

The Center for Academic Excellence Guide to Online Appointment Scheduling for Tutoring Appointments

Metropolitan State’s [Center for Academic Excellence](#) is pleased to announce that currently-enrolled students are able to schedule tutoring appointments through the new [WOnline appointment scheduling platform](#). Please read these instructions carefully, and retain the information for future use. If you have questions, please contact us at 651.793.1460.

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A. Registering for Tutoring Services on WOnline

1. Point your browser to <https://metrostate.mywconline.net> to register. Once you’ve arrived at the website, click on the “Click here to register” link. You’ll see a screen like the one below:

Create a New Account

Fill out the form below in order to create a new account on this system. Questions marked with a * are required.

Email Address: * **Metro State email address required**

First Name: *

Last Name: *

Student ID Number/Tech ID Number: *

Telephone Number: *

First or Home Language: *

If your primary language was not listed above, please enter it below. We value linguistic diversity, and want all of the languages that Metro State students speak and write (as first languages) listed:

Standing: *

In what college/school is your major/degree program located? *

Undergrad students: what is your major? Graduate students: in which degree or certificate program are you enrolled? *

In what year do you plan to graduate from Metro State? *

2. Enter the necessary contact and demographic information.
 - a. University policy requires the Center to communicate with students through official university email accounts. Thus, you will need to **use your Star ID-based Metro State email account to register**.

4. Once you've clicked on the "white box" for your selected day/time/tutor, a pop-up appointment-scheduling form will appear. (Note: if you don't see the pop-up, check the task bar at the bottom of the screen. Sometimes WOnline automatically minimizes pop-up windows). The image below represents a Writing Center appointment form:

The screenshot shows a web-based appointment scheduling form. At the top, there's a 'Time' section with a dropdown for 'Wednesday, January 28' and time slots '12:00pm' to '12:50pm'. Below is a 'Client' field with the name 'Thompson, Julie M' and email 'julie.thompson@metrostate.edu'. The 'Meet Online?' section has a dropdown for 'In - Meet Face-In-Face at the Center' and a note about eTutoring. The 'Course/Subject' field is a dropdown menu with a blue arrow pointing to it. Below are 'Course Number' and 'Instructor's LAST name' text boxes, both with blue arrows. A section for 'Writing Center tutorials' lists various topics with checkboxes. The 'Assignment' field is a text box with a blue arrow. The 'What would you like to work on today?' field is a larger text box with a blue arrow. At the bottom is an 'Appointment Focus' dropdown. To the right of the form is a grey box with instructions and arrows pointing to the form fields.

Click on the arrow in the right-hand box to schedule a one-hour appointment.

Check your syllabus, assignment, D2L, eServices, the Appendix in this document, or online course listings if you're unsure of your Course/Subject code and Course Number.

Check your syllabus, assignment, D2L, eServices, or online course listings if you're unsure of your instructor's last name.

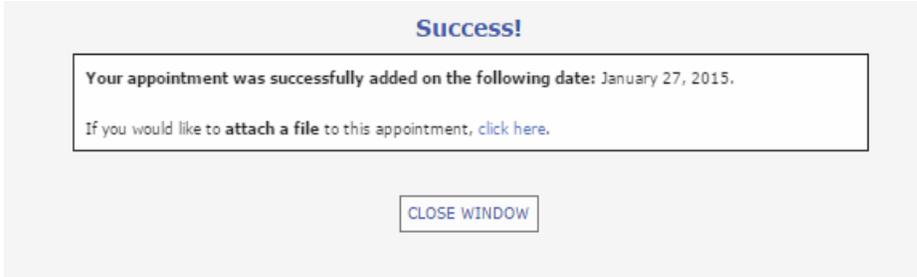
Provide the assignment title (or a brief description of the assignment, for example, Research Bibliography Draft 2)

Describe your tutorial goals as they relate to the concerns you checked in the list above. For example, if you checked the box for "Research Strategies," let us know specifically what you'd like to learn about research strategies).

5. Click on "save appointment." You'll receive an email confirmation of your appointment.
6. If you need to modify or cancel your appointment, take the following steps:
 - a. Login to WOnline.
 - b. Locate your appointment in the relevant tutoring schedule.
 - c. Click on your appointment box (either yellow or green).
 - (1) If you've modified the appointment (new day, new tutor, updated goals/assignment information, for example), click on the "save changes" button at the bottom of the screen. You'll receive an email confirmation of the modified appointment details.
 - (2) If you've canceled the appointment, click on the "cancel this appointment" button at the bottom of the screen. You'll receive an email confirmation of the cancellation.

