
How to Use WCONLINE

The Basics

Consider this your “home base. WC Online is a scheduling system where you will set up your schedule and students will book appointments with you per your courses and your availability.

<http://rochester.mywconline.com>

Here, you will be able to manage your schedule and all appointments made with you. Keep in mind, you have the ability to re-schedule and re-arrange things if necessary. The three most important things we expect of you in WC Online are:

- 1) Managing your schedule
- 2) Managing your appointments
- 3) Client Report Forms: keeping a record of your tutoring sessions

Viewing the Schedule

- The hours on the schedule run from 8AM-10PM. You can determine your own schedule based on your availability.
- You will show up on the calendar according to what courses you tutor. Students will search for tutors according to courses needed (drop down bar at the top of the screen).
- To make an appointment, students click on a white square. To view appointment information, tutors click on the blue squares. Both students and tutors receive a confirmation e-mail when appointments are made and when appointments are cancelled. Students can make appointments at any time.
- Students can make appointments 3 weeks in advance. You as a tutor will be able to see the entire schedule without time restrictions in case you need to make appointments for students.
- **White squares** indicate available times; **dark blue** is unavailable. Shades of blue are appointments that have been made.

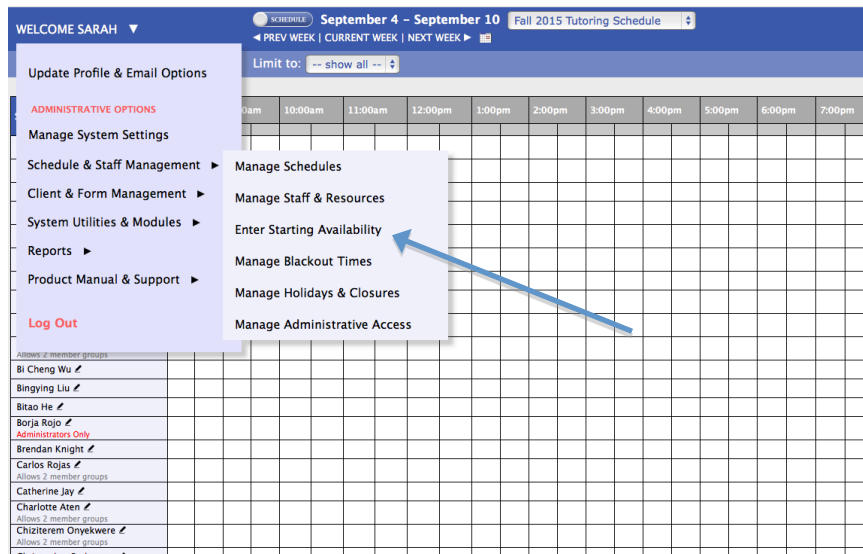
How to get started:

1. Register online with your student e-mail and fill out the information accordingly.
2. Once you are added as staff, you will have additional access to the site to set up your schedule and access appointment information

How to set up your schedule

1. Please wait to enter your availability until you have your schedules. **You can only do this step once in the system!**

2. Go to "Schedule and Staff Management" → "Enter Starting Availability."



3. Find your name on the list under the appropriate calendar (for example, Fall 2016 vs. Spring 2015).
4. The date range given will be for the entire semester calendar, hit select.
5. Check the box at the top of the screen so that it highlights all of the times.

Selected Range: September 4, 2015 to May 13, 2016

To setup the schedule, select the times which this staff or resource **IS NOT** available. Unavailable times can be selected (or unselected) by clicking on a square below. To select multiple times at once, click on the start of the unavailable time, hold down your "Shift" key, and then click on the end of that period of unavailable time.

If you would prefer to uncheck the times which this staff or resource **IS** available, check the box below to instantly check all of the checkboxes. This allows you to uncheck those times which this staff or resource should be available.

OPTIONAL: Click to check ALL of the checkboxes (allowing you to uncheck available times):

	MON	TUE	WED	THU	FRI	SAT	SUN
Select or Unselect All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8:00am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8:30am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9:00am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9:30am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10:00am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10:30am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11:00am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11:30am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12:00pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12:30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1:00pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1:30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2:00pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2:30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3:00pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3:30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Then, UNCHECK the times that you ARE available.

