



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 **MyCI username** as your TutorTrac username. Then, enter your **MyCI 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.
- Also do not use 'Search Resources...' or 'Document Post...' as we do not currently provide those capabilities.



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 specify 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).



University Writing Center:

- University Writing Center tutors are available for appointments and on a walk-in basis. Appointments are recommended.
- Sections Tab
 - **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.
 - **DO NOT** enter one of your class sections, as all of the tutors are capable of assisting you. **An error message will occur.**



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.

[Main Menu](#)
[Log Off](#)
[Switch to Consultant profile](#)

Search Criteria:

Center: WRITINGCENTER

Consultant: Tutor

Section:

Location:

From: 01/25/2012

To: 02/24/2012

Time: 7:00a to 8:00p

Days: MON TUE WED THU FRI SAT SUN

[All](#) [None](#) [M-F](#)

[Search](#)

Key: drop in 1 on 1 multi-person class or group move the mouse over an availability to

Available Time Slots		
Tue 1/31/2012	Wed 2/1/2012	Thu 2/2/2012
Tutor	Tutor	Tutor
5:00 PM - 5:30 PM	12:00 PM - 12:30 PM	3:00 PM - 3:30 PM
5:30 PM - 6:00 PM	1:30 PM - 2:00 PM	3:30 PM - 4:00 PM
6:00 PM - 6:30 PM	2:00 PM - 2:30 PM	4:00 PM - 4:30 PM
	2:30 PM - 3:00 PM	4:30 PM - 5:00 PM
		5:00 PM - 5:30 PM

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



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 myCI 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.



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.

The screenshot shows the TutorTrac interface. At the top, there are links for 'Main Menu', 'Log Off', and 'Switch to Consultant profile'. Below these is a 'Student Options' sidebar with icons and buttons for 'Search Availability...', 'Confirm Bio...', 'Search Resources...', 'Document Post...', and 'Contact Us'. The main content area is titled 'Welcome!' and contains a section for 'Upcoming Appointments'. This section lists an appointment: 'WRITINGCENTER appointment on 1/23/2012 at 2:30 PM with John Bridgeman, reason: Scheduled Appoint, section: ENGL107 01 2118 ADVANCED COMPOSITION/RHETORIC, location: Broome 2360-UWC (1.9 hours from now)'. At the end of this entry is a small 'x' icon. A red arrow points from a text box labeled 'Click here to cancel.' to this 'x' icon.



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.

[student profile](#)

The screenshot shows the TutorTrac Main Menu interface. The background window has a blue header bar with the text "TutorTrac Main Menu". Below the header, there is a "Welcome!" section. To the right of the welcome message is a box titled "Upcoming Appointments" which lists an appointment: "WRITINGCENTER appointment on 1/23/2012 at 2:30 PM with John Bridgeman, reason: Scheduled Appoint, section: ENGL107 01 2118 ADVANCED COMPOSITION/RHETORIC, location: Broome 2360-UWC (1.8 hours from now)". Overlaid on top of this is a smaller window titled "Appointment Cancellation" with a blue header and a red close button. The pop-up window contains the text: "Are you sure you want to cancel this appointment? Enter a reason for the cancellation and click Confirm Cancellation." Below this text, it says "Details:" followed by the appointment information: "WRITINGCENTER appointment on 1/23/2012 at 2:30 PM with John Bridgeman, reason: Scheduled Appoint, section: ENGL107 01 2118 ADVANCED COMPOSITION/RHETORIC, location: Broome 2360-UWC". There is a text input field labeled "Reason:" and two buttons at the bottom: "Keep Appointment" and "Confirm Cancellation".