C. Attaching Documents for Tutoring Appointments

1. Once you've scheduled an appointment, the message below will appear.



2. Press "click here" to attach one or more files to your appointment. A new pop-up window will appear (if you don't see it, check the task bar at the bottom of the screen).



Attach a File

To add a file to your appointment, select the appropriate appointment from the list below and then select the file. Documents cannot be over 1MB in size and must be in one of the following formats: .doc, .docx, .numbers, .odt, .pages, .pdf, .rtf, .txt, .wpd, .wps, .xls, or .xlsx. Administrators can add files to any appointments by selecting the appointment from the list below.

Appointment: 01/27/2015: 10:00am (James B.)

Attach File: No file chosen

Document Title:

Be sure to include the title of your document. (with arrow pointing to Document Title field)

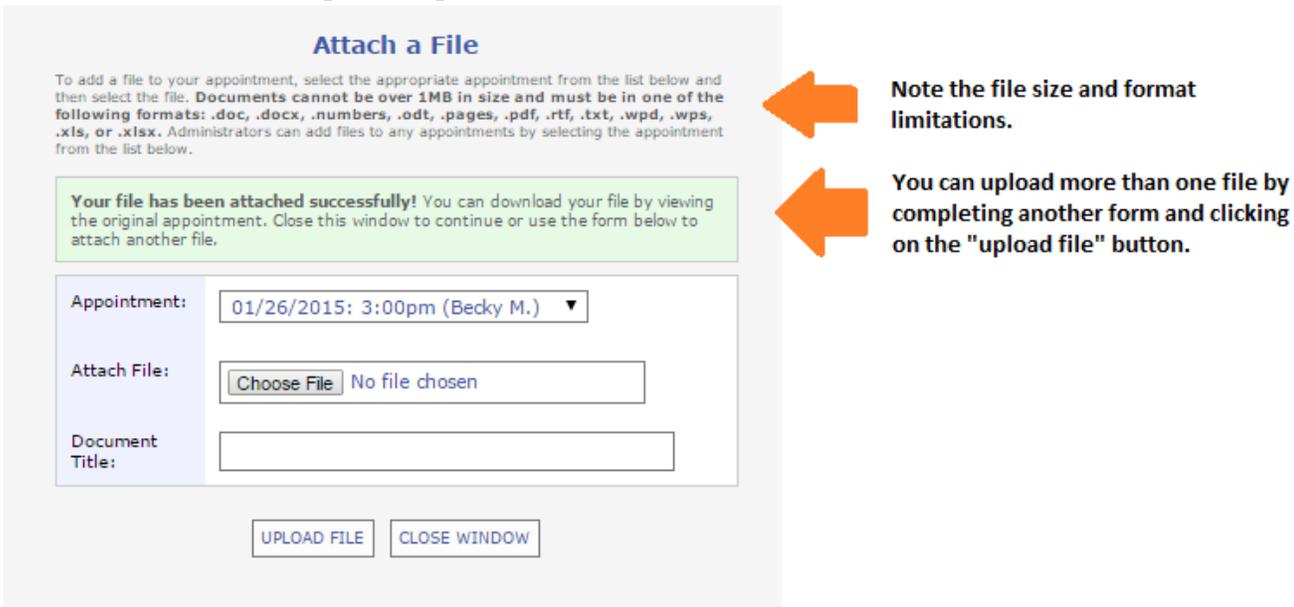
Click on the "Choose File" button to upload documents for your tutorial. If you have digital copies of the course syllabus and/or assignment instructions, upload them here (you will need to upload one document at a time). (with arrow pointing to Choose File button)

NOTE: All eTutoring appointments (phone tutorials, online tutorials) require the following documents:

- * Assignment instructions/Assignment sheet
- * Your draft/partial draft to discuss with the tutor

Click on the "Upload File" button to attach the necessary documents. (with arrow pointing to UPLOAD FILE button)

3. You have the option to upload more than one file.



Attach a File

To add a file to your appointment, select the appropriate appointment from the list below and then select the file. Documents cannot be over 1MB in size and must be in one of the following formats: .doc, .docx, .numbers, .odt, .pages, .pdf, .rtf, .txt, .wpd, .wps, .xls, or .xlsx. Administrators can add files to any appointments by selecting the appointment from the list below.

Your file has been attached successfully! You can download your file by viewing the original appointment. Close this window to continue or use the form below to attach another file.

Appointment: 01/26/2015: 3:00pm (Becky M.)

