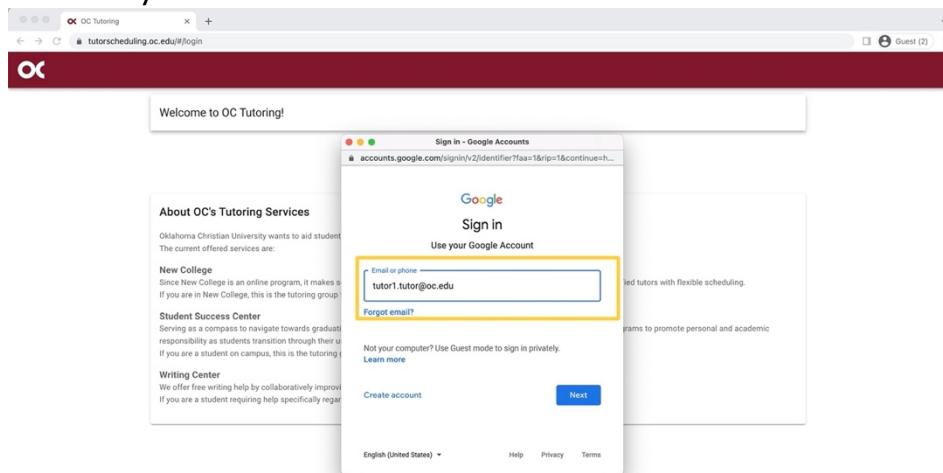
## 1. Login

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

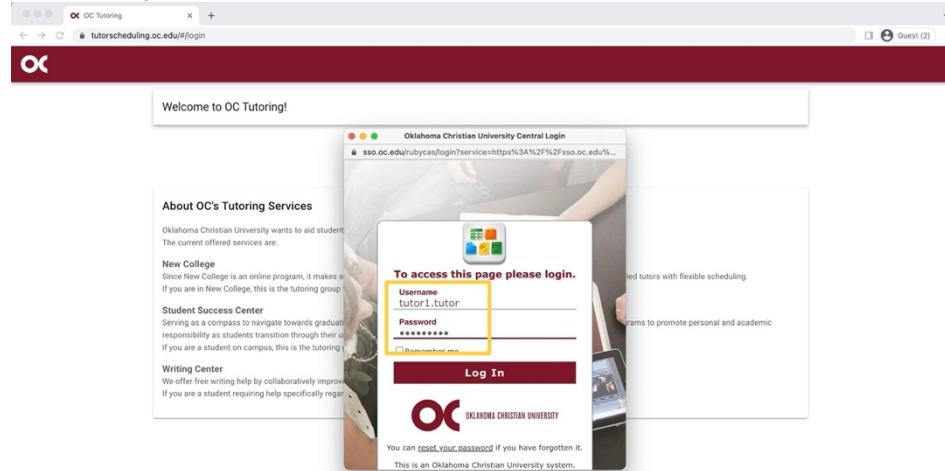
### a. Click **Sign up with Google**.



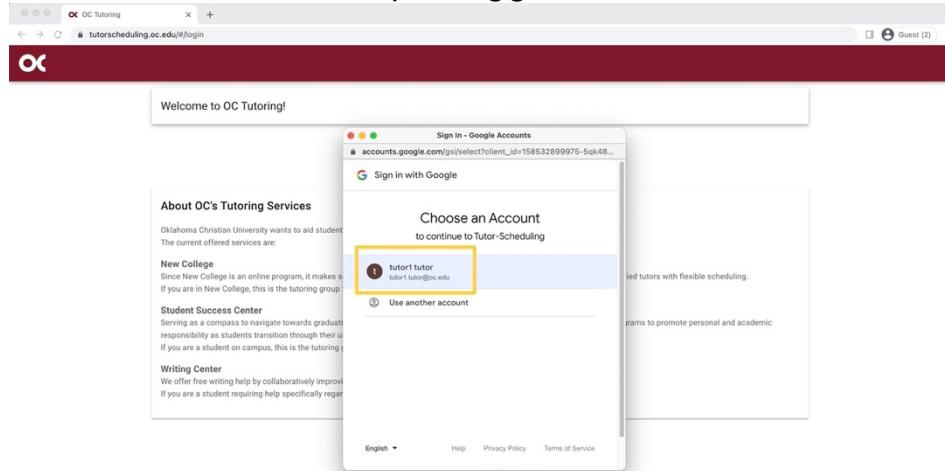
### b. Enter your **OC** email.



c. Enter your **OC** credentials.



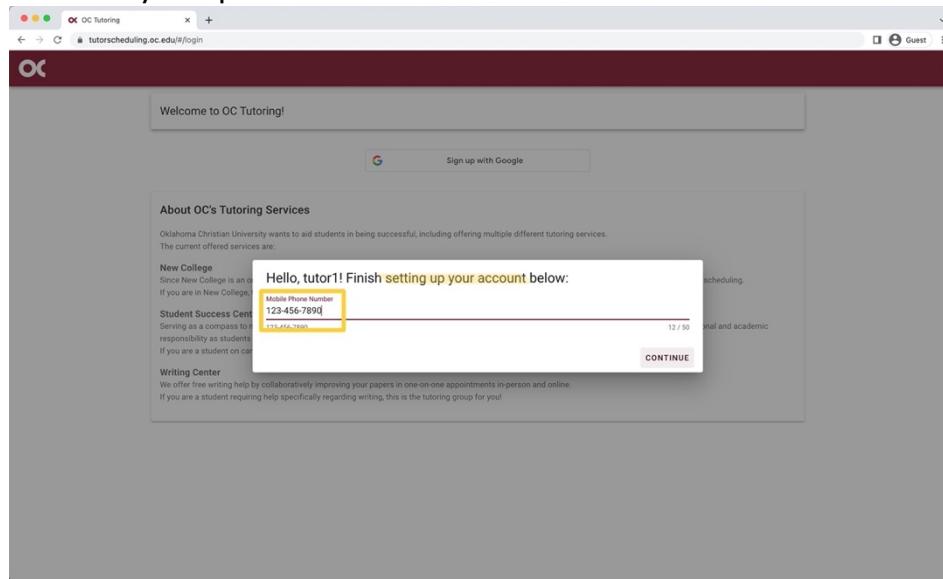
d. Click on the account you logged in with.



