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I. Managing Your Schedule

CETL tutors are expected to create their schedules at the start of each semester. Emma will contact you at the start of the semester once WC Online is ready for your schedule input. Tutors are also expected to maintain their schedule weekly. This section will show you how to do both.

a. How to create your semester schedule

1. Log in to WC Online
2. Hover over the ‘Welcome [your name]’ menu in the upper left-hand corner and go to ‘Schedule & Staff Management’ > Starting Availability Management.
3. Find the current semester schedule and your name. Click on ‘Add New Schedule’ to the right of your name.
4. UNCHECK times you are available to tutor. (Note: you do not have to tutor all of these times. Emma can set a schedule limit for you so that your schedule closes for the week/day after X appointments are reached. Please list at least 5 hours of availability)
5. Click ‘Apply this schedule’
6. Made a mistake? It’s ok! Use the Black out time manager tool in this guide to make changes or email tutoring@rochester.edu for help.

Tips/Reminders

- Tutoring appointments are all 1 hour. The blocks on WC Online are each 30 minutes.
- WC Online lets you add, remove, and adjust blackouts as needed (see How to use blackouts section). If you blackout an entire day, you will be able to add it back in as needed. If you make a whole day available, you will be able to add blackouts.
- It can be helpful to put at least 1 30 min blackout time (time you cannot tutor) in your schedule when creating it to later edit quickly without having to use the blackout manager. WC Online lets your click on existing blackouts to adjust them.
- Listing less than 5 hours of availability or creating a confusing schedule with invalid appointments (30 minute appointments) are invalid schedules. You will need to redo your schedule by emailing tutoring@rochester.edu
- Once your schedule is set and the semester of tutoring has begun, it is hard to reset your schedule. Make sure you are happy with your schedule before you begin tutoring for the semester. You can change it with the blackout management tool as needed once you have begun tutoring.

b. How to use the blackout times manager

Tutors are expected to keep their schedules up to date 2 weeks in advance to avoid conflicts. The blackout times manager makes it easy to plan around your exams, commitments, and outside appointments.
The blackout manager is for adding new blackouts. For a quick change to your schedule, you can click on existing blackouts to shrink them, expand them, or delete them. Just go to the main tutoring schedule and click on the one you want to edit. Remember, you can adjust for that week only or have the change impact future weeks by selecting the appropriate bubble in the bottom corner of the form.

1. Hover over the ‘Welcome [your name]’ menu in the upper left-hand corner and go to Schedule & Staff Management > Blackout times manager.
2. Click on the time you would like to add a blackout and adjust the times appropriately on the form. Note: you can make the change just for the week OR for all future weeks by selecting ‘show repeat options’ and selecting the frequency and end date you would like.
3. You can also remove and edit times of existing blackouts in this mode. Just click on them and edit the times in the form or click on the red ‘cancel’ button to remove it.
4. Click ‘Return to Schedule’ above the tutoring schedule to leave the blackout times manager.

C. How to use placeholders

Blackouts are much better for blocking off more than an hour in your schedule, but if you just need to hold an hour in your schedule to avoid tutees from booking it, you can do so by using a placeholder.

1. Click on the time in your schedule you would like a placeholder.
2. Make sure your name is in the client portion of the form.
3. Scroll down to the bottom of the form and check the box next to ‘placeholder’ and click ‘create appointment’.
4. Check to make sure it went through by clicking on the time again in your schedule. It should say placeholder on the right-hand side of the form.
5. If you wish to delete it, just cancel it by clicking on the appointment time and clicking ‘cancel’ on the bottom of the form.

Tips/Reminders

- Tutors are expected to keep their schedules up to date 2 weeks in advance to avoid conflicts.
- Tutors can adjust their schedules as needed but CETL expects tutors to give about 5 hours a week of availability.
- If you need to take a week off for school work or other obligations, that is fine but you need to let CETL know by emailing tutoring@rochester.edu. This way we can know you are ok and put your account on admin only if that is easier/less confusing to tutees looking to sign up with you.

II. Managing Your Appointments

CETL tutors are expected to invite tutees back for future appointments, offer repeating weekly appointments, cancel sessions appropriately and mark
sessions as missed. This section will show you how to do so according to CETL policy.

