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A. GENERAL CENTER INFORMATION

- I. Hours of Operation
 - The Center is open M-F, 8AM and last working appt. is 7PM, we close at 8PM
 - Fall Tutor sign up starts 9/15/2021 and ends 12/10/2021
- II. List of Courses
 - Prior to Tutor Sign-Ups, the Tutoring Center will provide a list of courses tutors can add to their WC profiles in the focus section, it should be listed verbatim (ALL CAPS-COURSE ABBREVIATION, SPACE, #)
 - Example: BIO 201**
 - Writing Consults are written as **Writing Consultations** in WC
 - Recall: WRI 101 and WRI 102 are now labelled as FYW 101 and FYW 102. FYW meaning First Year Writing.
 - If a course is highlighted in the sheet, we want you to add the professor's last name to WC in your focus. This only applies to courses highlighted.
 - Example: BIO 201-ZHU**
 - There is a sheet of all Fall 2021 courses, listed by schools on different tabs
 - https://docs.google.com/spreadsheets/d/1OCCXDdGTmEpZpH2fX82NsH0RirrXH_zv/edit?usp=sharing&oid=114142888539651040401&rtpof=true&sd=true
- IV. New Tutors
 - Are required to take a class with professor Deaver or Dr. King, especially those wanting to do writing consults
 - IDS 292 needs to be completed before you are able to serve as a writing tutor**
 - Tutors need to be approved for eTutoring, so please contact Professor Deaver.
 - They are required to be trained and formally approved to be a eTutor for the semester.
 - Other resources can be found here: [Other Resources](#)
- V. WC Platform
 - Tutoring sign ups will be on the online platform, [WCOnline](#)
 - [videos for fall 2020](#)
- VI. Other options for students who want tutoring:
 - NOTE: DIRECT STUDENTS TO USE DROP IN's & etutoring if you can! Available on our TCNJ tutoring site, check there for a complete list
 - <https://tutoringcenter.tcnj.edu/math-science/math-science-drop-in-tutoring/>
 - <https://tutoringcenter.tcnj.edu/humanities/>
 - <https://tutoringcenter.tcnj.edu/humanities/writers-place/>
 - <https://tutoringcenter.tcnj.edu/humanities/online-writing-lab/>

B. POINT OF CONTACT(S) TUTORING CENTER

- I. All general emails will be sent to tutoring@tcnj.edu
- II. Structure of center
 - Ms. Cruz (Tutoring Department Head): imcruz@tcnj.edu
 - Dr. King (MS-Math and Science Supervisor) : kingrm@tcnj.edu

- Grad Assistants (GA's) → Alex, Reilly, Jyoti
- Professor Deaver (HS- Humanities and Soc. Science Supervisor): deaver@tcnj.edu
 - Grad Assistants (GA's)→ Ambar, Amanda
- Tutoring Center Assistant: Nina Simpson for both sides
Please allow for 24 hr response from tutoring email domain
- III. Tutor contacts
 - This is kept confidential in a database, we use that to send mass emails. If you are & not supposed to be or are not receiving mass emails from the tutoring address, please let us know and direct to Nina Simpson at simpson@tcnj.edu

C. PAYROLL INFO & ORACLE CONTACT

- I. Payroll Timeline (when payroll is due and when you are expected to be paid)
 - Direct deposit **is** required
 - [2021 Payroll Schedule](#)
 - Specific payroll questions, email and address to payroll@tcnj.edu
- II. Oracle Cloud webpage (where you input hours)
 - Hours do *not* go in WOnline
 - [Student Employee Electronic Timesheet \(Oracle Cloud\) | Office of the Treasurer](#)
 - Contact [Gail Bitler](#) if you are having trouble
 - If you currently have access to Oracle Cloud:
 - Inputting current or going forward hours: Continue to document in Oracle Cloud; you should not be documenting them in the shared Excel spreadsheet.
 - Inputting past hours worked: Past hours that should have been documented in a specific pay period should be sent to Dr. King or Prof. Deaver. They will enter them and you will get paid for them.
 - If you currently DO NOT have access to Oracle Cloud:
 - Inputting current, go forward, and past hours: Since you do not have access to Oracle Cloud, you should be documenting your hours in the shared [Excel spreadsheet](#), where you will find at the bottom respective tabs for each pay period. Input hours in the applicable tabs.
 - When will you get access to Oracle Cloud? If you still do not have access to Oracle Cloud or your hiring status, please persistently and respectfully reach out to Dr. King, as she is handling this for both sides until Professor Deaver (the HS replacement) is adjusted in her new role.
 - If you need help logging hours in Oracle Cloud or are not sure how, please ask for help from a seasoned tutor. The Tutoring Center can also provide a reference.
- III. Oracle Cloud Trouble
 - Contact stuempl@tcnj.edu

