

## Center for Academic Excellence

### Math/Science Center

### Student Start-Up Guide

The Center for Academic Excellence (CAE) at Metro State offers online tutorials in real-time through Zoom. If you are new to this kind of tutorial, this guide will help you get started.

#### Hours

Monday – Saturday: 10 AM – 1 PM and 2 PM – 6 PM (closed from 1 – 2 PM)

#### Contact

- Email: [centerfolk@metrostate.edu](mailto:centerfolk@metrostate.edu)
- CAE Front Desk on Zoom:  
<https://minnstate.zoom.us/j/95469328289?pwd=Nnl1by8wQ1VNVkJKK2tOTC83bmtUUT09> (available during open hours)
- Phone: (651) 793-1460

#### Scheduling the Session

If you need assistance scheduling an appointment, please call 651-793-1460 during business hours, use the [Front Desk on Zoom](#), or email [centerfolk@metrostate.edu](mailto:centerfolk@metrostate.edu).

The remainder of this section will describe scheduling an appointment through our online tutoring and scheduling system, WOnline.

1. **Visit our online tutoring and** scheduling system, [WOnline](#) (<https://my.metrostate.edu/my-apps/schedule-tutoring>).
2. **Select a schedule** using the drop-down menu on the landing page. The bar will read "00 Landing Page". Selecting the arrow next to this bar will display all other schedules.
3. **Select an open appointment** to schedule it. A pop-up window will appear with a form asking for more details.
4. Provide the the details about your appointment and **attach a file for you and the tutor to use during the session** (see Figure 3).
  - Tutors will not read documents in advance; they will read and discuss the document with the client during the appointment.
5. Select "Create Appointment" to save the appointment. If the appointment has been scheduled successfully, a pop-up window labeled "Success!" will appear.

Note: If the assignment you want the tutor to have access to is in a **physical copy**, you will need to take a photo of it or scan it in as a digital file. If you cannot upload the file to the tutorial, you may choose to upload it during the session in Zoom (see instructions under "Share the assignment".)