6. So, this student will work 8AM-10AM Monday-Friday and 12PM-1PM on the weekends.

of that period of unavailable time.

If you would prefer to uncheck the times which this staff or resource is available, check the box below to instantly check all of the checkboxes. This allows you to uncheck those times which this staff or resource should be available.

OPTIONAL: Click to check ALL of the checkboxes (allowing you to uncheck available times):

	MON	TUE	WED	THU	FRI	SAT	SUN
Select or Unselect All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8:00am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8:30am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9:00am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9:30am	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10:00am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10:30am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11:00am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11:30am	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12:00pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12:30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1:00pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1:30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2:00pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2:30pm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Important: It is recommended that you set limits on your hours per week so that you are not overbooked. For example, if you only want to work 4 hours a week, select 4-8 hours out of your schedule to dedicate to tutoring, rather than entering every time slot that you have free. You can always open up times that you are available or restrict your hours.

How to make changes to your schedule

WC Online refers to "black out times" as when you are unavailable (dark blue). You can change your availability by changing your blackout times. You cannot go back and "re-do" your entire schedule for each week.

You cannot add *new* blackouts times once you have entered your schedule, so it is suggested that you leave small half-hour blocks of availability that you can use to extend or shorten your blackout times.

Here is an example of a schedule we want to change:

The tutor has open half-hour times available throughout the day, which makes it easier to either open up or restrict your schedule if you have a lot of changes.

Sarah Tutor																							
Administrators Only																							
Tutor Training Time																							
Administrators Only																							
Allows 15 member groups																							
Sep. 9: WEDNESDAY	8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm	8:00pm										
Sarah Tutor																							
Administrators Only																							
Tutor Training Time																							
Administrators Only																							
Allows 15 member groups																							
Sep. 10: THURSDAY	8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm	8:00pm										
Tutor Training Time																							
Administrators Only																							
Allows 15 member groups																							
Sep. 11: FRIDAY	8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm	8:00pm										
Sarah Tutor																							
Administrators Only																							
Tutor Training Time																							
Administrators Only																							
Allows 15 member groups																							
Sep. 12: SATURDAY	8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm	8:00pm										
Sarah Tutor																							
Administrators Only																							
Tutor Training Time																							
Administrators Only																							
Allows 15 member groups																							
Sep. 13: SUNDAY	8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm	8:00pm										
Sarah Tutor																							
Administrators Only																							
Tutor Training Time																							
Administrators Only																							
Allows 15 member groups																							

To open up your schedule, click on the black out time you wish to make available for either that specific day or for each week. For example, if this tutor wanted to be available for Sunday morning, click on the time block from 8:30-12:30 and select "cancel entire blackout."

Sarah Tutor

Use the form below to modify, view, or cancel this blackout. Questions marked with a * are required.

This is a blackout. The time slot that you are working with will show as unavailable on the schedule.

Time: **Sunday, September 13:** to
Created: Aug. 3, 2015 (9:51 pm) by Sarah Gerin.

Admin Options: Update all associated blackouts?

Now, the tutor will be available during that time.

Sep. 13: SUNDAY	8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm	8:00pm
Sarah Tutor													
Administrators Only													
Tutor Training Time													
Administrators Only													
Allows 15 member groups													
Sep. 14: MONDAY	8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm	8:00pm

To make repeating, weekly changes to a time block.

To restrict your schedule, click on an *existing* blackout time and extend the times to when you are unavailable.

How to Manage Appointments

In some instances, you may need to make appointments for a student, cancel an appointment, or change the times. These can all be done directly from the Appointment Form.

To make an appointment: Click on the white space in your schedule and fill out the form for the student. You can enter their name and fill out the information as accurately as possible.

For repeating appointments: select “Repeat Appointment” and fill out accordingly.

Fill out the form below in order to save this appointment. Questions marked with a * are required.

Email: sgerin@ur.rochester.edu
Location: CETL - Dewey 1-154
Appointment Limits: Appointments must be 1 hour in length.