Attach File: No file chosen

Document Title:

Note the file size and format limitations. (with arrow pointing to the instructions text)

You can upload more than one file by completing another form and clicking on the "upload file" button. (with arrow pointing to the UPLOAD FILE button)

D. Retrieving Tutor Feedback Documents from Writing Center eTutorials

1. If you scheduled an eTutorial (formerly known as email-based tutoring), you will use WOnline to retrieve the tutor's written feedback. During your appointed time, the tutor will take 50 minutes to review your written work and to complete a tutor feedback form. The tutor will then attach the feedback form and a copy of your draft to your appointment. Once the feedback and your draft have been attached to the appointment, you'll receive an email indicating that your appointment has been "modified."
2. Login to WOnline, click on your appointment, and click on the attachment hyperlinks to download the tutor's feedback as well as the draft you submitted for review. After you've clicked on your appointment, you'll see the following image:

Client:	Jules Thompson jules.metro.state@gmail.com
Meet Online?	Yes - Schedule eTutoring Appointment ▼
Course:	Hip-Hop Feminism *
Instructor:	Beadle, Thompson, and Nielsen *
Assignment:	Hip-Hop Feminism Definition Essay *
What would you like to work on today?	I would like feedback on the strengths and weaknesses of the essay, given the assignment instructions. *
Special notes about appointment (staff only):	*
Attached Files:	» Download 'Hip Hop Feminism Definition Essay' [X] » Download 'Writing Tutor Feedback 4:30 pm 11/7/14' [X]

Click on the links to download the Writing Tutor's feedback and your draft.



3. **NOTICE:** WOnline eTutorials replace the "old" CAE system of email-based tutorials. **DO NOT** email your documents to the Center for Academic Excellence. Instead, attach to your appointments within WOnline.
4. **NOTICE:** If the documents have not been attached within 10 minutes of the appointment's start time, your appointment will be marked as a "No Show" and you will need to reschedule your appointment.
5. **NOTICE:** writing tutors do not correct sentence-level errors, proofread documents, or edit students' papers. Rather, we read your drafts, and offer feedback that is designed to help you revise your essay, and to help you practice and refine your writing abilities. In other words, we will work to empower your own writing, revising, editing, and correcting abilities.

E. Attending Drop-In Tutorials in the Midway Math/Science Center

The Midway Math/Science Center does not offer appointment-based tutoring, but instead offers drop-in tutoring. Instead of making an online appointment, students simply show up during the CAE hours of operation! Upon arrival, a front-desk worker will log students in for a **one-hour** drop-in tutorial with a math or science tutor.

Science students: please refer to [the CAE website](#) before coming for a drop-in tutorial to ensure that a tutor in your subject (physics, chemistry, or biology) is scheduled during your desired time.

During peak times of the semester (especially near mid-term and finals), the Midway Center becomes quite busy. If a tutor must split his/her attention between multiple students, those students will have their tutorials extended to *two hours* (rather than one hour). If the Midway Center reaches maximum capacity, additional students **may have to return at a later time for assistance**. The maximum capacity is determined by the number of scheduled tutors (the CAE imposes a maximum ratio of 3 students for every tutor) and the limits dictated by Fire Code.

NOTE: Drop-in tutoring is available ONLY for the following math courses: MATH-098, MATH-102, MATH-110, MATH-114, MATH-120, MATH 210, MATH-211, MATH-215, and STAT-201. Appointments (at the St. Paul location) are required for any math courses not listed above.

F. Frequently-Asked Questions (FAQs)

Where are you located?

The CAE currently offers tutoring at St. Paul (LIB 130); Midway (Rooms H and I); Minneapolis (Room 4070). For further information on locations and directions visit us online at:

http://www.metrostate.edu/msweb/resources/academic_ss/cae/index.html

What's your phone number?

Dial 651.793.1460. Press 1 to reach the Tutoring Centers; press 2 to reach Testing Center personnel.

Why does the CAE require student's Metro State ID? Why do you ask me for the same information each time I visit?

Our services are for current Metro State students only; requiring IDs allows us to ensure that our services are reserved for you.

I emailed my paper to the Center for Academic Excellence, but I haven't received a response that you received it.

What should I do?

All papers/assignment sheets must be attached to your WOnline appointment scheduling. In other words, there is no need to email us your paper. Simply attach it to your appointment within the WOnline platform.

Why do I see so many links within my written feedback from eTutorials? I thought tutors corrected papers.

Writing Tutors empower students to become competent and confident writers. Indicating an area of concern and offering you a resource is a way of following through with that mission. We want you to learn; correcting papers does not benefit you as a learner.

How do I register for WOnline? I keep going to the link but it does not provide me the platform for registration.

