# 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.go-redrock.com/TracWeb40/Default.html

# HOME SCREEN "WELCOME STUDENT" TAB



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.

# HOME SCREEN "WELCOME" TAB
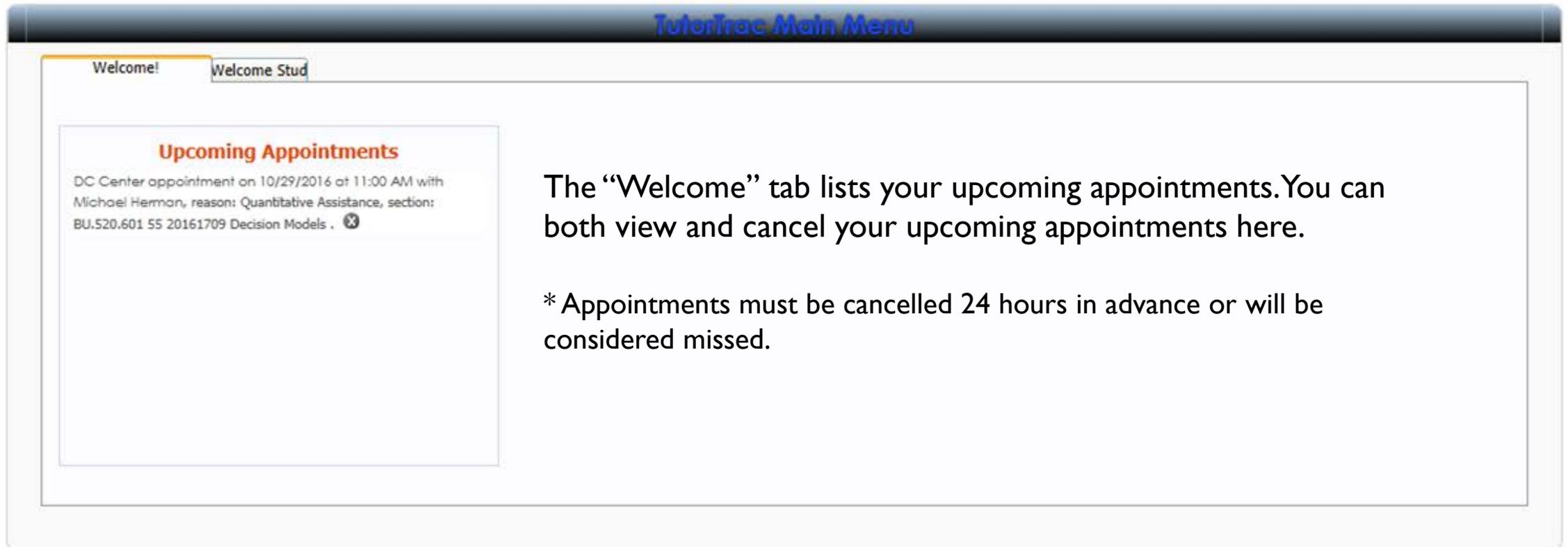
**TutorTrac Main Menu**

Welcome!    Welcome Stud

**Upcoming Appointments**

DC Center appointment on 10/29/2016 at 11:00 AM with Michael Herman, reason: Quantitative Assistance, section: BU.520.601 55 20161709 Decision Models . ⊗

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.

# SEARCHING FOR AVAILABILITY



To search for an appointment, click "Search Availability" on the left.

# SEARCHING FOR AVAILABILITY

Search Criteria:

Center:

Choose a center to begin searching for available appointment slots.

Key: drop in | 1 on 1 | multi-person class or group | move the mouse over an availability to view the location and other instructions.

Available Time Slots:

Enter the search criteria and click Search.

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.

2) Choose the course in the "Section" field. Your options are:

- ❑ course enrollments
- ❑ workshops
- ❑ Exam Crams
- ❑ programming software
- ❑ resume & cover letter
- ❑ conversation + fluency
- ❑ academic coaching

**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.

# SEARCHING FOR AVAILABILITY: SELECTING A REASON



Center:
DC Center

You must choose the center, section, and reason for availability to appear.

