

Academic  
Success  
Center

# TutorTrac Guide

Student Version - Fall 2016

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TutorTrac, a copyrighted product of the RedRock software corporation, is a web-based program that facilitates effective and efficient management of Tutoring. It enables Tutors to easily log their tutoring sessions and to schedule and check appointments. This in turn allows the ASC real-time access to information that helps us plan and deliver services when and where they are needed. All ASC tutors are required to use TutorTrac to record every activity that involves meeting with a student or students.



Terminology .....	3
Getting Started .....	4
Signing In To TutorTrac .....	4
Making Appointments with a Tutor .....	5
Searching for Availability .....	5
Scheduling an Appointment .....	7
Appointment Color Key .....	8
Cancelling an Appointment .....	8


# Terminology

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**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 content, MSSS, and WSS tutors.)

**Consultant** – any student who is performing the tutoring (aka tutor). This includes content, MSSS, WRSS, and AT Lab tutors.

**“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 Academic Success Center services (content, MSSS, WRSS, AT Lab tutoring sessions and conversation partner 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 enter the information after the session (called a “retro” entry.)

**MSSS – Math-Science Support Services** - The MSSS provides assistance to students taking courses offered by the Mathematics, Physics, and Computer Science Department, as well as the Biology and Chemistry Department. Our tutors assist students with comprehension of course content, learning strategies, and quantitative reasoning.

**WRSS – Writing and Reading Support Services** - Peer tutors can assist with many aspects of the writing process such as getting the paper started, refining ideas, organization, improving grammar, proper citation (APA/MLA), and more. Tutors are available to help students with numerous academic writing tasks, such as short assignments, research papers, literature reviews, and even graduate theses. Our tutors can also assist with reading strategies such as previewing text books and articles, enhancing comprehension and retention of information, and expanding/utilizing vocabulary.

**AT Lab** – The Athletic Training Lab is available to students and supports courses listed in the athletic training major such as 4. Students interested in using the AT Lab can either make an appointment through TutorTrac, or can drop in.

# Getting Started

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## Signing In to TutorTrac

1. Go to <https://tutortrac.springfield.edu>
2. Enter your PrideNet username and password

**Welcome! Please Log in**

Enter your username and password, then press your *Enter* key or click the *Login* button.

User Name:

Password:

**Login**

Once you are logged in, your screen will look like this...

← → ↻ 🏠 Springfield College [US] <https://tutortrac.springfield.edu/tracweb40/main.4sp?orl=>

Main Menu Log Off Switch to Consultant profile **SP**

Student Options

Search Availability... Confirm Bio...

**TutorTrac Main Menu**

Welcome! Academic Success Center Notice:

**Welcome to Tutortrac!**

Using TutorTrac, students can search and book tutoring appointments online for the Writing and Reading Support Services, the Math-Science Support Services and the AT Lab. To begin searching for availabilities, click on the "search availabilities" button on the left side of this page.

*PLEASE NOTE: To request a tutor for a course that is not available by appointment through TutorTrac, please visit the Academic Success Center in Hickory 109*

**Writing & Reading Support Services (WRSS)**

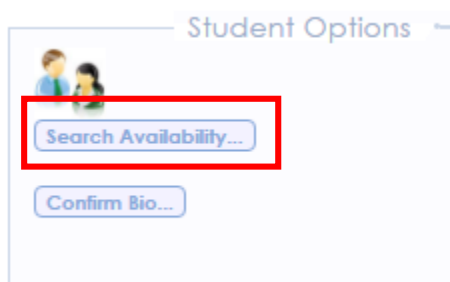
Peer tutors can assist with many aspects of the writing process such as