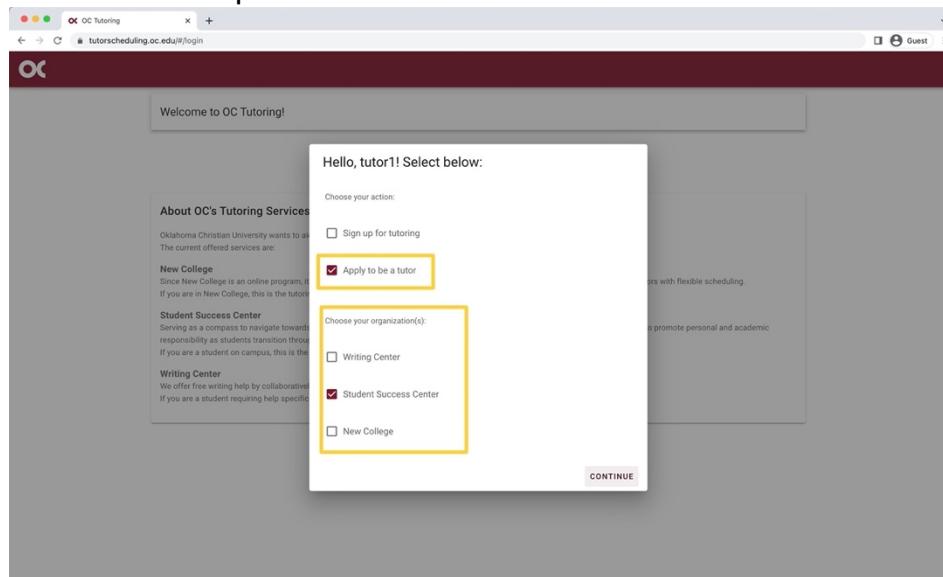
## 2. First Time User

- 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.



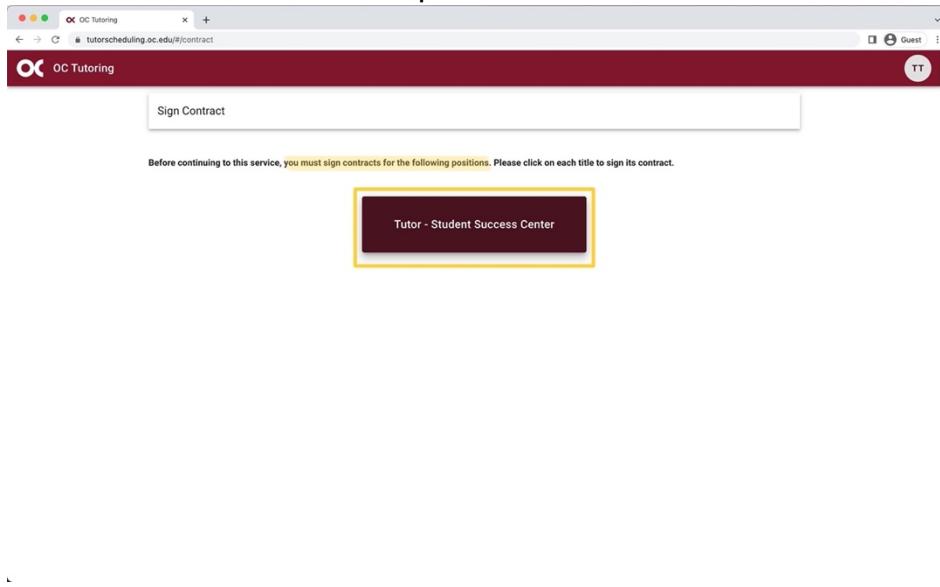
- To sign up as a tutor, select **Apply to be a tutor**.
- Select the group(s) you want to apply to be a tutor in. You can select multiple at once.



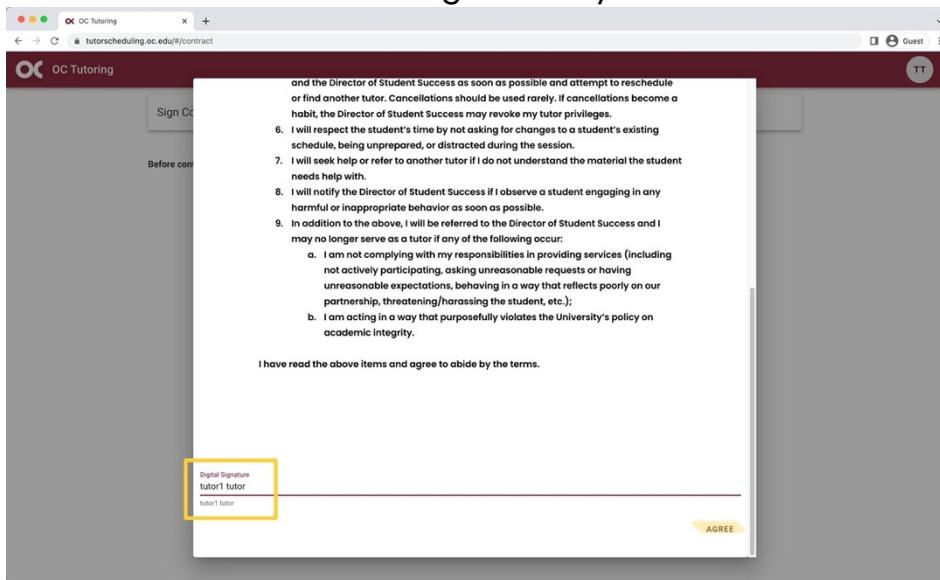
### 3. Contracts

- 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.



