The Tutoring Center
Student Code of Conduct and WCOnline Guide

Tutoring Center
Lincoln Room, third floor McKee Library
Southern Adventist University
Tutoring Center Policies

No-Show Policy
If a student does not show up within 5 minutes of the appointment, the tutor should contact to see if the student is still planning to show up to the appointment. If after 15 minutes the student still hasn’t shown up, the tutor will indicate in the Appointment Form online that the student is a No Show.

Students are limited to three no-shows per semester. If they have more than two no-shows, their tutoring appointments will be discontinued until they can meet with either the Tutoring Center Director or a Tutor Coordinator. Tutoring sessions will be resumed at the staff’s discretion.

Student Cancellation Policy
A student must cancel an appointment at least 24 hours in advance. If a student cancels less than 24 hours in advance, it will count as a No Show unless there are extenuating circumstances. If there are extenuating circumstances, the tutor or student may call the Tutor Coordinator and explain the situation. Tutors should make the students aware of this when they meet with them.
Tutee Responsibilities
Tutee Responsibilities and Code of Conduct

Code of Conduct

1. A student should be well prepared for his or her tutoring session.
2. A student should bring the textbook, syllabus, test, notes, previous papers, current assignments, and any other material that will help the tutor understand what needs to be accomplished.
3. Tutoring sessions are by appointment only and must be arranged through the Tutoring Center.
4. Expect the tutor to ask questions and make suggestions.
5. The tutor will not do work that the student should be doing.

Student Agreement

1. I will meet my tutor at the agreed upon times.
2. If I am unable to attend a tutoring session, I will cancel my appointment at least 24 hours in advance or the appointment will be counted as a “No Show”.
3. If I miss more than three sessions, my tutorial services will be discontinued for the remainder of the semester. At my request, unusual or extenuating circumstances can be evaluated for possible continuation of my tutorial support by the Tutoring Center Director.
4. I understand that tutorial services are supplementary to my classroom instruction and not a substitute for it and that my tutor will not teach material I missed by not attending class.
5. I agree to attend class regularly and complete my assignments on time.
6. I agree to try any new learning strategies my tutor teaches me.
7. I agree to evaluate the quality of tutorial service as requested by the Tutoring Center staff.
8. If the tutorial service I receive is not satisfactory or beneficial to me, I agree to discuss the situation with the Tutoring Center staff immediately.
9. I agree to allow the tutor to discuss my progress with the Tutoring Center staff. Outside of discussions with the Tutoring Center staff, I understand that my tutor will keep details of my tutoring sessions confidential.
10. I agree to follow Southern’s dress code as outlined in the student handbook.
How to Use WCOOnline

WCOOnline

The Tutoring Center uses WCOOnline, an online scheduling system that enables students requesting assistance with writing processes, study skills, and course material, to set appointments with Writing Center and Tutoring Center tutors.

There are multiple ways to get to our scheduler:

1. The easiest way is to remember our URL: https://southern.mywconline.com
2. Another way is through the MyAccess page. Once you have signed in, under Resources click Schedule Tutoring and it will redirect you to the login page of the scheduler.
3. If you are in the McKee Library website (southern.edu/library), clicking the Meet with a Peer Tutor will redirect you to the login page.
4. If you are in the Tutoring Services website (southern.edu/tutoring), click Schedule an Appointment.

Register for an Account

If this is your first time to use the Writing Center or Tutoring Center and have not used our scheduler before, please register for an account using your SAU email address. Click on the link Register for an account as seen in the picture below. Enter all required information to register.

Before logging in, under Choose a Schedule, pick either Writing Center to view the schedule for Writing Center tutors, or Tutoring Services to view the schedule for our Peer Tutors.
Scheduling an Appointment

Once you have logged in, you will be redirected to the scheduler where you are able to view the availability of our tutors.

Tutoring Center Schedule. Clicking on the Limit to: dropdown menu will list the courses available for tutoring. Pick the course for which you would like to receive tutoring. This limits the view to the specific tutors for that particular subject.

