

## The Center for Academic Excellence Guide to Online Appointment Scheduling for Tutoring Appointments

Currently-enrolled Metropolitan State University students may schedule tutoring appointments through the [WOnline appointment scheduling platform](#). Please read these instructions carefully, and keep a copy for future use. If you have questions, please contact us at 651.793.1460.

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### **A. Registering for Tutoring Services on WOnline**

1. Point your browser to <https://metrostate.mywconline.net> to register. Once you've arrived at the website, click on the "Click here to register" link. You'll see a screen like the one below:

**Create a New Account**

Fill out this form below in order to create a new account on this system. Questions marked with a \* are required.

Email Address:

First Name:

Last Name:

Student ID/Tech ID:

Phone Number (xxxxxxx-xxxx):

What languages do you speak and write?

- American Sign Language
- Arabic
- Bengali
- Chinese
- Danish
- English
- French
- German
- Hindi
- Italian
- Japanese
- Korean
- Latin
- Persian
- Polish
- Portuguese
- Russian
- Spanish
- Swedish
- Tagalog
- Thai
- Vietnamese

**Students MUST use their Metro State email address; the CAE is required by law to communicate with students using official Metro State email.**

2. Enter the necessary contact and demographic information.
3. After you've entered the required information, click on the "register" button near the bottom of the screen. You'll receive an email confirming your successful registration.



4. Once you've clicked on the "white box" for your selected day/time/tutor, a pop-up appointment-scheduling form will appear. (Note: if you don't see the pop-up, check the task bar at the bottom of the screen. Sometimes WOnline automatically minimizes pop-up windows). The images below represents a Writing Center appointment form:

Time: REPEAT APPT. Wednesday, January 13: 2:00pm to 3:00pm

Client: Thompson, Julie M (julie.thompson@metrostate.edu)

Meet Online? No - Meet Face-to-Face at the Center

Face-to-face and eTutoring appointments are available. If you choose an eTutoring appointment, upload your paper after making this appointment. Then, watch your email for notification that your appointment has been modified or that someone has responded to your paper.

Course/Subject: -- please select --

Course Number: \*

Instructor's LAST name: \*

Writing Center tutorials: Which of the following concerns would you like to address? (check all that apply):

- Pre-Writing
- Thesis/Argument
- Organization
- Research Strategies
- Charts
- Audience
- Citations
- Creativity
- Honors Thesis/Capstone/Dissertation
- Reading Comprehension
- Sentence-Level Issues (grammar/punctuation)
- Revising & Proofreading Strategies
- English for Academic Purposes

\* You must select at least one of the above answers.

Math Center tutorials: Which of the following concerns would you like to address today?

- Understanding Concepts
- Notation
- Metacognition
- Strategy/Problem-Solving
- Applying Concepts
- Logical Reasoning
- Mechanics: Manipulation
- Mechanics: Simplification
- Read/Understand the Text
- N/A (Science Tutorial)

\* You must select at least one of the above answers.

Science Center tutorials: Which of the following concerns would you like to address? (check all that apply):

- Understanding Concepts
- Applying Concepts
- Connecting Topics/Concepts
- Mathematics
- Mechanics
- Strategy/Problem-Solving
- Organization of Information
- Read/Understand the Text
- N/A (Math Tutorial)

Tips for completing the Appointment Form:

Check your syllabus, assignment, D2L, eServices, the Appendix to this document, or online course listings if you're unsure of your Course/Subject code and Course Number. You can also use these resources to verify your instructor's LAST name.

Choose one or two focuses for your appointment.

ICS tutorials: Which of the following concerns would you like to address? (check all that apply):

- Pseudo-code
- Code Tracing
- Functions
- Classes
- I/O
- Syntax
- Variables
- Understanding Assignment
- Error Handling/Debugging
- Databases/Libraries
- Styles Conventions
- Polymorphism
- Recursion
- OOP Principles
- Documentation

\* You must select at least one of the above answers.

Describe the Assignment: \*

What would you like to learn today? \*

Do you have written instructions for this assignment or project? If so, please bring a copy: \*

- Yes
- No

\* You must select at least one of the above answers.

If your answer to the last question was "no," did your instructor provide students with assignment/project instructions? If so, please contact instructor for assignment details.:

- Yes
- No
- I am not sure

\* You must select at least one of the above answers.

Appointment Focus: -- please select -- \*

Admin Options: Walk-In/Drop-In:  | Missed:  | Placeholder:  | Email Client?