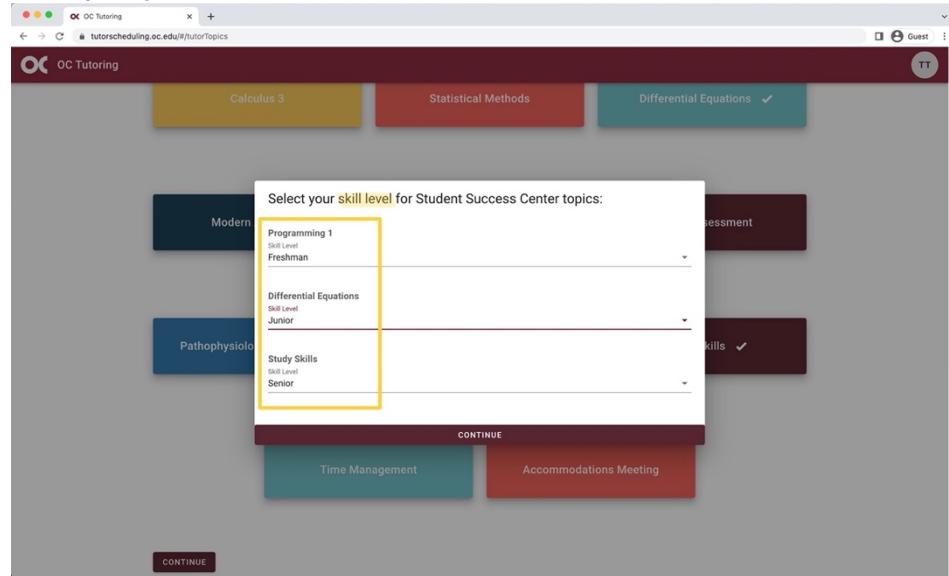
## 4. Topics

- 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.

The screenshots illustrate the 'tutorTopics' page on the OC Tutoring website. The top section, 'Student Success Center', lists topics such as Intro to Chemistry, General Chemistry 1, Organic Chemistry, Principles of Biology, Gen Bio 1: Cell and Molecular, Nutrition, General Microbiology, Programming 1 (which has a checked checkbox indicating selection), and Software Engr-Introduction. The bottom section, likely 'Mathematics', lists topics such as Calculus 3, Statistical Methods, Differential Equations, Modern Algebra 1, Linear Algebra, Health Assessment, Pathophysiology and Pharm 2, Pathophysiology and Pharm 1, Study Skills (which also has a checked checkbox), Time Management, and Accommodations Meeting. Both sections feature a 'CONTINUE' button at the bottom.

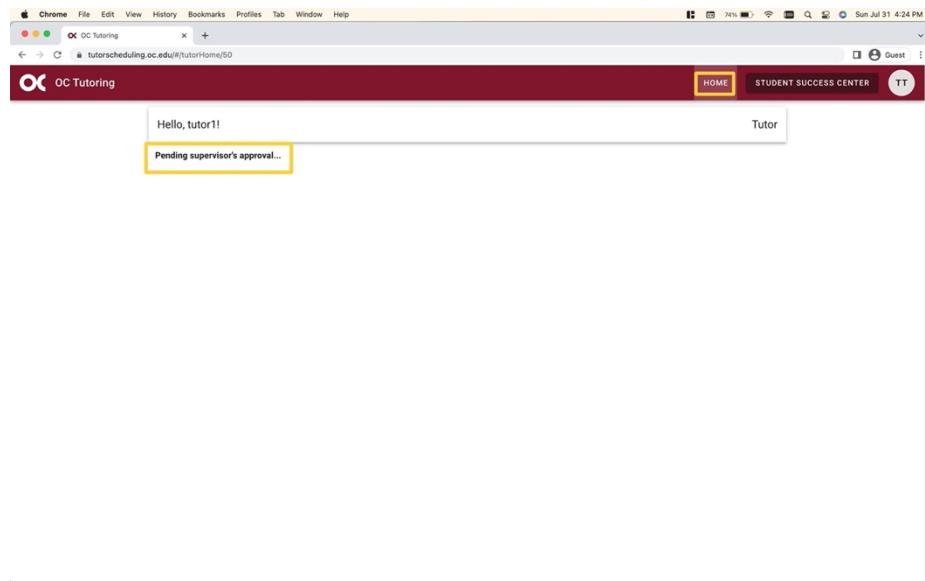
- b. After selecting **Continue**, you must specify your skill level for each topic you chose.



- 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.

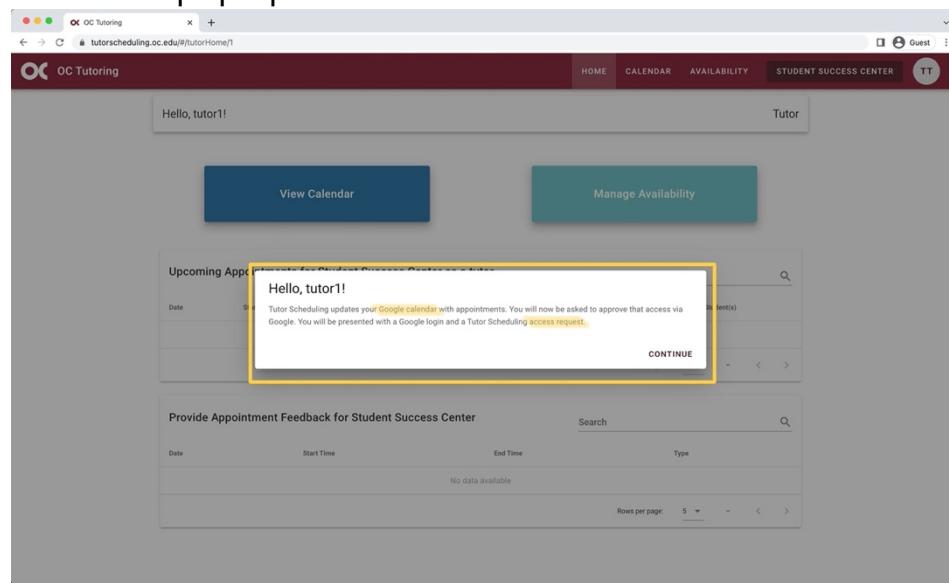
## 5. Waiting for Approval

- 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.

