



TutorTrac Guide

Spring 2013

TutorTrac, a copyrighted product of the RedRock software corporation, is a web-based program that facilitates effective and efficient management of Tutoring, SI and APT resources. It enables Tutors, SI Leaders and APTs to easily log their sessions, to document their work hours, and to schedule and check appointments. This in turn allows the PLTC real-time access to information that helps us plan and deliver services when and where they are needed.

All PLTC tutors, SI Leaders and APTs are required to use TutorTrac to record every activity that involves meeting with a student or students. This includes workshops; help room; attached and individual tutoring; peer advising session; SI sessions; office hours, etc.



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Terminology

Appointment – a record that a student reserved a time to meet with a consultant. An appointment is assigned a status to identify the outcome of the reserved time. (Used for APTs and assigned & public speaking tutoring.)

Consultant – any student who is performing the tutoring (aka tutor). This includes SI Leaders and APTs. Throughout this document we use the term “tutor” to apply to tutors, APTs and SI Leaders.

“Logging a student visit” – same as creating a visit.

Trac Man Symbol ® – used for the main menu and can be found in the upper left corner of the website (it is also the logo for TutorTrac).

Tutee – a student who is being tutored

Visit – a record that a student utilized the PLTC services (tutoring, SI, APT sessions). Visits may be logged in real time by asking the student to sign in when they arrive and sign out when they leave or a tutor may be enter the information after the session (called a “retro” entry.)

Overview

TutorTrac retrieves class information from Banner, so students’ names and course registrations are readily available. This helps tutors and the PLTC determine exactly who came to tutoring in support of courses and course sections (also helps eliminate name confusion, misspelled names and inaccurate course information). Having up to date information means tutees are able to easily select the subjects they are receiving tutoring in as well as the tutor they see.

In TutorTrac, different types of users (faculty, tutors/consultants, and students) have access to different levels and features of the system.

All PLTC tutors, APTs and SI Leaders are first and foremost Wellesley students. As such you can access TutorTrac both as a student receiving help and as a consultant/tutor providing help to others. When accessing TutorTrac as a student, you can change the information in your bio.

As a tutor you will mainly be concerned with viewing TutorTrac as a “consultant”. It is through your consultant role that you will log all of your work hours and all of your tutoring activities (help room, assigned tutoring, attached tutoring, SI sessions, SI office hours, public speaking hours, APT workshops and APT individual appointments).

Getting Started

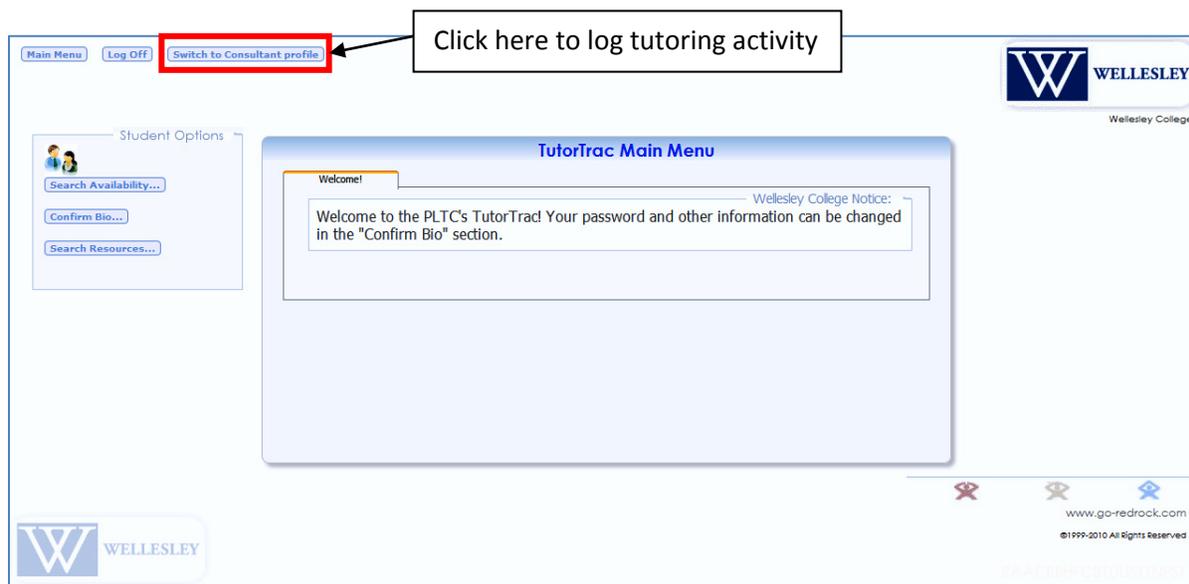
Signing Into TutorTrac:

1. Go to <https://ttrac.wellesley.edu> or click TutorTrac on the PLTC homepage.
2. Enter your **Wellesley Domain** user name and password (the password you use for Cisco).

Student Profile

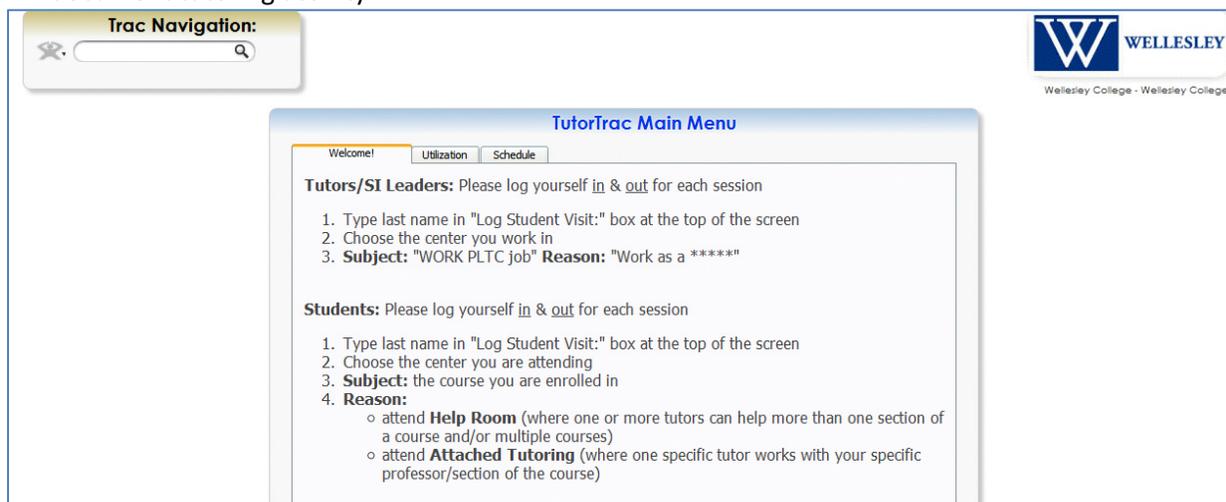
After signing into TutorTrac, consultants will see their student profile home screen.

- **Switch to Consultant profile** - button on the upper left
This is the button you will click on to get access to TutorTrac as a Consultant (aka Tutor).



Consultant Profile

After clicking on "Switch to Consultant profile," you will now have consultant access and can document tutoring activity.



Setting up your Preferences

You are able to add “shortcut” boxes to your main screen by changing “My Prefs”. These are the PLTC’s recommended preferences to use, but feel free to add any other options to customize your TutorTrac profile.

1. Click on the trac symbol in the Trac Navigation box, and select “My Prefs.”
2. Make changes by section as follows:
 - “Main Menu Options:” uncheck everything.
 - “Every Page:” uncheck everything except Log Student. (This will put the Log Student box at the top of your screen).
 - “Scheduling:” change the End Time to 11:59 by clicking on the clock. (This will allow you to see the evening hours for tutoring).
3. Click “Save Prefs.”