SAVE APPOINTMENT CLOSE WINDOW

Provide the assignment title or focus, and be as specific as possible—doing so will help your tutor prepare for the appointment. "Homework" is not specific enough, for instance.

Please come to your tutorial with at least one learning goal! Tutors are here to help you learn and to help you succeed in meeting your learning goals.

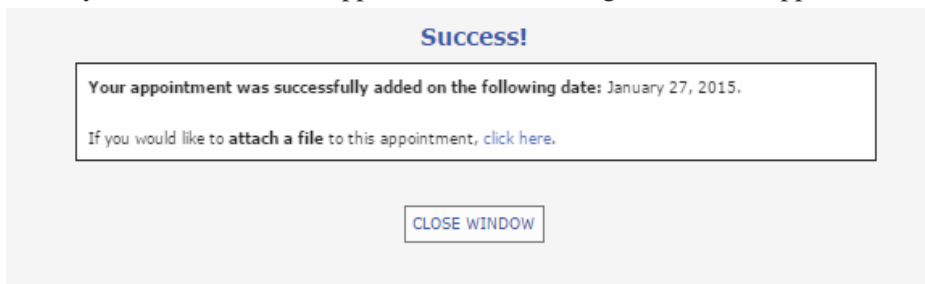
Please bring a copy of your assignment instructions—we want to be sure that our tutorials are tied to the assignment.

If you don't have instructions for your assignment, we recommend reaching out to your instructor for the instructions.

5. Click on “save appointment.” You’ll receive an email confirmation of your appointment.
6. If you need to modify or cancel your appointment, take the following steps:
  - a. Login to WCOonline.
  - b. Locate your appointment in the relevant tutoring schedule.
  - c. Click on your appointment box (either yellow or green).
    - (1) If you’ve modified the appointment (new day, new tutor, updated goals/assignment information, for example), click on the “save changes” button at the bottom of the screen. You’ll receive an email confirmation of the modified appointment details.
    - (2) If you’ve canceled the appointment, click on the “cancel this appointment” button at the bottom of the screen. You’ll receive an email confirmation of the cancellation.

**C. Attaching Documents for Tutoring Appointments**

1. Once you’ve scheduled an appointment, the message below will appear.



2. Press “click here” to attach one or more files to your appointment. A new pop-up window will appear (if you don’t see it, check the task bar at the bottom of the screen).

**Attach a File**

To add a file to your appointment, select the appropriate appointment from the list below and then select the file. Documents cannot be over 1MB in size and must be in one of the following formats: .doc, .docx, .numbers, .odt, .pages, .pdf, .rtf, .txt, .wpd, .wps, .xls, or .xlsx. Administrators can add files to any appointments by selecting the appointment from the list below.

Appointment: 01/27/2015: 10:00am (James B.) ▼

Attach File: Choose File No file chosen

Document Title:

UPLOAD FILE CLOSE WINDOW

Be sure to include the title of your document.

Click on the "Choose File" button to upload documents for your tutorial. If you have digital copies of the course syllabus and/or assignment instructions, upload them here (you will need to upload one document at a time).

NOTE: All eTutoring appointments (phone tutorials, online tutorials) require the following documents:  
\* Assignment instructions/Assignment sheet  
\* Your draft/partial draft to discuss with the tutor

Click on the "Upload File" button to attach the necessary documents.

3. You have the option to upload more than one file. Note that PowerPoint documents are not supported. If you want to attach a .ppt file, convert the .ppt to a PDF form and upload it.

**Attach a File**

To add a file to your appointment, select the appropriate appointment from the list below and then select the file. **Documents cannot be over 1MB in size and must be in one of the following formats: .doc, .docx, .numbers, .odt, .pages, .pdf, .rtf, .txt, .wpd, .wps, .xls, or .xlsx.** Administrators can add files to any appointments by selecting the appointment from the list below.

**Your file has been attached successfully!** You can download your file by viewing the original appointment. Close this window to continue or use the form below to attach another file.