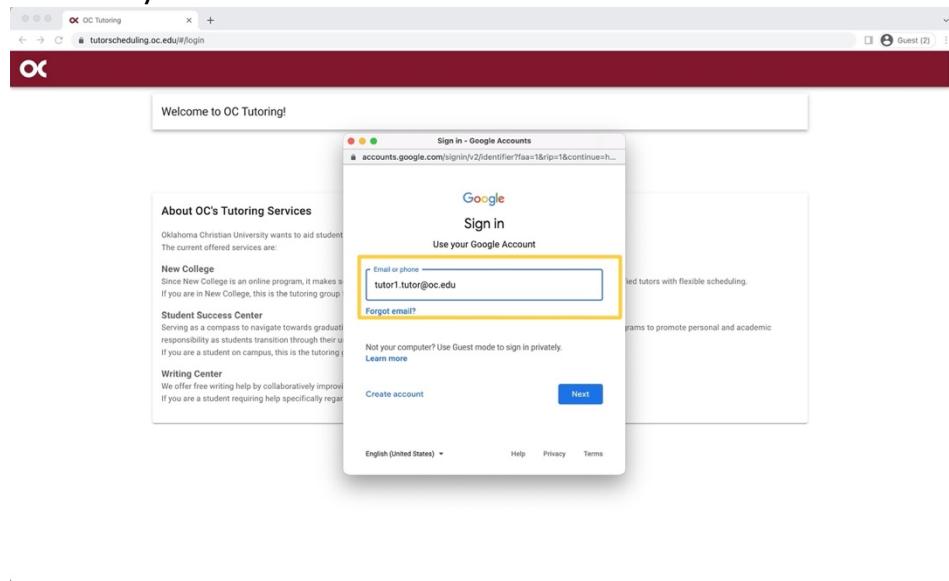


## 6. Connect to Google Calendar

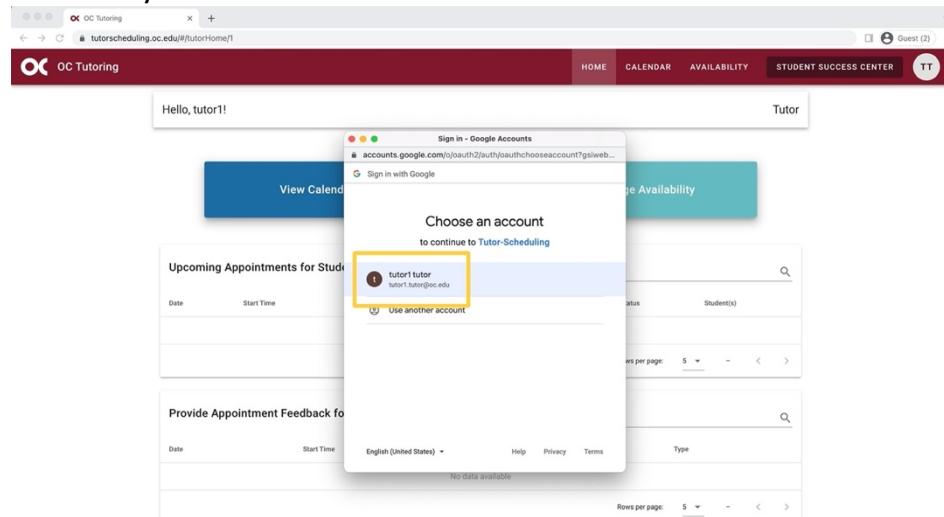
- To create Google calendar events, we need access to the tutors' calendars.
  - When your Google calendar access doesn't exist or is expired, this box will pop up.



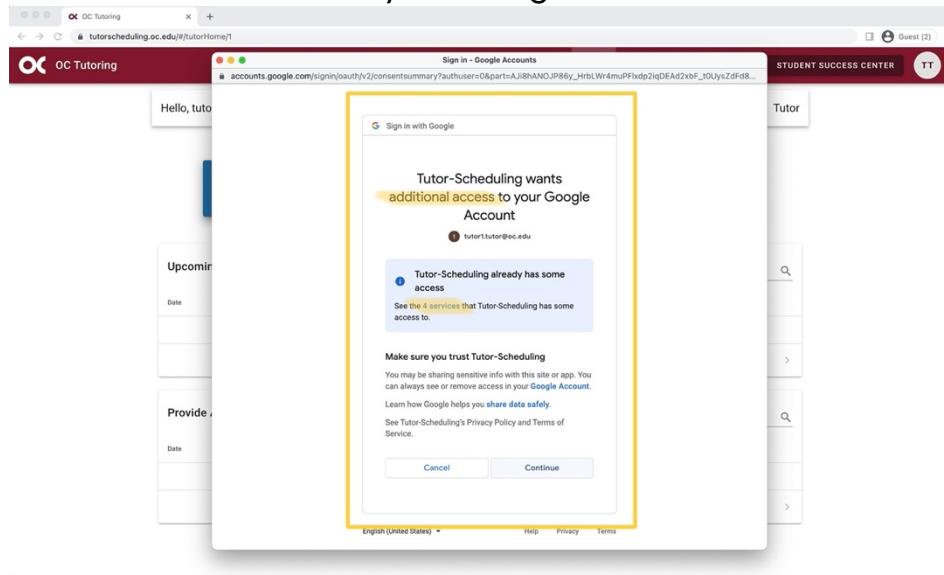
- It will look like you're logging in again.
- Enter your **OC** email address.



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 website's Availability page. At the top, there is a navigation bar with links for HOME, CALENDAR, AVAILABILITY (which is highlighted with a yellow box), and STUDENT SUCCESS CENTER. Below the navigation is a search bar labeled "Dates you are available to tutor". The main area features a calendar for July 2022. The days of the week are labeled S, M, T, W, T, F, S. The dates from 26 to 30 of June are shown at the bottom left, and the dates from 1 to 6 of July are shown at the bottom right. The date "31" is circled in red, indicating it is selected or highlighted. Below the calendar, there are fields for "Start Time" and "End Time", both currently set to "00:00". A dropdown menu labeled "Choose a session type" is open, showing options like "Online", "In-person", and "Hybrid". At the bottom of the page, there is a "SAVE" button and a section titled "Your Availabilities" which lists the selected dates.