My Preferences Entry

Main Menu Options:
(seq #.45)
undefined

- Quick Reports
- Calendar
- Mini Log List
- Quick Visit
- Tip of the Week
- Color Picker [Change color](#)
- Center Status
- News Feed

Feed URI:

Every Page:

- AdvisorTrac Ticker Sound On
- Log Student (at top of every page)
- Log Resource (at top of every page)

Scheduling:

Schedule Start time: End time:

Log listing:

- Remember Last Search Criteria

Save Prefs

Specific Instructions

Assigned Tutoring

These are the steps a tutor should follow to document an assigned/individual session.

1. Before your session, after you have scheduled a time/place to meet, create an appointment.
2. After your session, sign into TutorTrac & switch to your Consultant Profile.
3. Confirm the individual appointment & make a visit for your student by checking the “Automatically Create Visit” checkbox.
4. Create a visit for yourself documenting that you worked for the PLTC.
 - a. Center: “PLTC Assigned Tutoring”
 - b. Subject: “WORK PLTC job”
 - c. Reason: “Work as a Tutor”

Drop-In Tutoring (Help Room and Attached Tutoring)

Help Room vs. Attached Tutoring

General rule of thumb: if you are attached to a specific section of a course (or only one section is offered), then you are an “attached tutor”, otherwise you are a “help room tutor”.

These are the steps to follow to document Drop-In Tutoring (help room or attached). **You need to know if you are an “attached tutor” or a “help room tutor”**, please read the explanation above or contact the PLTC.

1. Sign in to TutorTrac on a desktop, laptop or smart phone & switch to your Consultant Profile.
2. Create a visit for yourself documenting that you worked for the PLTC.
 - a. Center: “Help Room, Attached Tutoring”
 - b. Subject: “WORK PLTC job”
 - c. Reason: “Work as a Tutor”
3. Have each student create a visit via Log Student Box.
 - a. Log in when she arrives.
 - i. Center: “Help Room, Attached Tutoring”
 - ii. Subject: the course she is being tutored for
 - iii. Reason: “Attend ...”
 - b. Log out when she leaves.
 - i. Consultant: you, so make sure she knows your name.
4. At the end of drop in, make sure all of your students are logged out & exit out of TutorTrac.
 - a. To check, go to “Log Listing” to see who is still logged into TutorTrac. If any of the subjects are the subject you tutor and the center is Help Room, Attached Tutoring, sign the student out by clicking on the arrow (it is supposed to be an arrow exiting a door).

SI (Supplemental Instruction)

These are the steps an SI Leader should follow to document her session.

1. Sign in to TutorTrac on a desktop, laptop or smart phone & switch to your Consultant Profile.
2. Create a Batch Visit for your session (see batch visits).
3. You are done and can exit out of TutorTrac.

APT (Academic Peer Tutor)

Make an Appointment for your Session

1. Click on the Trac Symbol to open the menu, and click on "Schedule"
2. In "Personnel" box, find your name under "APT" & click on it
3. Click and drag on the schedule to create a new appointment for your session
4. Enter the session information:
 1. Click on "Subject" then type "APT Session"
 2. Change the max students (ex. 25)
 3. Select the drop down arrow next to "Reason" and select the reason the students are attending the session (ex. "Attend APT Study Break")
 4. Click "Save"
5. You should now see the appointment on your schedule

At your session, have students sign in:

1. Click on the down arrow next to the time.
2. In the box that appears, type in your last name & click on the stars next to your name
3. Check the first box next to your name:
4. You are signed in for the session:

APTs: check to make sure all students that have attended are marked attended by having the first box checked

Public Speaking Tutoring

These are the steps a tutor should follow to document a public speaking tutoring session.