## Beginning the Session

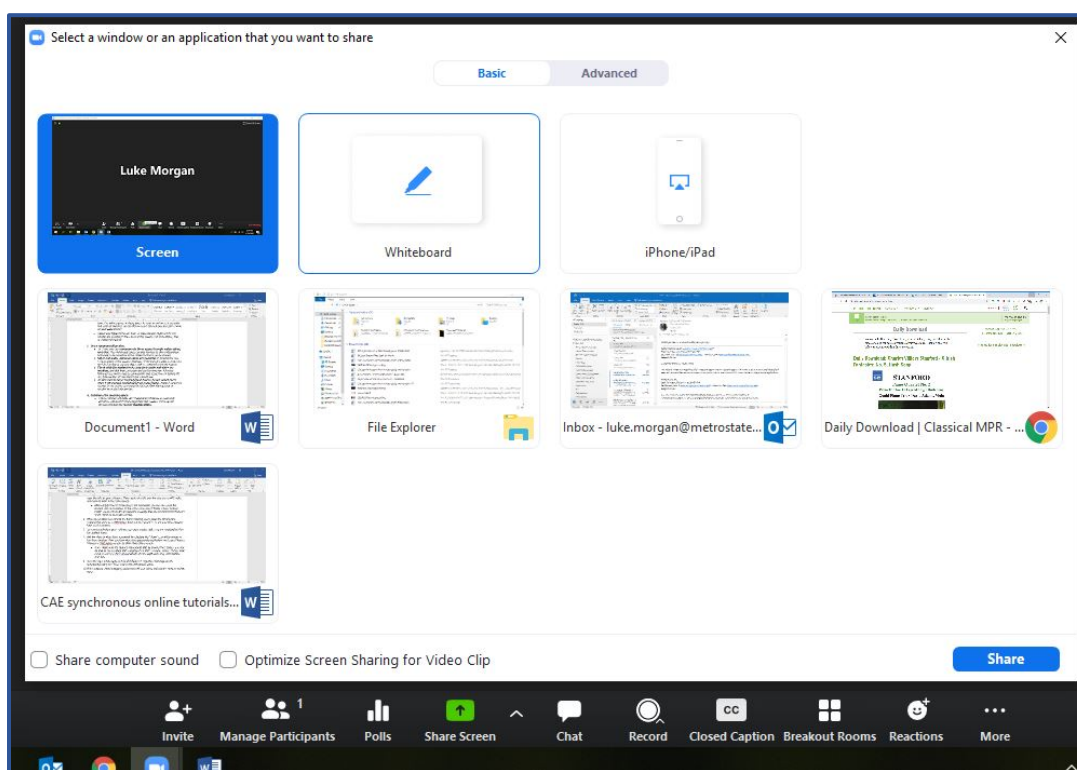
1. At the time of your appointment, visit our scheduling system. Please log in 5-10 minutes early in case of technical difficulties.
2. **Select your appointment** (indicated by a yellow block in the schedule). A pop-up window displaying the details of your appointment will appear. Alternately, select your profile in the navigation bar, then select "My appointments."
3. In the pop-up window, look for the label **"Join [Tutor Name] on Zoom"** at the top of the tutorial window, and **select the link** that follows. The Zoom room will load in a separate window or tab.
4. The online tutoring interface will load in a separate window, creating a Zoom meeting room.
  - Before you enter the room, a dialog box will ask you to confirm you want to run a zoom meeting. Select "Open Zoom meetings."
  - Next, you will be prompted to **select your video preference**. A preview of your video should display (if using a camera). Select your preference.
    - **Note:** video is not required for tutorials. If your connection is slow or unstable, you may want to disable video and use only audio and chat to communicate.
  - You will be placed in the **waiting room** before the tutor admits you into the meeting space. (This is a precaution to ensure the privacy of your session with the tutor.) The tutor will admit you as soon as they arrive in the room.
  - When you enter the room, a dialog box will automatically appear to test your speakers and microphone. Follow the test process. If all functions are working normally, select "Use Computer Audio" when prompted to finish entering the room.
    - If your microphone or speakers are not working, try checking that your volume is not on mute, your headset (if using) is plugged in completely, and that the correct device (either headset or built-in speakers and microphone) is selected during the test process.
    - If none of your audio inputs work, you may use your phone for audio in the session. Directions to do this are included in this guide, on pp. 5-7.
5. Locate the meeting toolbar at the bottom of the screen (described in **figure 1**).
  - You can mute or unmute your microphone at any time using the **"Mute/Unmute"** icon, displaying an image of a microphone.
  - You can start or stop video at any time using the **"Start Video/Stop Video"** icon, displaying a camera.
  - You can communicate with the tutor at any time using the **"Chat"** option. Clicking this option will open a chat window in the right-hand side of the meeting room.
  - The **"Share Screen"** icon allows you to share specific applications, your whole screen, or the whiteboard space to collaborate with the tutor.



**Figure 1:** The Zoom meeting room (video disabled), with audio and video functions, share screen and chat icons.

## During the Session

1. Depending on your needs and technology, **set a communication plan** with the tutor.
  - Use audio or chat to let the tutor know how you would like to communicate during the tutorial.
  - Decide whether to use video in the session.
  - If connection issues are interfering with the session, stick to audio and chat only, and if audio remains inconsistent, use chat only. (You may also want to consult the troubleshooting guide located at the end of this document, on pp. 5 – 7.)
2. Work with the tutor to determine how you should **share the assignment**, problems, or work you need to addressing during the tutorial.
  - If your problems are located on a web or desktop-based program (such as StatCrunch, LaTeX, MathLab, an online textbook, or similar), you may want to share that application with the tutor to begin your work with them. Select **"Share Screen"**, then select the application you wish to share and confirm. You and the tutor will both see anything on the screen that is visible when that application is being used (described in **figure 2**).



**Figure 2:** The Share Screen option in the meeting room toolbar. First, select "Share Screen", then select the application you wish to share from the list, then, select "Share" to begin sharing.