Time: REPEAT APPT. Thursday, September 10: 10:30am to 11:30am
Repeat every 1 weeks until Sep 10 2015
on Mondays Tuesdays Wednesdays Thursdays Fridays Saturdays Sundays

Client: Gerin, Sarah (sgerin@ur.rochester.edu)

Have you attended the required logistics training session? If not, please e-mail Sarah to set up a time. : -- please select --*

Have you ever tutored before? : -- please select --*

Have you been any of the following:: -- please select --*

Admin Options: Walk-In/Drop-In: | Missed: | Placeholder: | Email Client?

This is recommended! You will have to fill this out for the student.

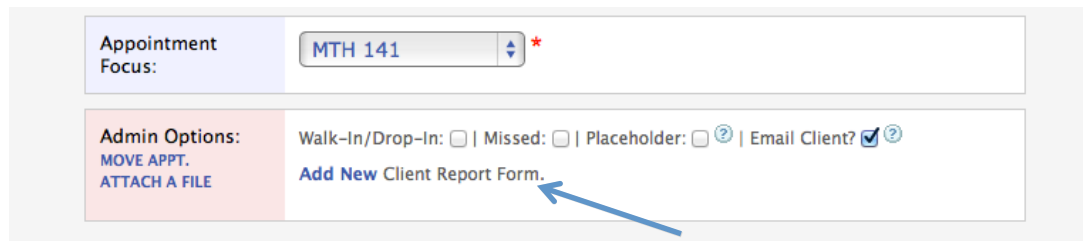
For Missed Appointments: Select the appointment time on your calendar and check the box marked “Missed” at the bottom of the form (see above). It’s important that you record missed appointments!

Placeholder Appointments: These can be made if you need to make yourself unavailable, but do not want to alter your schedule (example, if something came up last minute.)

Keeping Notes after Your Session: Client Report Forms

These are critical! You MUST complete one after every session with a student.

Click on the appointment time slot to access the Appointment Form. Scroll to the bottom of the Appointment Form and select “Add New Client Report Form”.



Appointment Focus: MTH 141 *

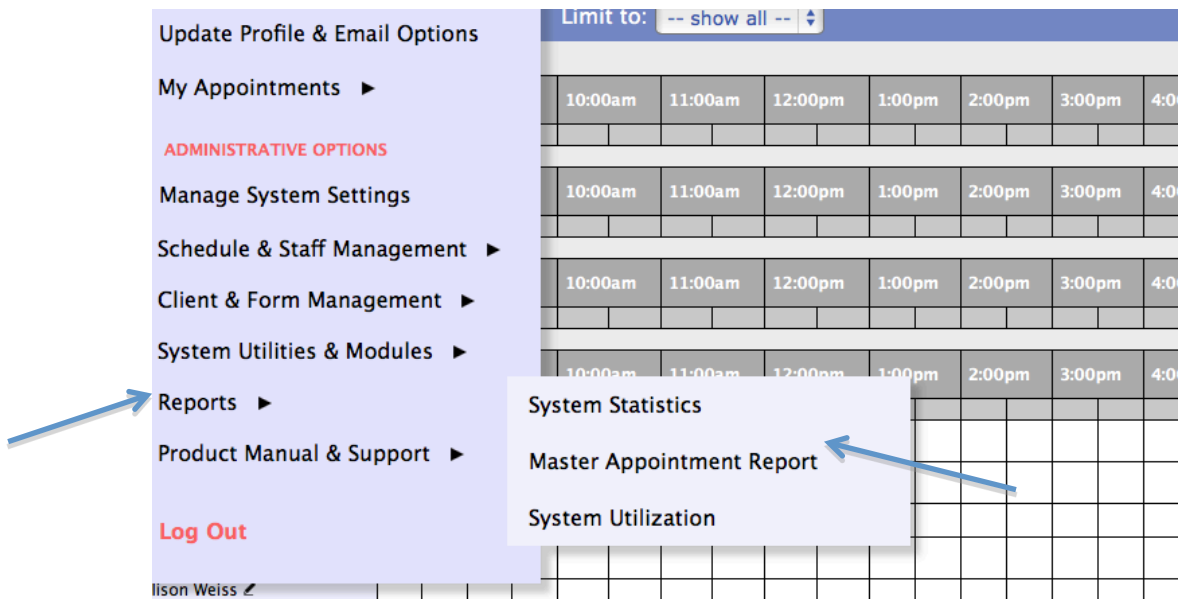
Admin Options:
MOVE APPT.
ATTACH A FILE

Walk-In/Drop-In: | Missed: | Placeholder: ? | Email Client? ?