D. STUDENT EMPLOYMENT

- I. Student Employment Inquiries
 - Email your supervisor and CC student employment contact, you can find below contacts at:

[TCNJ Student Employment](#) , phone- (609-771-2161)

E. CANCELLATION POLICY

I. Missed Sessions

- Missed Sessions: **Any** notice that is less than one hour (includes a last minute student cancellation) or NO NOTICE less than 24 hrs before the session qualifies as a “no show” or a “missed” and allows you to get paid for the 15 minutes that you had to wait, which you should document in TimesheetX.

You should mark clients as MISSED (in yellow below, as an example) in your actual appointment, then go into their notes and mark as missed (either NO if they did not show up or a reschedule if they are planning to do so) and fill the notes out accordingly.

→ **Remember-** to adjust your appointment time in your notes as shown.

→ **Remember-** a marked missed student twice disables their WC account!

View Existing Appointment

Client
Emily ██████

Appointment Date
Monday, October 26, 2020
6:00pm to 7:00pm [MARK MISSED]

Staff or Resource
Abigail Dmello

ONLINE
CREATED: Oct. 21, 2020 3:14pm by Abigail ██████

Post-Session Client Report Forms
[Add New](#) or [View Existing](#)

STAFF/RESOURCE EMAIL: ██████@tcnj.edu
LOCATION: <https://meet.google.com/hdm-kvzs-cdt>
Hello! My name is ██████ I am a sophomore nursing major.

Add New Client Report Form

Fill out the form below to record post-session information about a meeting with a client. Questions marked with a * are required.

Client
Emily ██████

Appointment Date
Monday, October 26, 2020
6:00pm to 7:00pm

Staff or Resource *
Abigail ██████

Actual Appointment Length *
15 minutes

Was student at your online session? (check all that apply) *

Yes
 No
 Rescheduled session with student
 Cancelled for Semester

Type of Session (check all that apply) *

[]

When rescheduling an appointment based on the above scenario, make sure that the rescheduled appointment does not exceed 45 minutes so that you do not have to go over your “6 hour limit” for the week.

→ (Ex. no tutor should be exceeding a total of 360 min. in a week). Use the off-schedule client report form at the top of the page, it is an icon below your name on the schedule screen).

II. When to Cancel Sessions:

- If a client cancels well in advance (more than the 24 hr requirement noted above) and you get an email from them OR us, you should not count it in TimesheetX as the 15 minutes and get paid for it.
 - You should cancel the session for them on your schedule if they haven't already done so. You can do this by opening up the appointment and hitting cancel at the bottom. A client can also cancel a session.
 - **Remember**- This also deletes a client report form that would normally be attached.

F. MAKING UP A SESSION OUT OF WORKING HOURS

- I. Use the off-schedule client report form:
 - It is an icon below your name on the schedule screen
 - 3rd icon below "Welcome ..."**
 - Fill out Oracle with that time worked, ***nothing else needs to be done***
- II. Failure to provide virtual link OR tutor does not show:
 - You should make up your session with the student and practice your professionalism. This is not an expectation, this is a requirement as a student employee

G. WC PLATFORM GENERAL INFO

- I. General Information:
 - Tutors have different access screens and capabilities than their clients
 - Students cannot see who has joined group sessions
 - Students are unable to make next day/same day appointments
 - Students can cancel a session
 - Students cannot make recurring appointments, but can make an initial appointment or appointments as they see fit on the schedule
 - If you are a tutor and want your own tutor make sure to pick a tutor and click a box that is white only and an apt with less than 5 students in the slot- you being the 5th
 - White on the calendar means free space, blue means blocked off, red means active appointments, boxes are gray if a tutor has already reached their 5 hour limit for the week of if that appointment time has passed
 - (there is a color legend at the top of the schedule)*
 - If you need your clients email address you should open up the appt., in blue will be their name, clicking on this will show their email address, their phone number is also listed in the appt. screen
 - Tutors can see their active appts. two ways
 - Hover over the Welcome Your Name and you should see a list of booked appts. or you can also see appts. you have with a tutor
 - This is the best way**- You can go to Welcome Your Name, System Utilities and Reports, Report Master Listing. You should filter on a specific schedule, your name, the dates you want it pulled, and search by

active appts. Hit run and you will see your appointments.

