

University Writing & Learning Resource Center
TutorTrac Guide for Students

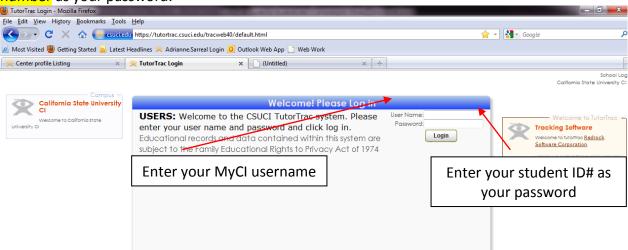
TutorTrac Guide for Students

These are directions on how to view schedules and make appointments online for the University Writing and Learning Resource Centers. You may also call or visit us to speak with a staff member about any technical problems, for more information, or to make an appointment.

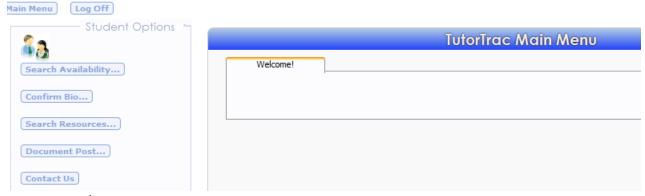
Please be aware that TutorTrac can take a while to load, so please be patient! Thank you!

Logging into TutorTrac

After clicking on the TutorTrac link, please enter your MyCl username as your TutorTrac username. Then, enter your MyCl password. If that does not work, use your 9-digit student ID number as your password.



Then you will see the following main menu:



Note to students:

DO NOT 'Confirm Bio...' because it will not save any updates you make.

Mon.-Thus. 9am-7pm

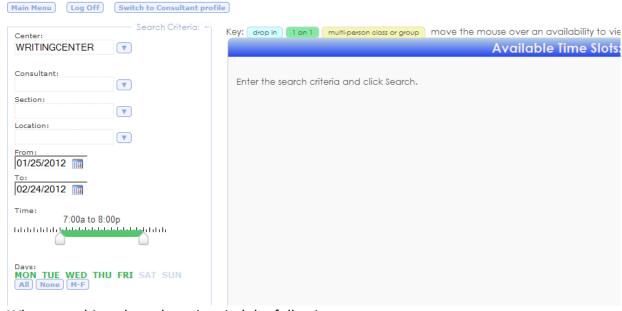
 Also do not use 'Search Resources...' or 'Document Post...' as we do not currently provide those capabilities.



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Viewing a Center Schedule

- 1. To start, click the 'Search Availability...' button from the main menu.
- 2. Click on the center you would like to see the schedule for in the 'Center' drop-down menu.
- 3. Now, you can choose from additional drop-down menus.
 - By consultant: This lists the names of the tutors who work for this center. Use this to find out a tutor's schedule.
 - By section: This lists the classes in which you are enrolled. Use this to find when tutors
 are available to help with this class.
 - Location: You do not need to enter this for your search. It is only available to you as a reminder for where the centers are located.
 - Note:
 - It is best to only search by Consultant only or by Section only, and then you can specific it by day and time if necessary.
 - You can also specify a date range, day of the week, and/or time of day at the bottom.
 - You must refresh the whole page if you do not want to search by Section anymore.



- 4. When searching please keep in mind the following:
 - If you are trying to broaden your search, click on the blank space in a drop-down menu.
 - An error message may display if (1) you attempt to view past schedules or (2) there are no walk-ins or appointments available for your specific search criteria.

Learning Resource Center:

- Please leave the 'Section' (class) option blank if your class section does not show up.
 - Feel free to visit our center to find an overall list of tutors who can help with particular classes.

(It will be posted up shortly).