Appointment: 01/26/2015: 3:00pm (Becky M.) ▼

Attach File:  No file chosen

Document Title:



**Note the file size and format limitations.**



**You can upload more than one file by completing another form and clicking on the "upload file" button.**

#### **D. Retrieving Tutor Feedback Documents from Writing Center eTutorials**

1. If you scheduled an eTutorial (formerly known as email-based tutoring), you will use WOnline to retrieve the tutor’s written feedback. During your appointed time, the tutor will take 50 minutes to review your written work and to complete a tutor feedback form. The tutor will then attach the feedback form and a copy of your draft to your appointment. Once the feedback and your draft have been attached to the appointment, you’ll receive an email indicating that your appointment has been “modified.”
2. Login to WOnline, click on your appointment, and click on the attachment hyperlinks to download the tutor’s feedback as well as the draft you submitted for review. After you’ve clicked on your appointment, you’ll see the following image:

Client: **Jules Thompson**  
jules.metro.state@gmail.com

Meet Online? Yes - Schedule eTutoring Appointment ▼

Course: Hip-Hop Feminism \*

Instructor: Beadle, Thompson, and Nielsen \*

Assignment: Hip-Hop Feminism Definition Essay \*

What would you like to work on today?  
I would like feedback on the strengths and weaknesses of the essay, given the assignment instructions. \*

3. **NOTICE: DO NOT email your documents to the Center for Academic Excellence. Instead, attach to your appointments within WOnline.**
4. **NOTICE:** If the documents have not been attached within 10 minutes of the appointment's start time, your appointment will be marked as a "No Show" and you will need to reschedule your appointment.
5. **NOTICE:** writing tutors do not correct sentence-level errors, proofread documents, or edit students' papers. Rather, we read your drafts, and offer feedback that is designed to help you revise your essay, and to help you practice and refine your writing abilities. In other words, we will work to empower your own writing, revising, editing, and correcting abilities.
6. **NOTICE: There is a five-page limit (5) for eTutorial submissions. This means that the tutor will read and provide written feedback on up to five pages of your writing during an eTutorial. Assignment instructions and grading rubrics do not count toward the five-page limit—only the student's draft will be counted for those purposes.**

### **E. Attending Drop-In Tutorials in the Midway Math/Science Center**

The Midway Math/Science Center does not offer appointment-based tutoring, but instead offers drop-in tutoring. Instead of making an online appointment, students simply show up during the CAE hours of operation! Upon arrival, a front-desk worker will log students in for a *one-hour* drop-in tutorial with a math or science tutor.

Science students: please refer to [the CAE website](#) before coming for a drop-in tutorial to ensure that a tutor in your subject (physics, chemistry, or biology) is scheduled during your desired time.

During peak times of the semester (especially near mid-term and finals), the Midway Center becomes quite busy. If a tutor must split his/her attention between multiple students, those students will have their tutorials extended to *two hours* (rather than one hour). If the Midway Center reaches maximum capacity, additional students **may have to return at a later time for assistance**. The maximum capacity is determined by the number of scheduled tutors (the CAE imposes a maximum ratio of 3 students for every tutor) and the limits dictated by Fire Code.

**NOTE:** Drop-in tutoring is available ONLY for the following math courses: MATH-098, MATH-102, MATH-110, MATH-114, MATH-120, MATH 210, MATH-211, MATH-215, and STAT-201. Appointments (at the St. Paul location) are required for any math courses not listed above.

## **F. Frequently-Asked Questions (FAQs)**

### ***Where are you located?***

The CAE currently offers tutoring at St. Paul (LIB 130 for Writing and SEC 122 for Math, Science, Statistics, and ICS); Writing Center); Midway (Rooms H and I); Minneapolis (Room 4070). For further information on locations and directions visit us online at: [http://www.metrostate.edu/msweb/resources/academic\\_ss/cae/index.html](http://www.metrostate.edu/msweb/resources/academic_ss/cae/index.html)

### ***What's your phone number?***

Dial 651.793.1460. Press 1 to reach the Tutoring Centers; press 2 to reach Testing Center personnel.

### ***Why does the CAE require student's Metro State ID? Why do you ask me for the same information each time I visit?***

Our services are for current Metro State students only; requiring IDs allows us to ensure that our services are reserved for you.

### ***I emailed my paper to the Center for Academic Excellence, but I haven't received a response that you received it.***

#### ***What should I do?***

All papers/assignment sheets must be attached to your WOnline appointment scheduling. In other words, there is no need to email us your paper. Simply attach it to your appointment within the WOnline platform.

### ***Why do I see so many links within my written feedback from eTutorials? I thought tutors corrected papers.***

Writing Tutors empower students to become competent and confident writers. Indicating an area of concern and offering you a resource is a way of following through with that mission. We want you to learn; correcting papers does not benefit you as a learner.

### ***How do I register for WOnline? I keep going to the link but it does not provide me the platform for registration.***

Please make certain you are using the correct URL: <https://metrostate.mywconline.net>

### ***I want to schedule a 2-hour appointment with a tutor. WOnline will only let me schedule an hour per day. Why?***

Students are allowed one 50-minute tutorial per day, per course. The remaining 10 minutes of the hour appointment is reserved for tutors to complete the necessary record-keeping. Because we offer services to over 11,000 students, we want to make sure that as many students as possible can schedule appointments.