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

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

5 selected

Dates you are available to tutor: 2022-08-01, 2022-08-02, 2022-08-03, 2022-08-04, 2022-08-05

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

Choose a session type: Private

**SAVE**

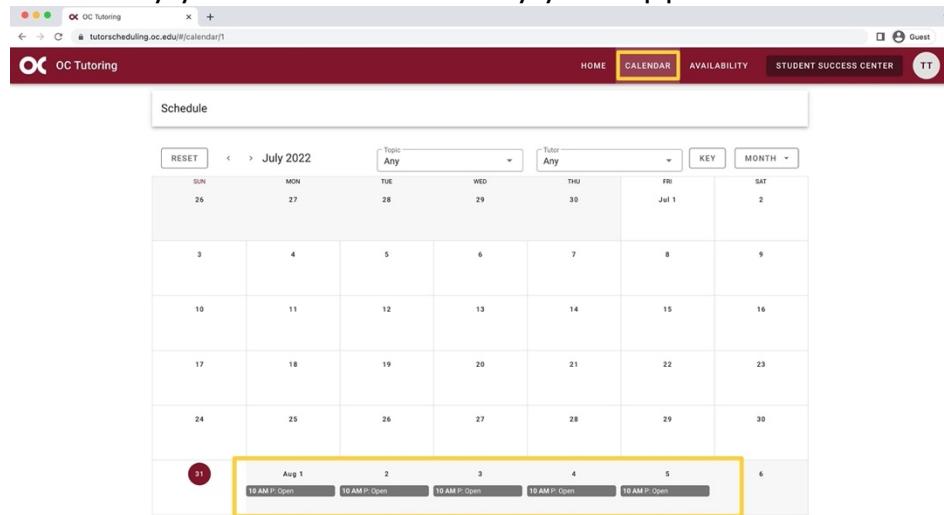
Your Availabilities

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

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.	

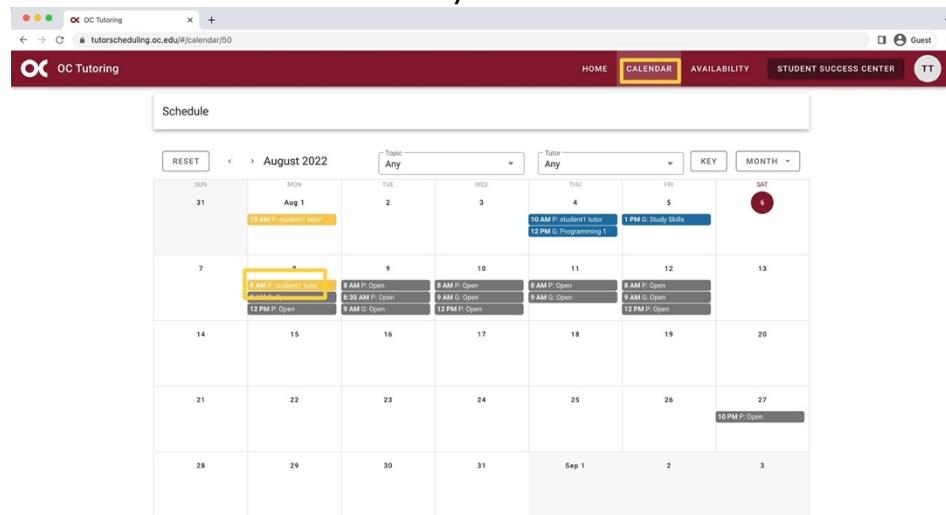
Rows per page: 5 | 1-9 of 9

- 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.

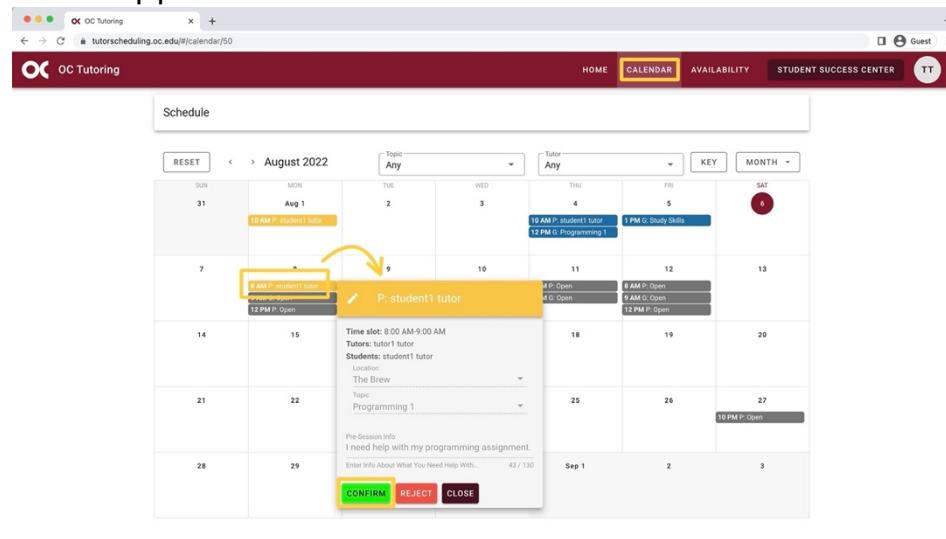


## 2. Private Appointments

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



- 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.

The screenshot shows a calendar for August 2022. Several appointments are listed across the days. Notably, the appointment on August 8th at 8 AM is highlighted with a yellow box, indicating it is a confirmed private appointment. Other entries include group sessions and open availability times.

SUN	MON	TUE	WED	THU	FRI	SAT
31	Aug 1 10 AM P: student1 tutor	2	3	4 10 AM P: student1 tutor 12 PM G: Programming 1	5 1 PM G: Study Skills	6
7	8 8 AM P: student1 tutor	9 8:30 AM P: Open 9 AM G: Open 12 PM P: Open	10 8 AM P: Open 9 AM G: Open 12 PM P: Open	11 8 AM P: Open 9 AM G: Open 12 PM P: Open	12 8 AM P: Open 9 AM G: Open 12 PM P: Open	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27 10 PM P: Open
28	29	30	31	Sep 1	2	3