- If your problems are located in a **physical textbook**, a handout, or otherwise offline, and you have not already uploaded the file to the appointment, you may choose to take a photo and upload it now using the **Chat** tool. In the chat tool, select "File", and then select the file you want to share. Select "Open" to upload the file.
- If you want the tutor to **model problems or demonstrate concepts visually**, ask them to use the **whiteboard** tool. When the tool is activated, select the "View Options" pulldown (next to the green bar identifying the user sharing), and then click "Annotate." You can now write in the space with the tutor, if necessary. For more on how to use annotation tools, see this Zoom guide: <https://support.zoom.us/hc/en-us/articles/115005706806-Using-annotation-tools-on-a-shared-screen-or-whiteboard>
- **Note:** the tutor may elect to demonstrate and use the **Remote-Control** tool to allow students to use programs located on their computer for the purposes of access and learning in the tutorial. A tutor will **never** control your screen remotely without your permission, nor require you to use the tool without permission. Please be mindful of the tutor's privacy and your own should the Remote-Control tool be used in a tutorial.

## Finishing the Session

1. Five minutes before the conclusion of the 50-minute tutorial, the tutor will prompt you to help wrap-up the session.
  - With the tutor's permission, download any files you wish to use after the session. In the whiteboard space and screen-sharing function, select the **"More Options"** pulldown menu, then select **"Save"** to download the current whiteboard as a .png image (downloads are not editable).
  - With the tutor's permission, copy or download any notes from the chat you wish to keep. Select the icon in chat with ellipsis (...), then select **"Save Chat"**. You can access the file by clicking the hyperlink that appears labeled "Show in Folder".
2. When you have everything you need, exit the meeting by selecting **"Leave Meeting"** in the meeting space tool bar (lower right-hand side of the screen).
  - **Note:** once the tutor exits the room, the meeting space is no longer accessible to students. Be careful to collect what you need before you leave. If you need files retrieved from the space, email [centerfolk@metrostate.edu](mailto:centerfolk@metrostate.edu).

## Troubleshooting Issues:

If you are having issues with audio or video, try these options to fix issues:

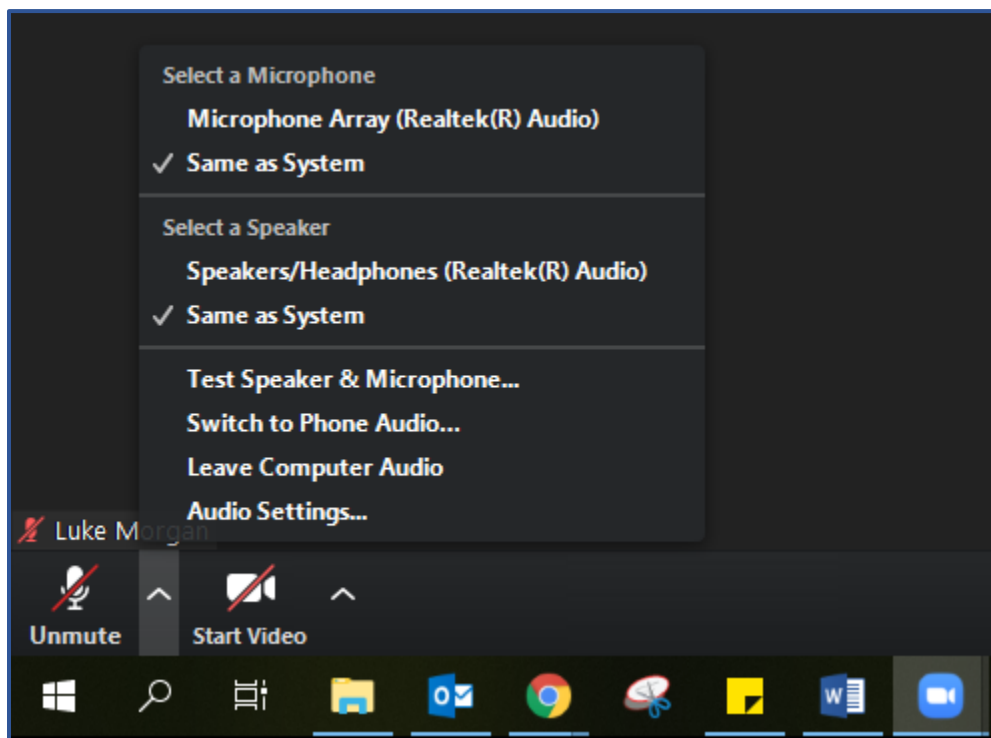
First, try exiting the meeting and reentering through the same link you accessed the first time. This sometimes resolves audio and/or video issues.