***Why do I need to provide a course number to make a tutorial appointment?***

The Center keeps all information confidential; however, it is important for us to document numerically how many students are utilizing services from the various colleges within the university. The information you provide helps us justify our extended evening and weekend hours, which many students access. Course numbers also helps us determine our staffing needs, and aggregated data is shared with university officials. For example, in fall 2014, the Math Center had more STAT 201 tutorials than any other Statistics course.

***Why is it important for me to send along my class assignment sheet? I don't even have one.***

If you do not have an assignment sheet, check your class syllabus for possible further information, or verbally communicate any assignment information to the tutor. The more information you offer your, tutor the better. The CAE wants to ensure that attention is being paid to an instructor's guidelines. Sometimes tutees need clarity regarding an assignment. This happens often.

***I got my paper back and there were lots of links to handouts. Why does the tutor provide links rather than editing my paper?***

Again, the Center's philosophy is to empower tutees to practice and refine their writing abilities. The links are additional learning tools and can be used for future writing projects.

***Why do you want my instructor's last name?***

Although all tutee information remains confidential, we analyze data for patterns, thus allowing us to communicate these patterns to faculty. This information can be insightful for instructors, and beneficial when drafting assignments. Here is where you can find your instructor's last name:

<http://www.metrostate.edu/msweb/explore/catalog/schedule/index.php?CFID=17887425&CFTOKEN=16870953>

***May I come to the Center to study instead of working with a tutor?***

Due to limited space, Center space is reserved for tutorials. Metro State's library has study areas, and you may also reserve quiet rooms through the library's information desk.

***Why doesn't the Testing Center offer placement testing?***

Our Testing Center is a service reserved primarily for students taking make-up exams. Please note that you cannot make a Testing Center appointment until your instructor has sent us the necessary forms. [You can learn more about the Testing Center here.](#) Placement Testing can be contacted by calling 651.793.1537.

***Why does your Center not offer Accounting/Economics/Finance tutoring?***

The College of Management offers tutoring services for these subjects. Contact the College of Management at: 612.659.7269 or at <http://www.metrostate.edu/msweb/explore/com/advising/tutor.html>

***I wanted to see the same tutor I've been working with, but there haven't been available appointments. How can you help me with this issue?***

If your tutor is not available, you may find another tutor by reviewing tutor specialties in WOnline. Being tutored by different people can be quite helpful, as you'll learn about different ways of approaching a topic or issue.

***How do I know I'm selecting the most helpful tutor for my assignment?***

All of our tutors complete 24 hours of training and participate in ongoing training. The CAE houses peer, graduate, and faculty tutors. WOnline requires students to select by specialty (look for the specialty focuses drop-down menu).

***How many pages are required per assignment to bring to the Writing Center for a tutorial?***

Our tutors are trained and motivated to help with all stages of the writing process, including pre-writing. Bring your notes, ideas, outline...any and all materials that may be helpful for completing the assignment. We can help you get started!

Given that appointments last for either 25 or 50 minutes, please keep in mind that writing tutors will be able to read and respond to a limited number of pages—at the most, about 6 pages in 50 minutes.

***Do I need to bring a hard copy of my assignment for my tutorial session?***

If you have a hard (printed) copy of your assignment instructions, bring it. You can also attach digital versions.



***Why is there a time limit on drop-in tutorials?***

The CAE limits drop-in tutoring services to a maximum of 120 minutes per visit for several reasons. After 90 minutes, the human brain's ability to retain information decreases. We also have a limited amount of space for tutoring. Finally, we want to ensure that as many students as possible (given the staff schedule and tutoring space) can access our services.

***What is the difference between a phone tutorial and an eTutorial?***

Typically, phone tutorials operate as follows: You register in WOnline specifying a phone tutorial; this requires you to provide a working phone number. You can expect a call from the tutor at the time of your scheduled appointment to dialogue exchange regarding your assignment. An asynchronous tutorial provides text responses only, excluding live dialogue between tutee and tutor. Tutors will read papers attached to your WOnline appointment. After 50 minutes, the tutor will attach a feedback form and your draft to your WOnline appointment.

***Why is drop-in tutoring offered only at the Midway campus?***

Currently, St. Paul campus parking facilities are under construction, thus limiting access for some commuters. The Midway campus offers more math classes, and the Midway campus can serve more students due to space.