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

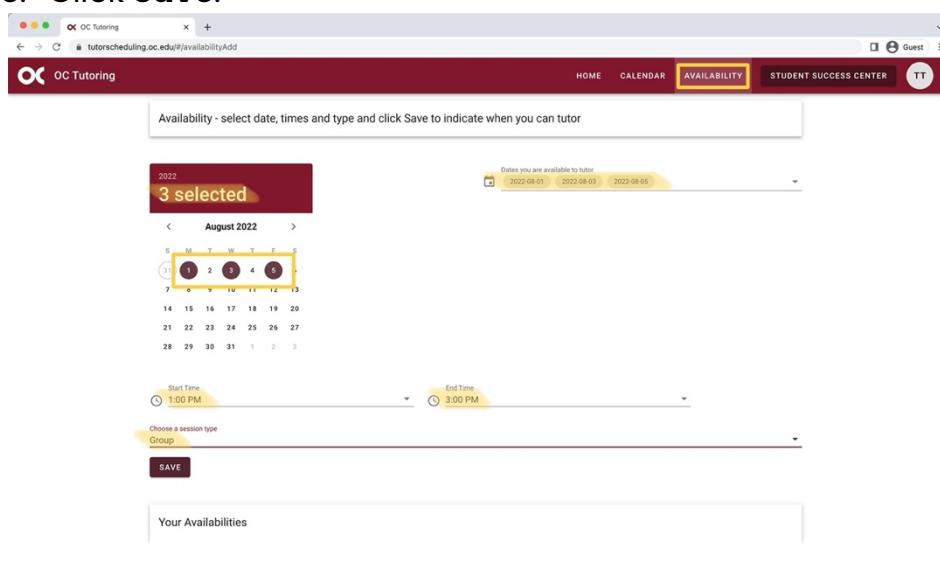
The screenshot shows the "Upcoming Appointments" table on the tutor's home page. It lists various appointments scheduled for the tutor, categorized by type (Private or Group) and status (booked, available, or open). The first appointment on August 8th at 8:00 AM is highlighted with a yellow box, matching the one shown on the calendar.

Upcoming Appointments for Student Success Center as a tutor						
Date	Start Time	End Time	Location	Type	Status	Student(s)
08-08-2022	8:00 A.M.	9:00 A.M.	The Brew	Private	booked	student1 tutor
08-08-2022	9:00 A.M.	10:00 A.M.	Student Success Center	Group	available	0 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)

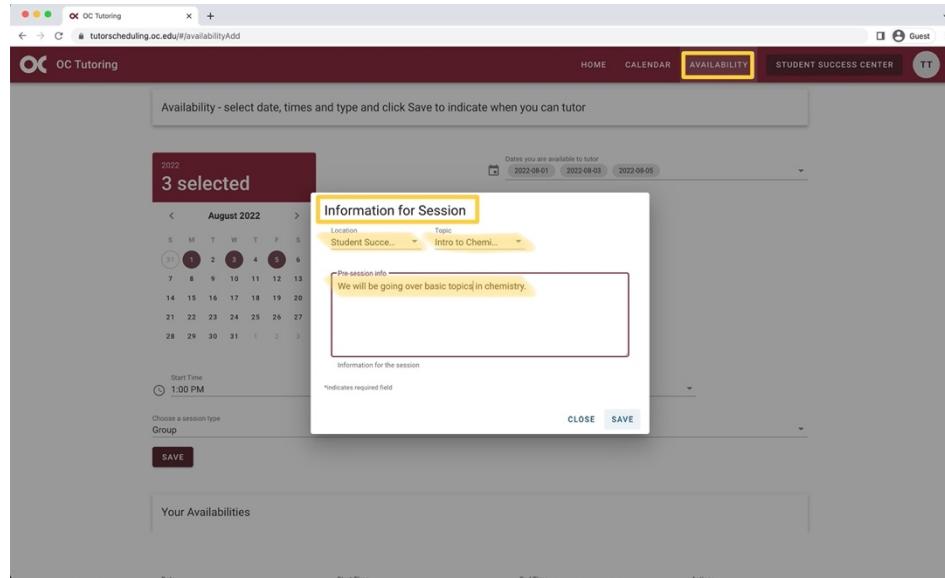
# Group Appointments

## 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**.



- 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.

The screenshot shows the 'Your Availabilities' page. A table lists sessions with columns for Date, Start Time, End Time, and Actions. The table includes rows for sessions on July 25-28, August 1-5, and a specific session on August 1st from 1:00 PM to 3:00 PM. The row for the August 1st session is highlighted with a yellow box. The 'AVAILABILITY' tab in the top navigation bar is highlighted with a yellow box.

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.	
08-01-2022	1:00 P.M.	3:00 P.M.	
08-03-2022	1:00 P.M.	3:00 P.M.	
08-05-2022	1:00 P.M.	3:00 P.M.	

- 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.

The screenshot shows a web browser window for 'OC Tutoring' at the URL [tutorscheduling.oc.edu/#calendar/1](http://tutorscheduling.oc.edu/#calendar/1). The page title is 'Schedule'. At the top, there are buttons for 'RESET', date navigation ('< > July 2022'), and dropdowns for 'Topic' (set to 'Any') and 'Tutor' (set to 'Any'). There are also 'KEY' and 'MONTH' buttons. The main area is a 6x7 grid representing the weeks from July 26 to August 6. Each cell contains a date. Below the grid, for each day of August 1st, there are two time slots: '10 AM P: Open' and '1 PM G: Open'. The entire screenshot is framed by a thick black border.

## 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.

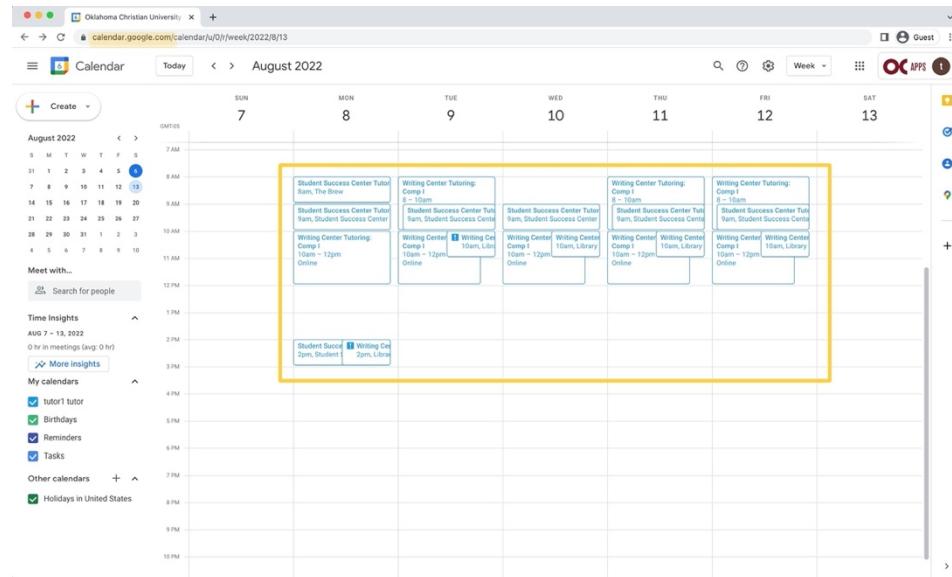
The screenshot shows the OC Tutoring calendar for August 2022. A specific appointment for 'G: Study Skills' is highlighted in blue for August 8th, from 9:00 AM to 10:00 AM. The tooltip for this appointment provides details: Time slot: 9:00 AM-10:00 AM, Tutors: tutor1 tutor, Students: student1 tutor, Location: Student Success Center, Topic: Study Skills. Below the calendar, a modal window displays the same information: Time slot: 9:00 AM-10:00 AM, Booked Start: 09:00 AM, Booked End: 10:00 AM, and Pre-Session Info: We will discuss various studying skills. There are 'CLOSE' and 'CANCEL APPOINTMENT' buttons at the bottom of the modal.