If you are seeking assistance for a subject that is not listed, please send a request to our email address and we will try and get back to you as soon as we can.

Navigate to the week you would like to make an appointment by choosing either Current Week, Next Week, or clicking on the calendar icon to pick a specific date:

The scheduler is arranged by date, with the current day on top. Below the date is a list of tutors and the times they are available on that day. The dark purple boxes indicate the unavailable time slots, while the white boxes are available time slots. A blue box indicates that another student has already set an appointment at that time. A yellow box indicates appointments you have set with a tutor.
Group Appointments. Some tutors allow small group tutoring sessions. A blue box indicates that the session is full. A white box indicates that some slots are still free and the student may join the group session. In order to avoid conflict, the system displays what Course has been assigned for that time slot. The first student to sign up sets the Course focus for that specific time slot. See picture below for reference:

To schedule an appointment, click on an available time slot you would like to meet with a tutor. A window will pop up with an Appointment Form. Fill it out accordingly and click Save Appointment.

Appointment Forms
The Appointment Form contains important information about the tutor you will be setting up an appointment with. Fill out all the required fields of the appointment form.

Tutor Info. Should you need to contact a tutor, the tutor’s email address, cell phone number, and location to meet are all located at the top of the appointment form.

Contact Info. Make sure you put in a phone number the tutors can easily contact you with. The tutors can view a student’s email address and may contact you through email as well.

Location. The default location for all tutoring is the Lincoln Room, third floor of the library. We recommend that all tutoring happen there. However, we do allow tutoring to happen at other locations such as the first two floors of the library, the Nursing building, etc. If you would like to meet at a place other than the third floor, please specify otherwise.

Specify topic. Please specifically indicate the chapter, section, or topic of the course you would like help with. This helps the tutor prepare for the session.
Report to professor. Some professors require reports of the tutoring session be sent to them. Please indicate if the professor of the course you are taking requires this report. If you know their email address, indicate this as well.

See image below for reference. (Red items are used for emphasis.)
Emails

Students receive email confirmations when an appointment is created, modified, and cancelled. The email indicates the name of the tutor the student is meeting with, the date and time slot, and the course subject.

Below are skeleton examples of these emails (font color changed for emphasis):

Appointment Confirmation/Modification/Cancellation

[Student],

You have successfully [verb] an appointment on [Monday, May 29, 2017] between [9:00am] and [10:00am]. The appointment is for [Course] with [Tutor] at Writing Center & Tutoring Services.

[Tutor]'s Contact Info:

Cellphone: (423)236-2578

You can make, cancel, or modify appointments by logging into the scheduling system at https://southern.mywconline.com.

Students will also receive email notifications reminding them of an appointment the next day and when they have missed an appointment.

Reminder Notification

[Student],

This is a reminder of your upcoming appointment on [Monday, May 29, 2017] between [9:00am] and [10:00am]. The appointment is with [Tutor].
No-Show Notification

Subject: NOTICE: Missed Appointment (#1)

[Student],

Your appointment at Writing Center & Tutoring Services with [Tutor] has been marked as a No-Show. The appointment was on [Monday, May 29, 2017] between [9:00am] and [10:00am].

You can cancel your appointments at any time by logging into the scheduling system at https://southern.mywconline.com.

If you have any questions about the center or your appointment, please contact the center directly.

At the end of every appointment, the system automatically sends out an email requesting students to fill out our feedback survey. These are not required, but we highly encourage students to fill them out. We value student feedback as it allows us to learn how to serve you better.

Feedback Form Request

Subject: Please complete our feedback form

Dear [Student],

Thank you for visiting the Writing Center & Tutoring Services. We would like to know more about how your session went. Please fill out our anonymous feedback form. It will only take a few minutes to fill out, and we value your feedback.

To complete the form, please visit the following website: https://southern.mywconline.com/survey.php?machid=sc1592492080a788

Thank you!