1. Before your session, after you have scheduled a time/place to meet, create an appointment. (see *Create Individual Appointment* or *Create a Multi-Person Appointment*)
*Note: Use "**Public Speaking Tutoring**" as the center (do this by clicking on your name under "Public Speaking" in the *Personnel* list on the left of the schedule).
2. After your session, sign into TutorTrac & switch to your Consultant Profile.
3. Confirm the appointment for your tutee using the respective instructions (this will also create a visit for the tutee): *Confirm Individual Appointment* or *Confirm a Multi-Person Appointment*.
4. Create a visit for yourself documenting that you worked for the PLTC. (see *Visits*)
 - a. Center: "Public Speaking Tutoring"
 - b. Subject: "WORK"
 - c. Reason: "Work as a Tutor"

Consultant Profile Main Menu

How to get here: Click “Switch to Consultant Profile” from your Student Profile.
Your Consultant Profile should look like this:

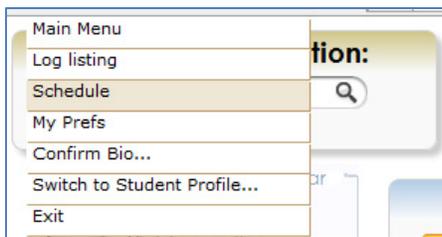
The screenshot shows the TutorTrac Main Menu interface. At the top, there are two callout boxes: "Trac Navigation" pointing to a search box on the left, and "Log Student (recommended)" pointing to a "Log Student Visit:" search box on the right. The main content area is titled "TutorTrac Main Menu" and contains a "Welcome!" message, a "Utilization" tab, and a link to "PLTC TutorTrac Guides & Information" (updated: 2/1/12). Below this, there are instructions for students and tutors. The student instructions include logging in and out, and the tutor instructions include making a work visit. The interface also features a Wellesley College logo in the top right corner.

*If you would like to add the Log Student box, add it in My Prefs.

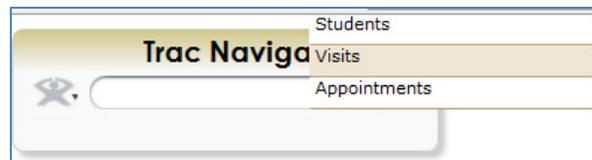
Trac Navigation

The Trac Navigation Box has two menus.

1. **Trac Navigation Menu**—appears when you click on the Trac Symbol ()
 - Log Listing—a list of all students currently logged in for tutoring
 - Schedule – scheduled appointments & your available tutoring schedule can be seen/edited
 - My Prefs – colors & more can be personalized
 - Switch to Student Profile—where you can change your password & bio
 - Exit (& more)
2. **Go-To Menu**—appears when you hover over the magnifying glass.
 - Visits – visits can be searched, edited or created
 - Appointments – appointments can be scheduled/created



1. Trac Navigation Menu



2. Go-To Menu

Log Listing

How to get here: click on “Log Listing” from the Trac Navigation menu.

Who should use this: Drop in (Attached & Help Room) Tutors

ID	Time In	Center / Reason / Subj	Consultant
**** Ligon, Margaret Taylor	3/12/2012 3:51 PM	Help Room, Attached Tutoring Attend Attached Tutoring CS 251 01 201202	 unassigned

Log Listing is where you can find all of the information to log students in and out of TutorTrac as they walk into or out of the room. This is a great screen to leave up on the computer when working in a drop-in tutoring situation.

Log Student

The Log Student box is used to create a visit by logging a student in & out when the length of the visit is unknown at the moment (such as in a help room). This is done by typing in the last or first name, hitting enter and then following the prompts.

Log Items Listing

This lists the students who are currently “logged” into the system and have not yet been logged out. All students will be automatically terminated at midnight. Terminating a student sets the end time of her visit to 90 minutes after she arrived, which is not always accurate. To log out, a student can click on the picture of the people shaking hands or use the Log Student box. At the end of a session, tutors should look through the list and log out all of the students who are in their class/subject.

Each piece of information the student inputs is displayed in a row after her name. This is useful because the information can be edited by clicking on it. Suppose a student selected “attend attached tutoring”, when she is actually attending a help room. The tutor can click on the reason and change it to the correct reason.

Schedule

How to get here: click on “Schedule” from the Trac Navigation menu.