# Making Appointments with a Tutor

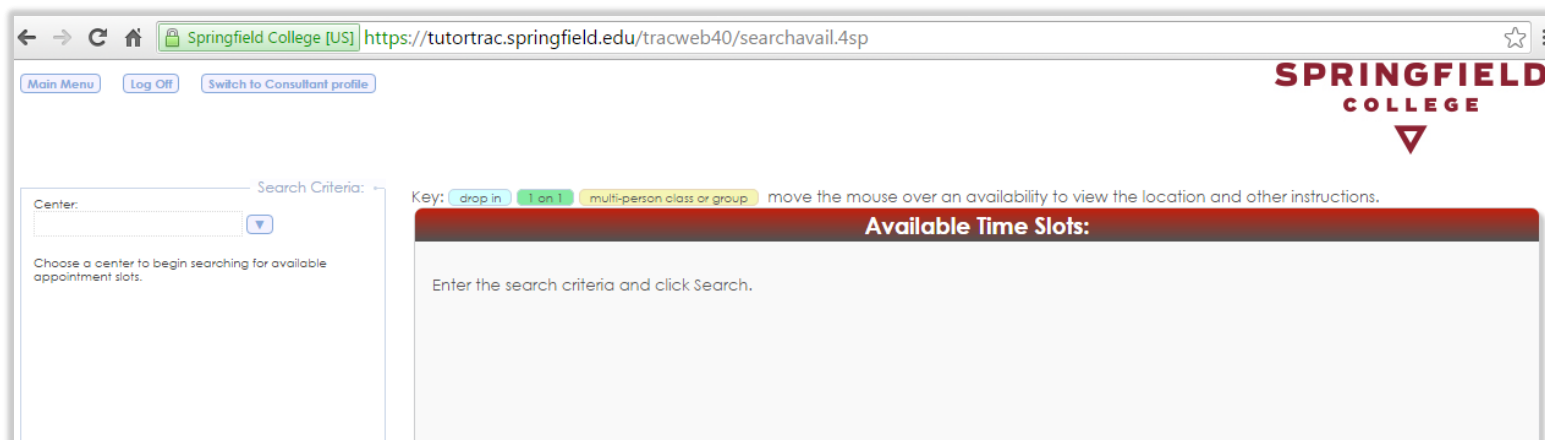
## Searching for Availability

All tutor's schedules are programmed into TutorTrac. You can search for open appointments based upon the course you need tutoring for.

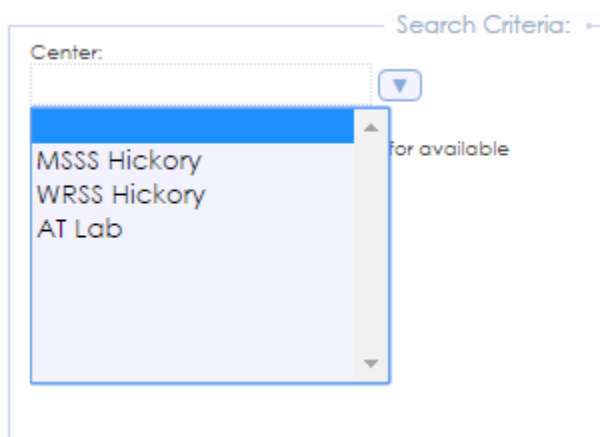
1. Look for the box labeled "Student Options" on the left side of the screen.
2. Click on the link "Search Availability..."



3. You will be brought to a screen that looks like this:



4. Click the drop down menu labeled "Center" in the Search Criteria box and choose the center you wish to use.



5. After choosing your center, the search criteria options will automatically change to look like this:

Search Criteria: ↔

WRSS Hickory ▼

Please enter the information below. If it is labeled CHOICE REQUIRED, the information must be provided. If you know the name of the tutor you would like to work with, you may choose them from the drop-down list labeled "consultant". Otherwise, leave the box blank. Only tutors who are assigned to the course you are requesting will appear under the available appointments. You may change the days and time window you would like to search for availabilities within. Or you can leave the default settings to see all available appointments over the next 7 days. You may not book an appointment further than 21 days in advance.

Consultant:  ▼

Section: CHOICE REQUIRED ▼

Reason:  ▼

From: 08/31/2016 📅

To: 09/06/2016 📅

Time: 0:00a to 11:59p

Days: MON TUE WED THU FRI SAT SUN

All None M-F

Search

- **Consultant:** If you do not know tutor you wish to work with, leave this box blank. If left blank, all the tutors and their availabilities that fit within your search criteria will appear.
- **Section:** Choose the course you wish to see a tutor for. Only courses you are enrolled in will appear.
- **Reason:** Choose the reason you wish to see a tutor or leave blank.
- **From/To:** Specify the dates in which you would like to search for availabilities (default is a span of 7 days).
- **Time:** Specify the time span in which you would to search for availabilities (default is 24 hours).
- **Days:** Specify the days in which you would like to search for availability (default is all days).

- When finished setting up search options, click "Search". Availabilities will appear in the box to the right labeled "Available Time Slots" (example pictured below).

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:

Thu 9/1/2016	Fri 9/2/2016	Tue 9/6/2016
<b>Duncan Berube</b> <span>7:00 PM - 8:00 PM</span> <span>8:00 PM - 9:00 PM</span>	<b>Duncan Berube</b> <span>11:00 AM - 12:00 PM</span>	<b>Ashley Pease</b> <span>12:00 PM - 1:00 PM</span> <span>1:00 PM - 2:00 PM</span>
<b>Ashley Pease</b> <span>4:00 PM - 5:00 PM</span> <span>5:00 PM - 6:00 PM</span> <span>6:00 PM - 7:00 PM</span>		

## Scheduling an Appointment

- Click on the appointment time that you wish to book. The Appointments Entry box will automatically appear.