You can also filter here or click on orphan reports aka missing client report forms

- You can also go to the staff and mgmt tab and search your name, below your name will be blue hyperlinks of your appts.

II. Getting emails about appts.

- WCONLINE will always send copies of appointment messages if set to do so. To figure out why tutors are not receiving messages, you'll need to check a couple of things:

- First, go to Staff and Resource Management to check a staff member who is not receiving emails and make sure their email is listed at the bottom of their listing as a resource. Also, be sure that the "send appointment confirmation copies" option is set to "yes." If so, the messages are being sent.

- Your Email Address is **required** to be visible in the system

III. Setting up your schedule and availability, as well as editing your profile

- **Video found here** [Tutor Video Tutorials](#)
- **Once you install your schedule in the initial setup you, as a tutor, you cannot go back and adjust or revise it so make sure it is correct**
- To open hours, take away hours, or block days please email the tutoring center with those dates and times

IV. Not getting clients?

-Reach out to the Tutoring Center. We can share students on a waitlist by tutor name. Once you have the report you can check the schedule and see which courses those tutors tutor. The report will include students' email addresses, you can reach out to them and ask if they want to have a session with you for x class.

- You may also want to check and see if the availability you listed overlaps with the course times of the courses you want to tutor.

H. FIRST SESSION CHECKLIST

I. Prior to Meeting:

- A virtual link is **required** to be listed in your WC profile
- Tutors have the options to use WC, Zoom, Google Meet

II. Do Client Report Form(s):

- MARK anyone who has missed your appt. Or cancel session (**see above guideline, point E**)
- Fill out the report form correctly and completely for each student in a group or in an individual session.

III. After Session:

- Leave 2-5 min to ask your group if they want to book you on a recurring basis
- Again, encourage them to only do so if they know they will need you and ask them if they want to do it on a three week basis, or until OCT (Midterms), or DEC (when it ends) for example.

- You may want to write down on a piece of paper who decides to choose this and the dates so you remember
- The recurring meeting should be filled out completely and correctly, make sure to select the correct **FOCUS**

I. CLIENT REPORT FORMS

- I. When to do:
 - Client notes need to be done for each client in a session, this includes doing an individual report for each client in a group. At the end of each session, please fill out the forms with your students.
 - Notes need to be done by end of week
 - We will be using client notes for close outs, so make sure they are done correctly
 - Client notes, regarding the time you input into the notes, should not exceed 60 minutes
 - FOR WRITING 101-- Client reports must be sent to the student's instructor!**
 - Reminder-** if a student does not show, mark as missed in client notes and in the actual apt. If you did not hold the session, it should be canceled. If not- your client notes will still be active and you will receive emails from the tutoring center instructing you to complete these sessions. These are called missing client report forms, formerly known as orphan reports
 - The graduate assistants pull weekly missing client report forms, known as orphan forms and you will be emailed from the WC email address
- II. How to create client report forms:
 - **Video found here** [shared drive](#)
- III. How to edit a client report form:
 - **Video found here** [shared drive](#)
 - Reclick on the appointment, Click on "View Existing," Scroll to the bottom and click on "Edit"
- IV. Consequences for Missing Client Report Forms
 - 1st notification: Email reminder from GAs with link to tutorial
 - 2nd notification: Email from Supervisor with notice of consequence
 - 3rd notification: Email from Supervisor with notice that student will not be rehired the following semester
 - 4th notification: Conversation regarding termination with Supervisor

J. RECURRING MEETINGS:

- Tutors are required to make recurring meetings for their student
 - Create recurring meetings on the following week
 - Example**, today is 11/2, I would go into next week 11/9 and make the recurring meeting starting there for my clients

- ❑ The tutor needs to make sure all information in the recurring meeting is correct, especially picking the focus- *this will dictate the group subject for other potential clients who see this group, if it is left blank they cannot join*
- ❑ If the tutor creates a repeating meeting *without* a focus, groups close off or cap at a certain amount
- ❑ **For recurring appointments with groups** you must go in and do this for each client in the group!
 - ❑ Video found here [videos for fall 2020](#)