Consultant:

Section:
Academic Coaching 20171

Reason:
CHOICE REQUIRED

Academic Coaching
Quantitative Assistance
Scheduled Workshop
Writing or Presentation Sk

Days:
MON TUE WED THU FRI SAT SUN
All None M-F

Search

Enter the search criteria and click Search. Enter a student ID if you would like to book an appointment for a student.

3) Choose the type of assistance you need as the "Reason". You have six options:

- ❑ Quantitative assistance
- ❑ Writing or presentation skills assistance
- ❑ Scheduled workshop
- ❑ Exam Cram group study
- ❑ Academic Coaching
- ❑ Conversation + Fluency

*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, other workshops

*Exam Cram group study* = final exam group study "Exam Crams"

*Academic Coaching* = individual coaching appointment

*Conversation + Fluency* = individual appointment with an English language instructor

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# SEARCHING FOR AVAILABILITY



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".

# SEARCHING FOR AVAILABILITY: SELECTING DATE, TIME, AND TUTOR



6) A list of dates, times, and tutor names will appear. Click on the box for the time you want to schedule.
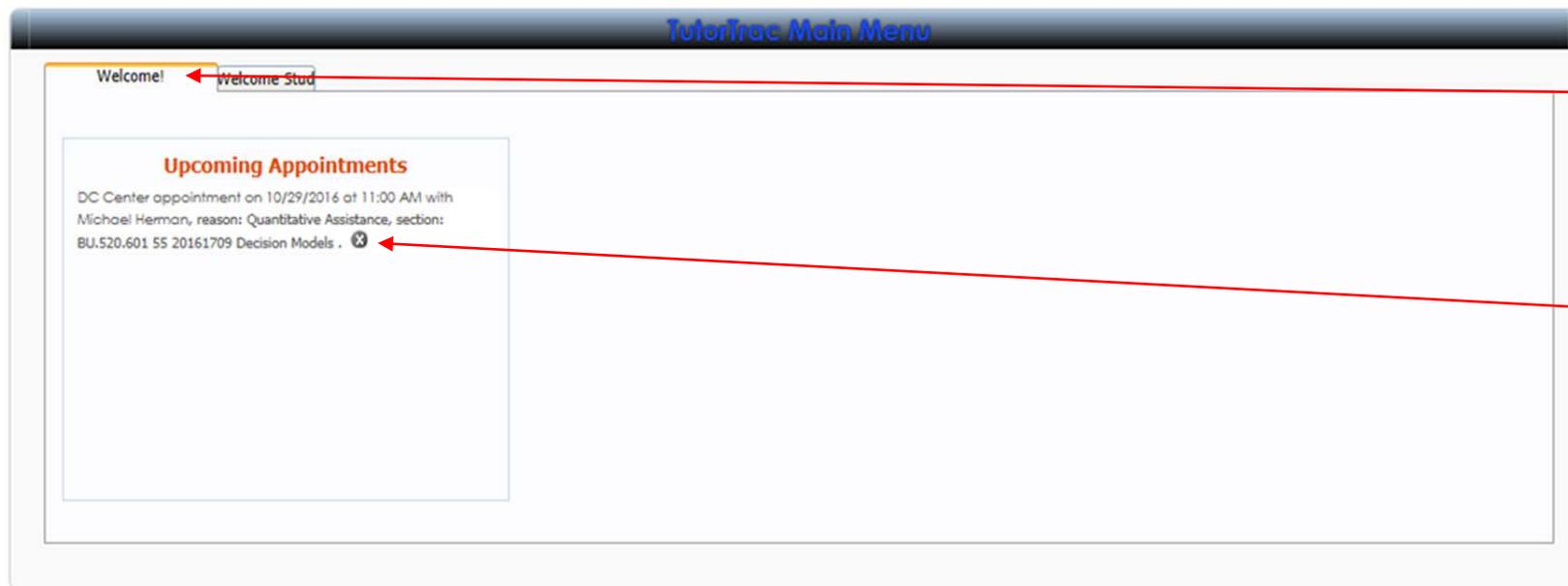
*Green: single student availability*
*Blue: drop-in availability*
*Yellow: group availability*

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".

# 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.