- 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.

The screenshot shows the OC Tutoring Home page. At the top, it says 'Hello, tutor1!'. Below that are two large buttons: 'View Calendar' (blue) and 'Manage Availability' (teal). The main area features two tables. The first table, titled 'Upcoming Appointments for Student Success Center as a tutor', lists one appointment: Date: 08-08-2022, Start Time: 10:00 A.M., End Time: 12:00 P.M., Location: Student Success Center, Type: Group, Status: available, Student(s): 0 Student(s). The second table, titled 'Provide Appointment Feedback for Student Success Center', shows 'No data available'. Both tables have search and rows-per-page dropdowns.

# 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.
- 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.



## OC Tutor Scheduling

## Tutor How-To

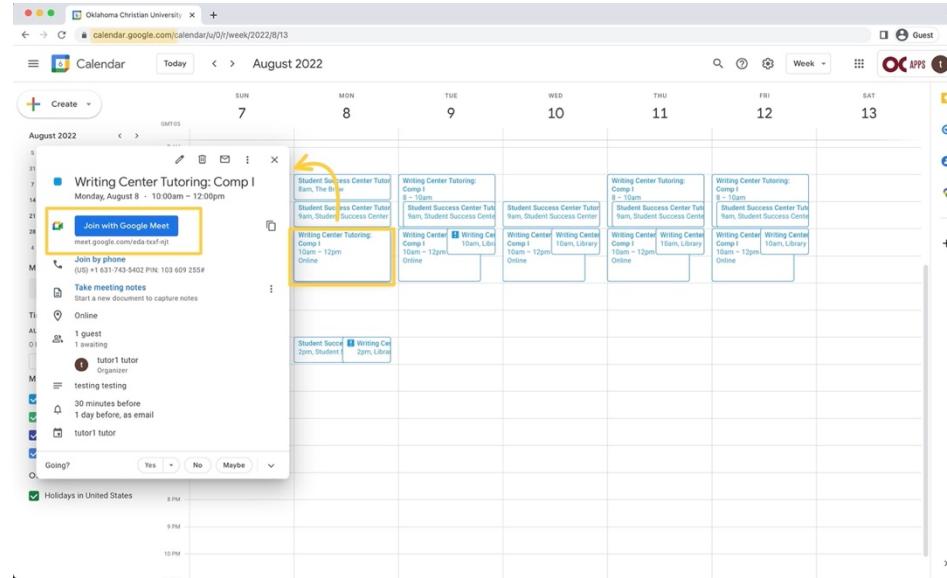
The image consists of two side-by-side screenshots of a Google Calendar view for August 2022. Both screenshots show a meeting note for "Student Success Center Tutoring" on Monday, August 8, from 8:00 to 9:00 am.

**Screenshot 1 (Top):** The meeting note is titled "Student Success Center Tutoring: Programming 1". The description states: "Monday, August 8 - 8:00 - 9:00 am". The location is "The Brew". The notes section says: "I need help with my programming assignment." The invitees section lists "tutor1 tutor" (Organizer) and "student1 tutor". The "Going?" dropdown shows "Yes".

**Screenshot 2 (Bottom):** The meeting note is titled "Student Success Center Tutoring: Study Skills". The description states: "Monday, August 8 - 9:00 - 10:00 am". The location is "Student Success Center". The notes section says: "We will discuss various studying skills." The invitees section lists "tutor1 tutor" (Organizer) and "student1 tutor". The "Going?" dropdown shows "Yes".

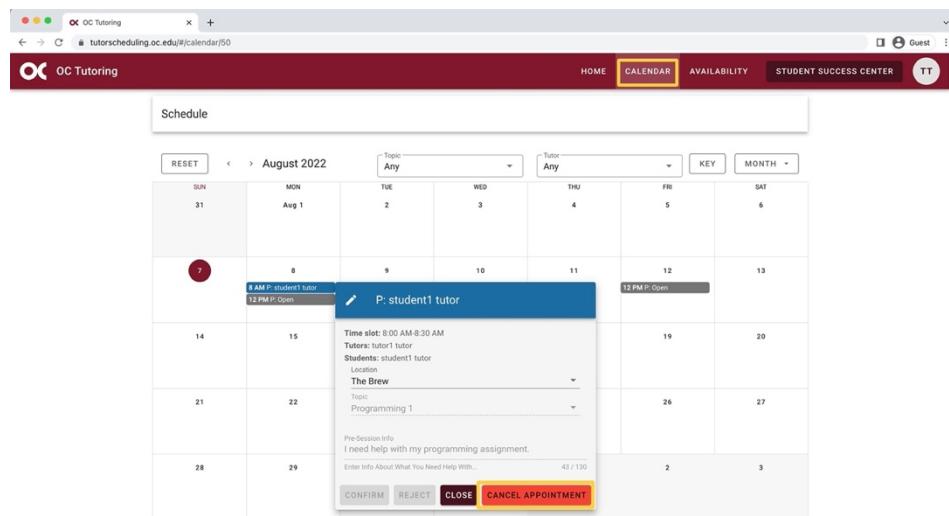
A yellow arrow points from the top of the page to the meeting notes in both screenshots.