Please make certain you are using the correct URL: <https://metrostate.mywconline.net>

I want to schedule a 2-hour appointment with a tutor. WOnline will only let me schedule an hour per day. Why?

Students are allowed one 50-minute tutorial per day, per course. The remaining 10 minutes of the hour appointment is reserved for tutors to complete the necessary record-keeping. Because we offer services to over 11,000 students, we want to make sure that as many students as possible can schedule appointments.

Why do I need to provide a course number to make a tutorial appointment?

The Center keeps all information confidential; however, it is important for us to document numerically how many students are utilizing services from the various colleges within the university. The information you provide helps us justify our extended evening and weekend hours, which many students access. Course numbers also helps us determine our staffing needs, and aggregated data is shared with university officials. For example, in Fall 2014, the Math Center had more STAT 201 tutorials than any other Statistics course.

Why is it important for me to send along my class assignment sheet? I don't even have one.

If you do not have an assignment sheet, check your class syllabus for possible further information, or verbally communicate any assignment information to the tutor. The more information you offer your, tutor the better. The CAE wants to ensure that attention is being paid to an instructor's guidelines. Sometimes tutees need clarity regarding an assignment. This happens often.

I got my paper back and there were lots of links to handouts. Why does the tutor provide links rather than editing my paper?

Again, the Center's philosophy is to empower tutees to practice and refine their writing abilities. The links are additional learning tools and can be used for future writing projects.

Why do you want my instructor's last name?

Although all tutee information remains confidential, we analyze data for patterns, thus allowing us to communicate these patterns to faculty. This information can be insightful for instructors, and beneficial when drafting assignments. Here is where you can find your instructor's last name:

<http://www.metrostate.edu/msweb/explore/catalog/schedule/index.php?CFID=17887425&CFTOKEN=16870953>

May I come to the Center to study instead of working with a tutor?

Due to limited space, Center space is reserved for tutorials. Metro State's library has study areas, and you may also reserve quiet rooms through the library's information desk.

Why doesn't the Testing Center offer placement testing?

Our Testing Center is a service reserved primarily for students taking make-up exams. Please note that you cannot make a Testing Center appointment until your instructor has sent us the necessary forms. [You can learn more about the Testing Center here](#). Placement Testing can be contacted by calling 651.793.1537.

Why does your Center not offer Accounting/Economics/Finance tutoring?

The College of Management offers tutoring services for these subjects. Contact the College of Management at: 612.659.7269 or at <http://www.metrostate.edu/msweb/explore/com/advising/tutor.html>

I wanted to see the same tutor I've been working with, but there haven't been available appointments. How can you help me with this issue?

If your tutor is not available, you may find another tutor by reviewing tutor specialties in WOnline. Being tutored by different people can be quite helpful, as you'll learn about different ways of approaching a topic or issue.

How do I know I'm selecting the most helpful tutor for my assignment?

All of our tutors go through 24 hours of training and participate in ongoing training. The CAE houses peer, graduate, and faculty tutors. WOnline requires students to select by specialty (look for the specialty focuses drop-down menu).

How many pages are required per assignment to bring to the Writing Center for a tutorial?

Our tutors are trained and motivated to help with all stages of the writing process, including pre-writing. Bring your notes, ideas, outline...any and all materials that may be helpful for completing the assignment. We can help you get started!

Do I need to bring a hard copy of my assignment for my tutorial session?

If you have a hard (printed) copy of your assignment instructions, bring it. You can also attach digital versions to your appointment in WOnline.

Why is there a time limit on drop-in tutorials?

The CAE limits drop-in tutoring services to a maximum of 120 minutes per visit for several reasons. After 90 minutes, the human brain's ability to retain information decreases. We also have a limited amount of space for tutoring. Finally, we want to ensure that as many students as possible (given the staff schedule and tutoring space) can access our services.

What is the difference between a phone tutorial and an eTutorial?

Typically, phone tutorials operate as follows: You register in WOnline specifying a phone tutorial; this requires you to provide a working phone number. You can expect a call from the tutor at the time of your scheduled appointment to dialogue exchange regarding your assignment. An asynchronous tutorial provides text responses only, excluding live dialogue between tutee and tutor. Tutors will read papers attached to your WOnline appointment. After 50 minutes, the tutor will attach a feedback form and your draft to your WOnline appointment.

Why is drop-in tutoring offered only at the Midway campus?

Currently, St. Paul campus parking facilities are under construction, thus limiting access for some commuters. The Midway campus offers more math classes, and the Midway campus can serve more students due to space.