Who should use this: APTs, Assigned Tutors, Public Speaking Tutors

The screenshot displays the TutorTrac interface. At the top left is the 'Trac Navigation' menu with a search icon. To its right is the 'Log Student' search box. The top right corner features the Wellesley College logo and name. Below the navigation is a calendar for January 2012, with the 30th and 31st highlighted. To the left of the main schedule is a 'Personnel' list for Wendy Wellesley, listing various tutors and their assigned tutoring centers. The main area is a 'Week Schedule 1/30/2012 Wendy Wellesley' grid. The grid has columns for days of the week (Mon 1/30, Tue 1/31, Wed 2/1, Thu 2/2, Fri 2/3) and rows for time slots from 6:00 AM to 6:00 PM. A key at the top of the grid indicates three types of slots: 'drop in' (light green), '1 on 1' (dark green), and 'multi-person class or group' (yellow). The grid shows a 'drop in' slot from 6:00 AM to 7:00 AM on Monday.

This is where you can schedule your tutoring availability and create appointments. Appointments help us keep track of how many individual or group tutoring sessions are happening and how well they are being attended. It's important for planning and resource distribution to know if appointments are kept, canceled, missed etc... Please take the time to enter and update appointment to ensure accuracy.

Weekly Schedule

The default schedule that appears shows your appointments in all centers. To see your schedule for the current week in a specific center, click on your name under the center in the *Personnel* list (alphabetized by last name & arranged by tutoring center). By clicking on the days in the Current Calendar, you can change the date of the schedule shown. The boxes on the schedule represent slots of time that are either “availability”, “block”, or an “appointment”.

- **“Availability”** is the time each week you are available to tutor, there are three types: (there is a key at the top of the schedule referring to which color represents each type)
 1. Drop In (light green)- held weekly in an assigned room
 - help room
 - attached
 2. 1 on 1 (dark green) – assigned/individual tutoring
 3. Multi Person Class or Group (yellow) – SI session or alt. lab
- **“Block”** is time that tutors are definitely not available.
- **“Appointment”** represents an appointment scheduled in TutorTrac. Appointments are used for assigned tutoring and public speaking tutoring. They are different from visits because the status of the appointment can also be recorded (such as if a tutee canceled, attended, or missed an appointment). So there could be an appointment entry for a cancelled session, but there would not be a visit entry since no one attended.

Create an “Availability” slot

1. Click on your name in the *Personnel* list under the center you want to create availability in. Your week schedule in this center appears (the name of the center is displayed at the top of the schedule after your name).
2. On the desired day, click on the starting time and drag to the ending time.



3. A scheduler box will appear:
 - a. Choose the correct center & location.
 - b. Change the “Max:” to 0 for Drop In, 1 for 1-on-1, or greater than 2 for Multi Person Class or Group (see above for descriptions about each group).
 - c. Choose the appropriate **date range**. If this availability occurs every week change the “To:” date to 5/9/2013 (the last day of tutoring for Spring 2013).
 - d. Enter the **subject** in the following format:
department, course number, course section, year code
(i.e. MATH 205 02 201302)
 - e. Enter the **reason** for the tutee (i.e. “attend ... tutoring”)
 - f. Confirm the times are correct. You can edit the time by clicking on the clocks.

Multi-Person Availability is Availability?

Center: Public Speaking Tutoring Subject: CHEM 105 02 201202

Location: PLTC Reason: Attend Public Speaking T

Max: 5 students.

Date From: 04/16/2012 To: 04/16/2012

From: 12:00p To: 1:00p

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

Divide into Slots (HH:MM): 00:00 Split into separate availability blocks on Save

Breaks of (HH:MM): 00:00

Autobook: None

Allow student to book weekly, default: Checked

Back Save

There are no overrides for this availability

4. Click “Save.” A new box will appear on the schedule.

Individual Appointments

An individual appointment should be created before the session and confirmed after the session for any 1-on-1 tutoring.

Create Individual Appointment

To schedule an appointment, you must have a green “availability” slot open for the desired time (you can create an “availability” slot as needed).