- 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. At the top, there's a navigation bar with links for HOME, CALENDAR, AVAILABILITY, STUDENT SUCCESS CENTER, and a guest sign-in button. Below the navigation is a grid of appointment slots for various dates and times. Each slot includes details like date, start time, end time, status (e.g., Not Selected, Student Success Center), and availability (e.g., Private, Group, available, Open). A search bar and a 'Rows per page' dropdown are at the bottom of the grid. Below the grid, there's a section titled 'Provide Appointment Feedback for Student Success Center' with a table showing appointment details: Date (08-04-2022), Start Time (10:00 A.M.), End Time (11:00 A.M.), and Type (Private). There are also buttons for 'Search' and 'Rows per page'.

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

The screenshot shows the OC Tutoring Feedback page for a specific appointment. The title is 'Provide feedback for your recent session'. It asks 'What would you rate this appointment experience?' and provides a 5-star rating scale. Below the rating scale is a text area labeled 'Provide Feedback...' with a character count of 0/500. There's a checkbox for 'This student was a no-show'. At the bottom are 'SAVE' and 'CANCEL' buttons.

- 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.

The screenshot shows a web browser window titled "OC Tutoring" with the URL "tutorscheduling.oc.edu/tutorAppointmentFeedback/124/29". The page has a red header bar with the "OC Tutoring" logo and navigation links for "HOME", "CALENDAR", "AVAILABILITY", "STUDENT SUCCESS CENTER", and a user icon. Below the header, there's a text input field labeled "Provide feedback for your recent session". Underneath it, a question "What would you rate this appointment experience?" is followed by a 5-star rating scale, which is highlighted with a yellow border. A text area below contains the placeholder text "The student was very receptive to the instruction and advice I provided!". There's a checkbox labeled "This student was a no-show" and a note indicating "72 / 500" characters used. At the bottom are "SAVE" and "CANCEL" buttons.

- f. 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 with the "HOME" tab selected. It displays a table of upcoming appointments:

Date	Start Time	End Time	Type
08-08-2022	9:00 A.M.	10:00 A.M.	Student Success Center
08-09-2022	8:00 A.M.	9:00 A.M.	Not Selected
08-09-2022	9:00 A.M.	10:00 A.M.	Student Success Center
08-10-2022	8:00 A.M.	9:00 A.M.	Not Selected
08-10-2022	9:00 A.M.	10:00 A.M.	Student Success Center
08-11-2022	8:00 A.M.	9:00 A.M.	Not Selected
08-11-2022	9:00 A.M.	10:00 A.M.	Student Success Center
08-12-2022	8:00 A.M.	9:00 A.M.	Not Selected
08-12-2022	9:00 A.M.	10:00 A.M.	Student Success Center
08-27-2022	10:00 P.M.	11:00 P.M.	Not Selected

Below the table is a section titled "Provide Appointment Feedback for Student Success Center" with a search bar and a table of past feedback entries:

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

- 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**.

A screenshot of a web browser displaying the OC Tutoring interface. The URL is [tutorscheduling.oc.edu/tutorHome](https://tutorscheduling.oc.edu/tutorHome). The page shows a 'Hello, tutor1!' greeting and navigation links for HOME, CALENDAR, AVAILABILITY, and STUDENT SUCCESS CENTER. A yellow circle highlights the user initials 'tt' in the top right corner, which is the link to the Settings menu. The Settings menu is open, showing options: EDIT ACCOUNT (highlighted with a yellow box), APPLY, HELP, and LOGOUT. Below the menu, there's a table titled 'Upcoming Appointments for Student Success Center as a tutor' listing various appointments with columns for Date, Start Time, End Time, Location, Type, Status, and Student(s). At the bottom of the main content area, there are buttons for 'View Calendar' and 'Manage Availability'. The bottom right corner of the main content area shows a small preview window of another part of the site.

## 1. Edit Account

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

A screenshot of the 'Edit Tutor Account' page. The URL is [tutorscheduling.oc.edu/tutorinfo](https://tutorscheduling.oc.edu/tutorinfo). The page has a header with 'Edit Tutor Account' (highlighted with a yellow box) and navigation links. The main form includes fields for Name (tutor1 tutor), Email (tutor1.tutor@oc.edu), and Mobile Phone (111-222-3333). A yellow box highlights the 'Mobile Phone' field. Below the form is a table titled 'Current Topics for Student Success Center' with rows for Topic (Organic Chemistry, Intro to Chemistry, General Chemistry 1) and Skill Level (Freshman). At the bottom, there are buttons for 'UPDATE MOBILE PHONE' (disabled), 'Apply For Tutoring' (yellow button), and 'Apply To Be A Tutor' (teal button).

- 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.

The screenshot shows the 'Edit Tutor Account' page. At the top, there are fields for Name ('tutor1 tutor') and Email ('tutor1.tutor@oc.edu'). Below that is a mobile phone number field ('Mobile Phone: 405-850-9306'). A yellow box highlights the 'Current Topics for Student Success Center' section, which contains a table:

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

At the bottom are two buttons: 'Apply For Tutoring' (yellow) and 'Apply To Be A Tutor' (teal).

## 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.

The screenshot shows the 'Apply' page. It starts with a message 'Hello tutor1! Select below:'. There are two main sections:

- Choose your action:**
  - Sign up for tutoring
  - Apply to be a tutor
- Choose your organization(s):**
  - Writing Center
  - Student Success Center
  - New College

A 'CONTINUE' button is located at the bottom right of the modal.

### 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 a web browser window for 'OC Tutoring' at the URL <https://tutorscheduling.oc.edu/#/tutorHome/>. The page is titled 'Hello, tutor1!'. At the top, there are navigation tabs: HOME, CALENDAR, AVAILABILITY, and STUDENT SUCCESS CENTER. The STUDENT SUCCESS CENTER tab is active, indicated by a yellow border. Within this tab, there is a dropdown menu with 'Student Success Center' and 'Tutor' options, also highlighted with a yellow border. Below the tabs, there are two buttons: 'View Calendar' (blue) and 'Manage Availability' (teal). 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 data shows several appointments listed:

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)

At the bottom of the table, there are pagination controls: 'Rows per page: 5 ▾', '1 of 8', and arrows for navigating through the pages.