[Add New Client Report Form.](#)

Include a two or three sentence summary of how your session went. If you are working with the student consistently, please note any progress and/or set backs you notice. If there is anything that you believe requires further attention, such as health concerns, students skipping lectures, etc., please notify CETL.

If your appointment does not show up on your schedule and you need to fill out a Client Report Form, you can still access it by going to **Reports → Master Appointment Report**



Update Profile & Email Options

My Appointments ▶

ADMINISTRATIVE OPTIONS

Manage System Settings

Schedule & Staff Management ▶

Client & Form Management ▶

System Utilities & Modules ▶

Reports ▶

Product Manual & Support ▶

Log Out

Limit to: -- show all --

10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm

System Statistics

Master Appointment Report

System Utilization

Ilison Weiss

Search for your name and/or the date of the appointment to find the appropriate appointment form and complete the steps to fill out the Client Report Form.

This report provides a comprehensive list of saved appointment and client report form (post-session) data. To limit the report to the settings below. With the exception of setting dates, the report will automatically refresh once a new selection is made.

Limit to Schedule:	-- all schedules --
Limit to Resource:	-- all staff --
Limit to Client:	-- all clients --
Limit Display: ⓘ	-- all active appointments --
Limit to Date Range:	From 08/04/2015 to 08/04/2015 APPLY
Define Display Order:	Sort by Date, then Start Time

Your First Tutoring Session

It's important that you establish the tone at the first meeting. Think about your instruction style and what kind of professional relationship you want to create. Optimally, the tutor-tutee relationship is successfully established at the first meeting. Certainly, you may not hit it off with your tutee right away; however, doing what you can to promote a successful connection is critical. Below are some suggestions on how to achieve this.

1. **Use icebreakers & introductions** - Introduce yourself, tell your story. Why did you want to be a tutor? Ask them about themselves, show them that you care and want to help them achieve and/or continue their success.
2. Conduct some **study skills assessment** (this will be on-going). Ask them questions about their current study habits to determine areas where they may need to make some changes. Also, you may find out that they need some study skills coaching. If so, refer them to a CETL study skills consultant (we have found, and research backs this up, that effective study skills are very important for student success). Here are some questions you can ask:
 - a. How do you study for this class?
 - b. What resources do you already use?
 - c. How do you manage your time?
 - d. Do you take notes? What do you do with your notes?
 - e. Do you read the textbook and/or other readings? How do you use this material?

3. There are volumes written about how people learn! We don't expect you to know it all, however, there are a few basics that should be emphasized, things that you probably already know at some level because you are a successful student. It is amazing how many college students, especially new college students, got by in high school with ineffective study habits, and these habits just will not work in college. Here are a few basics:
 - a. Importance of spaced study
 - b. Repeated practice and over learning
 - c. Mixing up study environment
 - d. How to use notes
 - e. How to read your textbook
 - f. Attention spans and multi-tasking
 - g. Time management: committed time, maintenance time & discretionary time
 - h. How much studying is enough?

At the end of your first session, make sure to make an appointment for the next session. In fact, you as the tutor, can make several more appointments using the WOnline schedule (the tutee is limited). Successful tutoring rests on the fact that consistent and sustained meetings are what make the difference. In fact, you should aim for at least 5 sessions with your new student.

However, you may find that you and your tutee just aren't connecting well. Give it time. If it continues to be a bad match, you can always refer him or her to another tutor. If you do this, make sure to follow up in order to provide the best opportunity for the tutee to make a successful connection with someone else.

Questions to Consider

- How do you study? What is/is not effective and why?
- How will you model effective study strategies in your discipline(s) for your students? (think about daily studying, preparing for exams, completing homework, doing projects and research, etc)
- How will you open your tutoring session?
- How will you close the session?
- What should students expect from their tutors? What should tutors expect from their students?

Recommended Readings

- Carey, Benedict (2010, September). *Forget What You Know About Good Study Habits*, **NYTimes**.
- Lipsky, Sally A. (2011). *The Power of Peers: Your Role as Peer Educator*. **Training Guide for College Tutors and Peer Educators**, Boston, MA: Pearson Education, Inc., pp 1-7