### a. How to book appointments for tutees

1. Ask the tutee make sure they are not at their appointment limit. All tutees are limited to 2 appointments per week. If they have reached their limit, you can tell them to email tutoring@rochester.edu to request the extra session. They can tell me they want an appointment with you.
2. If they are not at their appointment limit, click on the time they want to book with you and enter their name in the client portion of the form- it should come up as you type it in. Note: this step is important because your name auto-populates in the form. If they do not have a WC Online account, they will need to create one first.
3. Double check the time to make sure it is correct and click ‘create appointment’. That’s it! Make sure the appointment went in by checking the schedule. The tutee will also receive a confirmation email.

### b. How to book repeating appointments for tutees

It is always a good idea to suggest this to tutees since tutoring is most effective in regularly occurring sessions.

1. Ask the tutee make sure they are not at their appointment limit. All tutees are limited to 2 appointments per week. If they have reached their limit, you can tell them to email tutoring@rochester.edu to request the extra session. They can tell me they want an appointment with you.
2. Check to see if you have a regular time available for the next few weeks that works for both of you.
3. If they are not at their appointment limit, click on the time they want to book with you and enter their name in the client portion of the form- it should come up as you type it in. Note: this step is important because your name auto-populates in the form.
4. Click on the link next to the times that says ‘Show REPEAT Options?’. You will then need to select ‘week’ and choose an end date.
5. That’s it! Click on ‘create appointment’ and check the time on your schedule to make sure it went through.

### c. How to reschedule appointments

Rescheduling is the best option when it comes to conflicts for tutor or tutee. Always try to reschedule instead of canceling when possible.

1. Email the tutee and offer another day/time to hold the session. You will need to have this time available on your WC Online schedule.
2. Click on the appointment on the WC Online schedule that you would like to reschedule. Click on ‘edit appointment’ and scroll down to the bottom of the form to select ‘Move appointment’.
3. Edit the times on the form as needed and select your name as the resource and the new date. Click save!
4. Check your WC Online schedule to make sure the appointment was rescheduled.

d. How to cancel appointments

The tutee may request a cancelation via email and should try to do so a day in advance when possible. They have the ability to cancel in advance on WC Online. In the event of a medical or family emergency for tutor or tutee, you may need to cancel an appointment for them. If you cancel an appointment on WC Online, tutoring@rochester.edu needs to be notified. This allows us to know that the appointment was canceled for x reason in case the tutee forgets and is looking for you.

Tutors cannot cancel tutoring appointments unless for family or medical emergencies (illness, not feeling well, etc.). In the event you need to cancel, you should attempt to reschedule if possible. If you cannot reschedule with the tutee, you need to CC tutoring@rochester.edu to alert us of the cancelation. See the cancelation protocol below.

1. If the tutee needs to cancel and emails you in advance or with a conflict you deem reasonable for canceling last minute (emergency, illness, etc.), CC tutoring@rochester.edu to your reply or forward the message
   a. If you need to cancel, CC tutoring@rochester.edu to your email to the tutee.
2. Cancel the appointment in WC Online by clicking on the appointment in your schedule and clicking ‘cancel’

Tips/Reminders

- You should offer to reschedule when possible
- Failure to CC tutoring@rochester.edu may result in a strike. CETL does see cancelations in the system and reviews them.
- Canceling due to failure to plan ahead in your tutoring schedule (for a exam, a club activity, etc.) may result in a strike.
- Plan ahead! Rescheduling in advance, using the blackout times manager, and using placeholders allow you to avoid conflict as much as possible. Check your schedule at least every other day and try to stay ahead of your schedule by 2 weeks (tutees cannot book more than 2 weeks in advance).
- Don’t work if you are sick/unwell/stressed/in the hospital. This will not count as a strike against you and you should put your health first. You can always email tutoring@rochester.edu if you need assistance.

e. How mark appointments as missed

If a tutee cancels the day of the appointment, fails to show up, or later than 10-15 minutes into the appointment, the appointment should be marked as missed. After 3 missed appointments, tutees lose access to tutoring and need to email tutoring@rochester.edu to reactivate their accounts.