### Appointments Entry

**Appointment Info**

1. Please choose your course and reason for tutoring.  
 2. Include your cell phone number when making appointment.  
 3. Choose either a 60 min or 30 min appointment (default is 60 min).

**\*\*\*FOR WSS APPOINTMENTS ONLY\*\*\***

1. Include the number of pages of your assignment in the notes box.  
 2. Max number of pages per 60 min is 10-12 pages.  
 3. If your paper is 4 or less pages, please chose a 30 min appointment.

Read Directions

Center: PT Summer Tutoring ▼

Subject: PHTH 560 02 201610 ▼

Reason: ▼

Date: 6/13/2016

Time: 5:00 PM To: 6:00 PM

Appointment Duration: 60 ▼ minutes

Phone: ▼

Notes:

- The directions will be at the top of the box. **Please read all directions carefully.**
- Enter all required information.
- Chose a 30 min or 60 min appointment (default is 60 min).
- Click "Save" when finished.
- After you have saved your appointment, you will receive an appointment confirmation email as well as a reminder the night before your appointment.

## Appointment Color Key

All appointments are color coded according to the number of people allowed to attend the session. The color key is located above the "Available Time Slots" header.

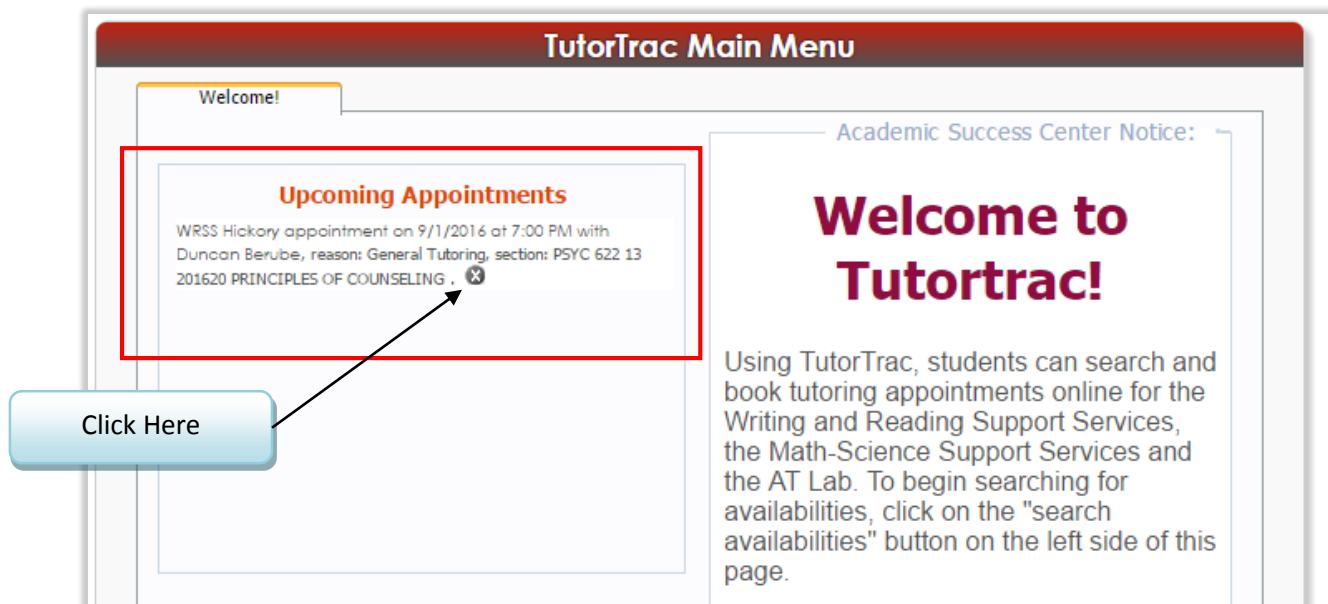
- Blue: drop-in appointments
- Green: 1 on 1 appointment
- Yellow: Group appointment
  - When booking a group appointment, you do not need to book an entire group at the same time. You can join a group appointment as an individual, but there will potentially be others at the session.

If the type of appointment you wish to request is not available, please email [asc@springfieldcollege.edu](mailto:asc@springfieldcollege.edu) or call (413) 748-3389 to request one. So, for example, if only one-on-one appointments are available but you're looking for a group appointment, email us and we can change the appointment type as long as it has not already been booked.

## Cancelling an Appointment

All appointments can be cancelled up to 30 minutes prior to the appointment start time.

1. Log into TutorTrac. Upcoming appointments will be listed on your main page within the TutorTrac Main Menu box (pictured below).



2. Click on the X at the end of the appointment description.
3. You will be prompted to confirm that you wish to cancel your appointment.