If video is still not working, turn it off and proceed with the tutorial. Since video is entirely optional for tutorials, the session should still be fully functional.

If issues with audio persist and you cannot speak to the tutor, type replies in the chat tool. The tutor will use a combination of audio and chat to help you troubleshoot.

Then, try these solutions:

- Check that the correct microphone and audio sources are selected in Zoom. Click the arrow next to the microphone icon in the meeting space toolbar to open audio options (see below).

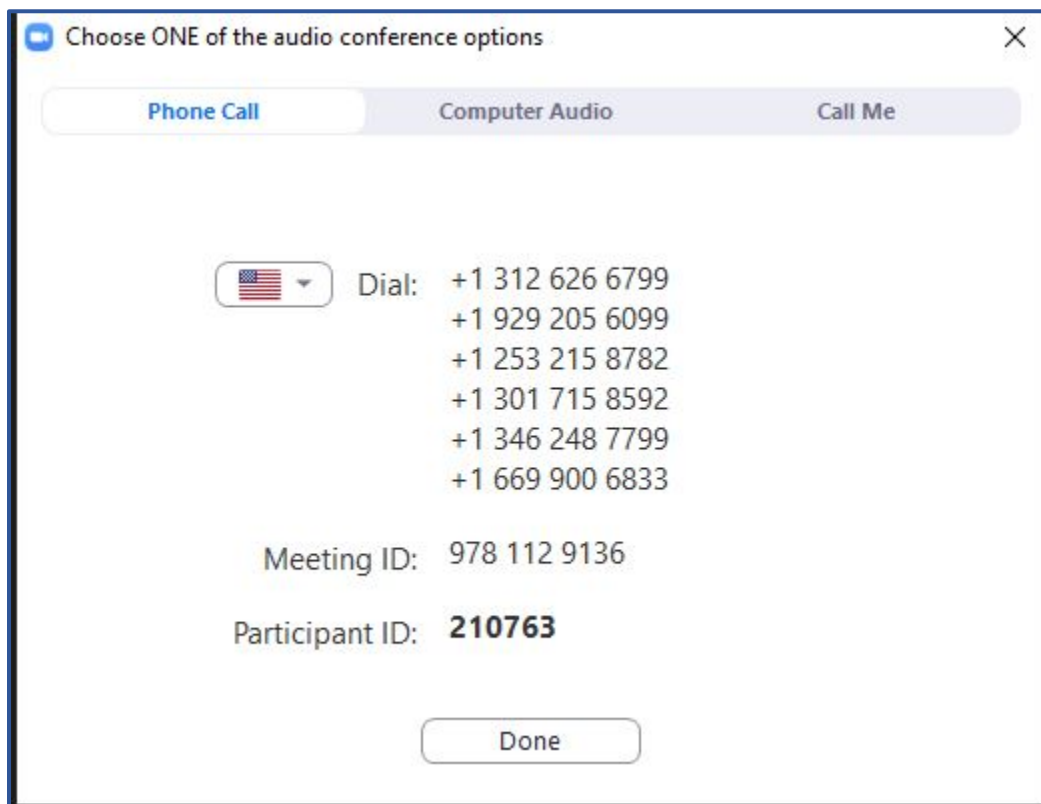


Ensure that the correct options are selected (usually “same as system” unless you are using an external mic, headphones, or headset, which should be labeled and available in the list).

Test your mic and audio with the new devices selected to ensure they work.

- If audio still does not work, you can **use your phone for audio** instead of the computer. Follow these instructions:

First, click the same arrow next to the microphone icon to open options, then select “Switch to Phone Audio.” A dialog box displaying the number to call, meeting ID, and participant ID will appear (see example below).



Use your phone to dial the first number listed (1-312-626-6799). When prompted, enter the meeting ID followed by pound (#), and do the same for the participant ID. You can now use your phone for audio.

Note: your meeting ID and participant ID will not be the same as the example listed above; these are unique to each Zoom meeting.