(805) 437-8409



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University Writing Center:

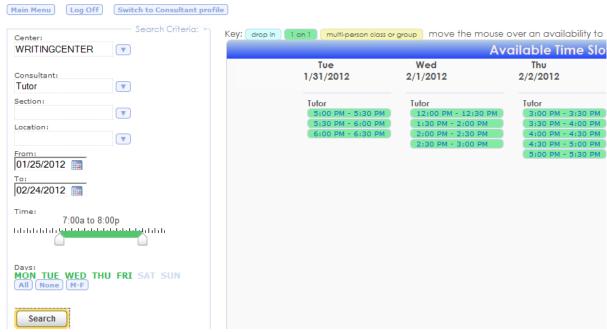
- University Writing Center tutors are available for appointments and on a walk-in basis. Appointments are recommended.
- Sections Tab
 - o You may enter an Emphasis, Citation or the Capstone/Grad/Post Bac option to see if there is a tutor that can better assist you.
 - o **DO NOT** enter one of your class sections, as all of the tutors are capable of assisting you. An error message will occur.



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Making an Appointment (University Writing Center Only)

1. After you select the categories you would like for you appointment, the available slots will be show as below. You may then click on the time you would like for your appointment.

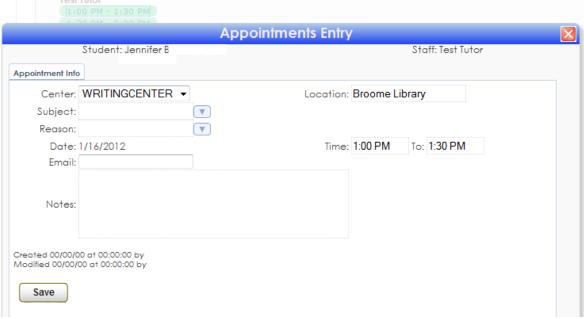


Note: you are only allowed to make 30 minute appointments. If you need an appointment for more than 30 minutes, please contact us at (805) 437-8409 or writing.tutors@csuci.edu



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2. The following window will pop up to complete your appointment:



You MUST complete the following information for your appointment to save:

- 'Subject' (Class)
 - If your class doesn't show up, please select 'Other' and in the 'Notes' section, indicate what class you are getting tutoring for.
- 'Reason'
 - Please select 'Scheduled Appointment' or a different option that is relevant.
- 'Email'
 - Please enter your myCl email address because you will receive an email reminder for your appointment.
- 'Notes'
 - Please enter a phone number to reach you.
 - This is so we can contact you just in case your appointment changes.
 - You may indicate any specific information you would like a tutor to know before they meet with you. (OPTIONAL)

After you enter all of the information, click the 'Save' button. After it is complete, the 'Appointments Entry' box will disappear. The time you also selected should no longer be listed for an 'Available Time Slot' for that tutor.

- 3. You will receive an Email Reminder a day before appointment.
 - If you can no longer make your appointment, please log in and cancel your appointment.
 - You must cancel your appointment because you will receive a penalty after missing 2 appointments.

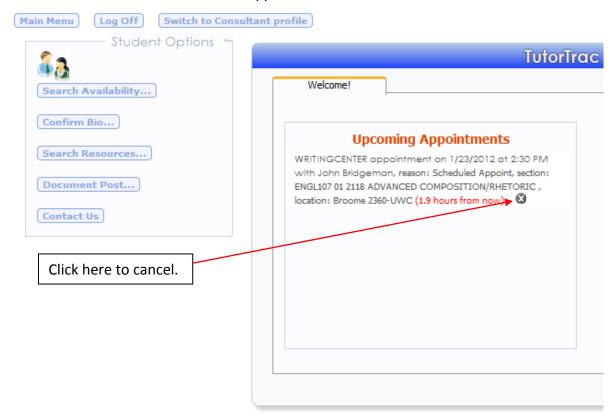


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Canceling an Appointment (University Writing Center Only)

You must cancel appointments because you will receive a penalty after missing 2 appointments.

- 1. Log into TutorTrac
- 2. Your upcoming appointments will be show on the Welcome Screen.
- 3. Then click on the 'x' at the end of the appointment information.





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- 4. The following screen will pop-up.
 - Fill out the reason for the cancellation and then click the 'Confirm Cancellation'
 - It will go through if the appointment information no longer shows in the Welcome screen.