1. Click on the arrow of the “availability” slot that contains the desired appointment time.



2. Type in the last name of the tutee in the box that appears, and then clicks on the blue stars that correspond to your tutee.



3. In the “Appointments Entry” box that appears, enter the following information about the appointment by clicking on the arrows:
 - a. **Center:** “PLTC Assigned Tutoring” or “Public Speaking Tutoring”
 - b. **Subject:** the enrolled course for tutoring in the format: department, course number, course section, year code (i.e. MATH 205 02 201302)
 - c. **Reason:** “Attend _____ Tutoring”
 - d. **Time:** can be changed to any time within the “availability slot”
4. Click “Save.” The appointment will appear on your schedule and the tutee & you will both receive an email.

Confirm Individual Appointment

All appointments should be confirmed after the tutoring takes place. This creates an accurate record for PLTC statistics that determine the future use of PLTC resources. This step also creates the actual visit for the tutee.

1. On your schedule, click on the time in the appointment slot you are confirming.
2. In the “Appointments Entry” box that appears:
 - a. Double check the information is correct
 - b. Enter any notes to document progress or problems, this will provide useful information to communicate with faculty about the tutee.
 - c. **Status:** either missed, attended or canceled
 - d. If the appointment is attended, check the checkbox next to save. (This will automatically create the visit for your tutee, although you will still need to create a work visit for yourself).
3. Click “Save.”

Multi-Person Appointment

A multi-person appointment will need to be created and confirmed for tutoring sessions with more than one person (excluding drop in or SI). This is ideal for public speaking and APT sessions.

Create a Multi-Person Appointment

To schedule an appointment, you must have a yellow multi-person “availability” slot open for the desired time (you can create an “availability” slot as needed).

1. Click on the arrow of the “availability” slot that contains the desired appointment time.



2. Type in the last name of your tutee in the box that appears, and then clicks on the blue stars that correspond to your tutee.
3. The tutee's name will appear in the drop down box:

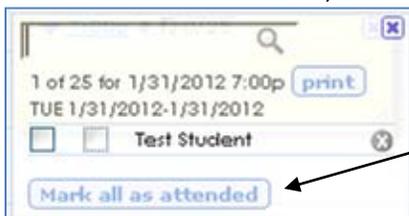


4. Repeat until you have entered all of your tutees.

Confirm a Multi-Person Appointment

All appointments should be confirmed after the tutoring takes place. This creates an accurate record for PLTC statistics that determine the future use of PLTC resources.

1. Click on the arrow of the "availability" slot that contains the desired appointment time.
2. To mark a student as attended, check the first box. This also creates a visit for the tutee. To mark a student as canceled, check the second (dotted) box.



Shortcut: if all of the students on the list attended, click the "mark all as attended" button
 *Be careful, every time you click this it will create separate visits for each student. This could result in multiple visits in the system for the same session.

3. Clicking on the student's name will bring up the appointments entry, where you can mark the appointment as missed (for more information, you can follow the "Appointments Entry" directions under Confirm Individual Appointment).

Visits

There are two common ways to create a visit, via the Log Student Box and via the Visits section. Creating a visit via the Log Student Box should be done when the end time of a tutoring session is not known, such as in a help room or attached tutoring setting. Creating a visit via the Visits section should be done when the end time is known, such as in an assigned session or when retroactively adding hours. Batch visits are a way to create multiple visits when the ending time is known for everyone attending a session, such as an SI session or alternating lab.

Creating a Visit via Log Student Box

Who should use this: Drop in (Attached & Help Room) tutors

1. When the end time of a tutoring session is not known, such as in a help room or attached tutoring setting, create a visit by using the Log Student Box. (This is found in **Log Listing**, which can be accessed from the Menu).
2. Log a student in:
 - a. Type in the student's last name in the "Log Student" box where it says "Log Student Visit" and hit enter.