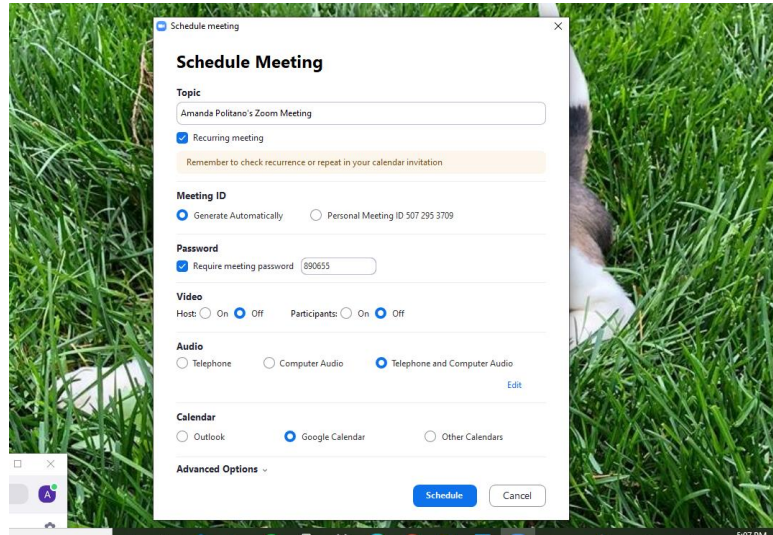
K. WAITLIST:

- We will not longer be using waitlist in WC, please direct students to below google form
 - ❑ <https://forms.gle/9uhYD2CqYE8j7vaS6>
 - ❑ A sheet for frequently asked courses needed can be found [here](#), if you are interested in taking on these courses email tutoring@tenj.edu and add to your WC focus profile

L. ADDING & SETTING UP ZOOM/GOOGLE MEET LINKS TO WC

- A function of both Zoom and Google Meets that you may find yourself using frequently is the recurring meeting feature.
 - ❑ Video here- [videos for fall 2020](#)
- I. FOR ZOOM:
 - Zoom allows users to schedule meetings with multiple occurrences, so that each meeting uses the same meeting ID and settings. **We suggest just using a zoom ID vs. a link**
 - To schedule a recurring meeting:
 - ❑ Sign in to Zoom on a desktop
 - ❑ Follow the steps to schedule a meeting
 - ❑ Select the **Recurring meeting** option
 - ❑ In order to confirm that the recurring meeting had been set, check the **Schedule** feature to see if details for the recurring meeting occur
 - ❑ To set Zoom alerts in Google Calendar: Sign in to Google → Select your google account → Click **Allow** to let Zoom access your google account. Google will create a calendar event with the Zoom meeting details→ In the drop down menu below date/time options, select the recurrence options you desire

- Your scheduling screen should look like this:



II. FOR GOOGLE:

- Open Google Calendar
- In the top left corner, click CREATE +
- Click **More options**
- Add the event title and the video link, and any other details necessary
- Next to the button that says **Do Not Repeat**, click the Down arrow
- Choose how often you want the event to repeat, and when you want the repeating event to end
- At the top right, click **SAVE**

III. Using WC

- [Video here- videos for fall 2020](#)

- YOU CAN STATE THIS IN YOUR BIO OR IN LOCATION AND TYPE THERE - "PLEASE MEET ME IN WC OR WE WILL BE USING WC AUDIO AND VISUAL":
- Go to your name, click on the appointment, click on your active appointment and it will bring you to your appt. Screen, click start online consultation, there you will find video/audio of client and tutor, white screen, chat box, and other features

IV. As a tutor

- It is the responsibility of the tutor to make sure the correct meeting ID or link is accessible to your students.**
- Additionally, it is also the responsibility of the tutor to ensure that the students who join the Zoom call are registered as their students-- i.e, a student is not allowed to give the Zoom ID to a classmate who is not registered as a member of your tutoring session. You can also choose to email zoom links to clients or list all in your bio.

M. TOWN HALL VIRTUAL MEETINGS

- 9/8/2021 Mtg Recording→ [9/8/2021 Tutor Town Hall.mp4](#)

N. ALL VIDEO TUTORIALS

- Are found in the [shared drive](#) and are labeled:
 - General Overview of WC
 - How to Create and Edit your Profile and Tutoring Schedule (***remember***, once you install your schedule you cannot revise it!)
 - Recurring Meeting How To
 - Entering Virtual Link and Focus to your Profile
 - How to Use WC as a Virtual Platform for your Meeting Link
 - How to Create a Client Report Form, Includes How to Cancel a Student from Schedule
 - How to Edit a Client Report Form, Includes How to Use Off Schedule Report Form & Consequences
 - How to pull all your appts. & missing client report forms using Maser Listings