1. If the tutee appears to be late, you can email them (though, you are not required to) and you should wait 10-15 minutes. If the tutee emails you at the last minute to cancel without a valid reason (medical, family emergency, illness), go to step 2.
2. Click on the appointment on your WC Online schedule and click on ‘Mark Missed’.

Tips/Reminders

- Sometimes frequent lateness/last minute cancelations can be a sign that a student is struggling. You can always email tutoring@rochester.edu for assistance and/or submit a CARE referral for assistance.
- It may be helpful to remind the tutee about the policy. The Tutee Agreement is located in the Microsoft Team > General > Documents

III. Tutee Agreements and Client Report Forms

This is the paperwork part of your job. The tutee agreement is a document all tutees need to sign once for the start of a semester of tutoring. It outlines the expectations (similar to the tutor agreement tutors sign) and helps hold tutees accountable of their learning and use of tutoring.

The client report form is what is completed at the end (last 10 minutes) of a tutoring session. These need to be completed with the tutee to practice beneficial metacognitive processes such as reflection, retrieval, and goal setting. This also helps reinforce concepts. Client report forms are also helpful if a question is raised by the tutee so that CETL can access the appointment information and know the appointment met. Other tutors can also access these in the event it would be helpful to see what their tutee worked on previously with the tutor/what goals they set.

a. Tutee Agreement

As a tutor, you sign an agreement and so do tutees! If you need to access the agreement to remind the tutee about the policies they agreed to or to have them sign an agreement if they have not yet done so for the current semester, the link to the form is provided at the top of the WC Online schedule. The agreement can also be pulled up by the tutor in Microsoft Teams > General > documents.

First session with a tutee? Always ask if they have read and signed the agreement for the current semester. It is also a good idea to review it, especially if they wish to meet with you and/or another tutor regularly.

b. How to enter a client report form

1. In the last 10 minutes of a session, finish up what you are working on and pull up the form on WC Online by clicking on the appointment on your WC Online schedule and clicking on ‘enter new’ on the right side of the form.
2. Read through each part with the tutee— they should be the ones summing up the session verbally while you fill out the form.
   a. Bullet points are fine, but it should be clear to someone who wasn’t in the session (Emma or another tutor) what you worked on with the tutee.
3. Review it together and click ‘save’.
4. If a concern came up in the session, you should email tutoring@rochester.edu directly to let Emma know as soon as possible. CETL may not see the client report form right away, so a direct email will ensure that we can address any issues that may have come up during the session and assist you as needed. Public safety or UCC can be reached for immediate assistance in an urgent crisis.
   a. Public safety: (585) 275-3333 – or x13 on campus phone or blue light phone
   b. UCC hotline: (585) 275-3113

Tips/Reminders

- It can be easy to run out of time. Set a timer so that it goes off at the last 15 minutes of your session. That way you have time to wrap up and complete the form.
- Allow the student to author the client report form as much as possible.
- Check off the box at the bottom to send the form to the client if they want to revisit their goals easily.
- DO NOT list anything that could potentially cause harm to a student or disclose personal information that they would not want another tutor seeing. If something concerning occurs during the session, email tutoring@rochester.edu directly with concerns or call public safety in the event of an emergency.
- Client Report Forms are an important part of a tutoring session and are therefore checked. If you are missing them, it could result in a strike.

c. How to check for a missing client report form

1. Go to the welcome menu and go to ‘System Utilities & Reports’ > Report: Master Listings.
2. Filter to the current semester schedule, your name for the resource, and select the correct date window.
3. The system defaults to all active appointments but you will be able to see missing client report forms by looking to the right of the appointments listed. You can also select ‘orphan appointments’ under content limit to only see missing appointments.
4. Click on ‘view appointment’ and ‘add new’ to enter the client report form.

d. How to access Tutees’ past client report forms

This is handy if you are working with a tutee who you have not worked with before/they refer to something that was done in a previous session.

