TUTORTRAC STUDENT USER GUIDE

STUDENT SUCCESS CENTER
CAREY BUSINESS SCHOOL
CAREY.TUTORING@JHU.EDU
WHAT IS TUTORTRAC?

- TutorTrac is a web-based management system that allows you to find a tutor, see tutor schedules and drop-in hours, and make appointments.
- Once you log in, you will be able to see the available times in Harbor East, D.C., and online.
- TutorTrac works best with the latest version of Firefox or Google Chrome. Always use the latest version of your web browser to open the page correctly. Internet Explorer is not recommended.
- The system always needs time to load your information. Wait a few seconds to let the system find you, your courses, the schedules, etc.
GETTING STARTED

1. Sign in using your JHED ID and password. You can sign in from Blackboard or on our website: http://carey.jhu.edu/ssc by clicking “Book an Appointment Here”

2. You can also bookmark our TutorTrac URL and sign in directly from there: http://johnshopkins.goredrock.com/TracWeb40/Default.html
When you log in, your home screen should look like this. There are 2 tabs. The “Welcome Student” tab gives you general SSC information and online Zoom appointment links.

* Zoom links are not links to schedule an appointment. You'll only use these to join an online appointment that you have already scheduled. Note that these links are for individual appointments and not Exam Crams or workshops.
The “Welcome” tab lists your upcoming appointments. You can both view and cancel your upcoming appointments here.

* Appointments must be cancelled 24 hours in advance or will be considered missed.
To search for an appointment, click “Search Availability” on the left.
SEARCHING FOR AVAILABILITY

After clicking, “Search Availability”, this screen will appear:

You will choose the location, course, and reason to view available appointments.
SEARCHING FOR AVAILABILITY: SELECTING A LOCATION

1) Choose a location in the “Center” field. You can choose from Harbor East, DC, and online.
SEARCHING FOR AVAILABILITY: SELECTING A COURSE

2) Choose the course in the “Section” field.

You can choose from your course enrollments and programming software or SSC workshops, Exam Crams, primers and U.S. informational sessions. There are also general options, such as resume/cover letter assistance.

**Leave the “consultant” field blank unless you know the tutor you want to meet with and are sure that he or she is available for the course. If you choose a consultant without knowing these, it may appear as though there is no availability.**
3) Choose the type of assistance you need as the “Reason”.

You have five options:

- Quantitative assistance
- Writing or presentation skills assistance
- Scheduled workshop
- Exam Cram group study
- Academic Coaching

*Quantitative assistance* = individual course/programming help

*Writing or presentation skills assistance* = individual help with a writing course, presentation, or other writing assignment

*Scheduled workshop* = primer and U.S. sessions, workshops

*Exam Cram group study* = final exam group study “Exam Crams”

*Academic Coaching* = individual coaching appointment
4) Once you’ve populated all required fields, you can change the date range to a specific timeframe or you can leave it set to the default range of 3 weeks.

5) Click “Search”.
6) A list of dates, times, and tutor names will appear. Click on the box for the time you want to schedule.

Green: single student availability
Blue: drop-in availability
Yellow: group availability

7) In the Appointment Entry box, enter your email.

8) In the Notes box, type in any information for the tutor. This can include concepts, chapters, etc. with which you need assistance.

9) Click “Save”. 

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<th>Available Time Slots:</th>
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<tbody>
<tr>
<td>Mon 11/7/2014</td>
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<tr>
<td>Tue 11/8/2014</td>
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<tr>
<td>Wed 11/9/2014</td>
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<tr>
<td>Thu 11/10/2014</td>
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<tr>
<td>Fri 11/11/2014</td>
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<tr>
<td>Sat 11/12/2014</td>
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<tr>
<td>Sun 11/13/2014</td>
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<tr>
<th>Time</th>
<th>Available Slots</th>
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<tbody>
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<td>Shen, Lamboeli</td>
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CANCELLING AN APPOINTMENT

1) To cancel an upcoming appointment, go to the “Welcome” tab on the main page.

2) Click the “X” next to the appointment you wish to cancel.
CANCELLING AN APPOINTMENT

3) Make note of the reason you need to cancel and click “Confirm Cancellation.”

You will receive email confirmation of the cancellation.