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 WCOnline 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 WCOnline

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 form]

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.
b. You’ll see that we’ve asked you to identify your first or home language. We value linguistic diversity, and this information will help us ensure that tutors (particularly in the Writing Center) are trained in working with students for whom English is a second, third, fourth (and so on) language.

c. We also need information about your educational journey at Metro State. Information about your major and the college/school in which your major is located will help us for staffing, training, and reporting purposes.

3. After you’ve entered the required information, click on the “register” button near the bottom of the screen. You’ll receive an email confirming your successful registration.

B. Scheduling, Modifying, and Canceling Tutoring Appointments with WCOnline

1. Login to the system using your Star ID email address and your password.

2. In the top right portion of the screen, you’ll see the top entry on a drop-down list of Tutoring Centers. Scroll and click on the Center in which you’d like to meet with a tutor. For Spring 2015, you’ll be able to schedule, modify, and cancel appointments at:

   a. St. Paul Writing Center
   b. Midway Writing Center
   c. Minneapolis Writing Center
   d. St. Paul ICS (Java) Center
   e. Midway ICS (Java) Center
   f. St. Paul Math/Science Center (includes Logic tutoring)
      • Note: Effective Spring 2015, all Math courses numbered above MATH 215 requires appointment-based tutoring.
   g. Midway Math/Science Center (drop-in tutoring)
      • Note: It will not be possible for you to use WCOnline to schedule appointments at the Midway Math/Science Center, because this Center is where all drop-in tutoring occurs. Visit our website to see when the Midway Math/Science Center is open. When you arrive at the Midway Math/Science Center, you’ll collaborate with front-desk personnel to “check in” for a drop-in tutorial.
      • 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.
      • Please see Section E for additional information.

3. Once you’ve landed at the appropriate schedule, look for a day/time that works for you. You can schedule appointments up to 21 days in advance. Open appointment times are indicated by a “white box.”
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 WCOnline automatically minimizes pop-up windows). The image below represents a Writing Center appointment form:

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 WCOnline.
   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.

   ![Success message](image)

   **Success!**
   Your appointment was successfully added on the following date: January 27, 2015.
   If you would like to attach a file to this appointment, click here.
   
   ![Close window button]

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 form](image)
   
   **Attach 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, pdf, pages, ppt, pptx, rtf, txt, wps, wpsx, xls, or xlsx. Administrators can add files to any appointments by selecting the appointment from the list below.

   ![Upload file button]

   **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).**

   **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

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

   ![Upload file button]

   **Note the file size and format limitations.**

   ![Upload file button]

   **You can upload more than one file by completing another form and clicking on 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 WCOnline 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 WCOnline, 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:

3. **NOTICE:** WCOnline 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 WCOnline.

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 WCOnline appointment scheduling. In other words, there is no need to email us your paper. Simply attach it to your appointment within the WCOnline 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 WCOnline? 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. WCOnline 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](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](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 WCOOnline. 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. WCOOnline 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 WCOOnline.
**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 WCOonline 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 WCOonline appointment. After 50 minutes, the tutor will attach a feedback form and your draft to your WCOonline 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.