1. Go to the welcome menu and go to ‘System Utilities & Reports’ > Report: Master Listings.
2. Filter their name in the client portion and adjust the dates to include the window you are looking in.
3. Click on ‘view appointment’ and ‘view existing’.
**Tips/Reminders**

- Client Report forms are confidential CETL information that should not be shared with anyone except WC Online, the tutee, and CETL tutoring program staff. The form should never be emailed to professors without written consent from the tutee and CETL supervision.

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**IV. Helpful Reminders**

**a. Basic Administrator user reminder**

With great power comes great responsibility.

You become a basic administrator on WC Online when you become a tutor which means you gain extra access into the system which allows you to book appointments for other students, enter/view client report forms and appointment data, and edit your schedule. The system will let you override limits enforced on non-tutor, standard accounts. *This does not mean you are excluded from booking policies.*

**b. CETL Tutee Booking policies**

These rules go both for you when booking your own tutoring appointments for you to receive tutoring, as well as when booking sessions for other tutees.

- You cannot book back-to-back appointments with the same tutee for the same class. This would be an extra-long session and all tutoring sessions are limited to 1 hour.
- You cannot book less than 2 days in advance.
- You cannot book more than 2 weeks in advance.
- You cannot cancel the day of an appointment you have with another tutor.
- You cannot cancel other tutee’s appointments who are not meeting with you.
- You cannot book more than 2 sessions per week without written permission from CETL.
- Failure to comply with the above could result in a strike.

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**V. FAQ**

1. Once I set my schedule, can I change it?
   - Yes, you can change it by using the Blackout Times Manager or by clicking on existing blackouts to edit and delete them. CETL can reset your schedule if you need to recreate it but only if you do not have future appointments booked in your schedule.

2. How many hours of availability should I offer?
   - CETL asks that you provide at least 5 hours of availability a week- you are welcome to offer more. If you list a lot of open hours, it would be a good idea to set a weekly and/or daily limit (see below).
3. How do I set an appointment limit on my schedule?
   ➢ Email tutoring@rochester.edu and let CETL know what limit you would like (X appointments per day and/or Y appointments per week). We do request that you try to keep at least 5 hours of availability a week (this is in the CETL job description/posting). The system will block out your schedule once your limit is reached.

4. Do I need to check WC Online or will I be emailed when an appointment is booked?
   ➢ Yes, you need to check WC Online at least every other day to avoid missing appointments. The email system is not always reliable and with the amount of emails you receive daily as a UR student, it is possible to miss them. Part of the tutor agreement states that you will check your schedule at least every other day.

5. A tutee is not showing up to the appointment- what do I do?
   ➢ Wait 15 minutes. If the tutee is still not there and did not alert you to their absence with a valid reason (medical, family emergency, illness), you can mark the appointment as missed in WC Online: after 3 no-shows, the tutee’s account will have a hold and they will need to email tutoring@rochester.edu for access. CETL will remind them about the policy.
   ➢ If this keeps happening, check in and make sure the time you are meeting works for them, maybe offer an alternative time. Make sure they are ok- sometimes lateness is a sign that something is wrong. Refer them to the agreement (located in MS Teams and linked above the schedule on WC Online). Make sure they understand the commitment. You can always email tutoring@rochester.edu with concerns so CETL can help or check in with the tutee.

6. A tutee wants to meet with me but it will exceed their 2 appointment per week limit. What do I do?
   ➢ Tell the tutee to email tutoring@rochester.edu for permission for the extra session.

7. Do I need to email tutoring@rochester.edu any time I need to cancel an appointment?
   ➢ Any time you are going into WC Online to cancel a tutoring appointment (not the tutee), you need to email tutoring@rochester.edu. This can just be CCing us to any cancelation emails or reply to cancelation emails.

8. How do I add more courses to my course list on WC Online?
   ➢ Email tutoring@rochester.edu for CETL to make any changes to your course listings

9. How do I add an appointment limit to my schedule? I have 20 hours of availability listed, but I do not want to tutor all 20 hours!
   ➢ Email tutoring@rochester.edu and request a daily and/or weekly limit. We expect tutors to work at least 5 hours a week but can work with you if you are feeling overwhelmed.

10. What needs to be done after a tutoring session?
    ➢ The client report form needs to be entered in the last 10 minutes of the tutoring session with the tutee. Log your time into HRMS.