- b. Choose the correct center.
 - c. Choose the subject and the reason & hit “Continue.”
3. Log a student out:
 - a. Type in the student’s last name in the “Log Student” box where it says “Log Student Visit” and hit enter.
 - b. Choose the center the student is currently being tutored in (should be red).
 - c. Leave a remark and the name of the tutor the student met with.

Creating a Visit via Visits Listing

How to get to Visits Listing: hover over the magnifying glass in the “Trac Navigation” box (Go-To Menu) and click on “Visits”

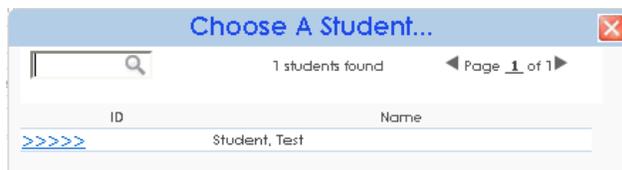
Who should use this: anyone entering a work visit or entering past sessions

When the end time is known, when retroactively adding hours, or when documenting hours you have worked, use Visits Listing to create a visit. Visits Listing should also be used to enter retroactive sessions.

- 1) Under Visits, click on “List Options” then select “New Visit...”



- 2) Fill in the correct information pertaining to the visit.
 - a. Click on “Student ID” and search for the student you would like to log a visit for.
 - i. Click on “>>>>>>>>>>” to select the student.



- b. Click on “Date” (this will automatically fill in today’s date)



- i. If the date is not correct, click on the calendar to select the correct date.
 - ii. Click on the clocks by “Time In”/”Time Out” to select the correct times.

**** you can enter dates that have passed (retroactive) ****
 - c. Select the correct center for the appointment by clicking on the arrow:

Student ID: 1
Date: 04/12/2011
 Location:
 Center: Help Room, Attached Tutoring
 Reason: Help Room, Attached Tutoring
 Notes:

Student Name: Student Test
 Time In: 3:33 PM
 Time Out: 4:33 PM
 Subject:
 Consultant:

- d. Select the reason for the visit by clicking on the arrow.
- e. Select the "Subject" by clicking on the arrow.
- f. Select the "Consultant" (aka the Tutor—this does not need to be selected for a WORK visit)
- g. Click "SAVE"
- h. "New visit record saved" appears in red. You are done and can exit the visits entry box.

Visits Entry

Visit Info | Student Info | Prev Visits

New visit record saved.

Student ID: 000-00-0001
Date: 04/12/2011
 Location:
 Center: Help Room, Attached Tutoring
 Reason: Help Room
 Notes:
 Second Major:

Student Name: Student Test
 Time In: 3:33p
 Time Out: 4:33p
 Subject: CS 110 01 201102
 Consultant: Wellesley, Wendy

Batch Visits

Who should use this: SI Leaders, Tutors with Alt Labs

1. From the "Go-To" menu, select "Visits".



2. Click on "List Options" then go down to "Batch Entry...".



- The Visits Entry Screen will appear, choose the appropriate center and click "Continue".



- The Batch Entry Screen will appear.
 - Adjust the start & end time of your session by clicking on the clocks.
 - Select the appropriate consultant, reason & location (the reason should be attend ...).
 - Click on "Section," type in your course & click ok.
 - CHEM 105 01 201302 (course name as it appears in Banner, space, course section with leading "0" where necessary, space, year and semester, no space)



*If you cover more than one section, use '0@' after the course section
 ex) MATH 205 0@ 201302

- Select the "SI Batch Entry" tab (this tab is the correct one for both SI and Attached tutors as you both work with a specific section of a course).

****DO NOT CLICK CREATE VISIT IN BATCH ENTRY TAB****

A two column list of the students enrolled in that course will come up.

- The **left column** contains students who have attended an SI session.
- The **right column** contains enrolled students who have never attended an SI Session.

- Take attendance in the **left column first**:
 - Click the No next to each student's name to mark them as attended (should change to "Yes").
 - OR-
 - Click the check box next to each student's name and then scroll down to the bottom of the left column and click on "create batch" (all of the "No"s should change to "Yes").

