

# **TutorTrac**

# **How-To Guide**

**UMass Dartmouth**

**Writing and Reading Center**

**Spring 2012**

**Created by  
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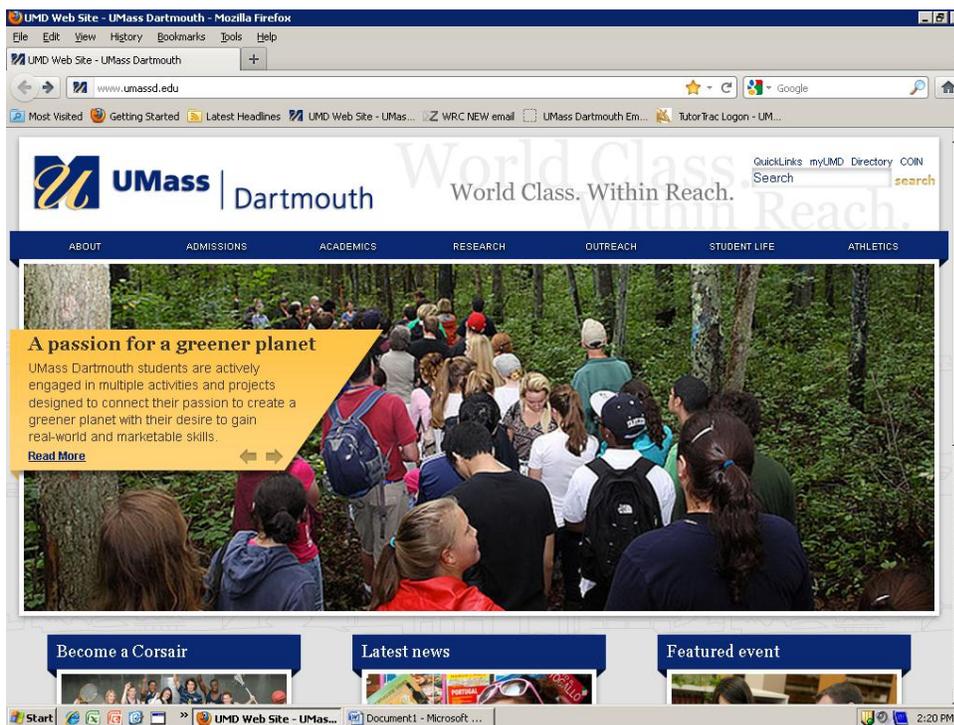
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# The Basics

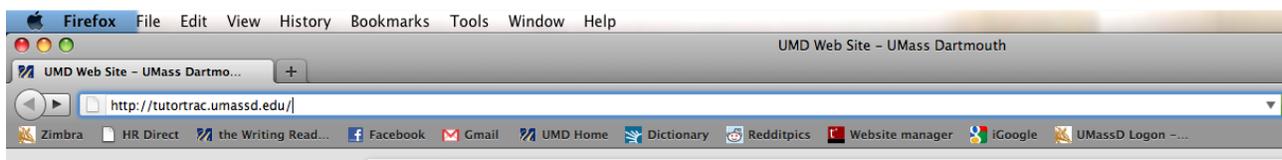
## To access TutorTrac:

Open Mozilla Firefox.

Click on "TutorTrac Logon" in the upper right.



(If not using the receptionist computer, simply type <http://tutortrac.umassd.edu> into the address bar.)



Log in using your email username and password.

## To log out of TutorTrac:

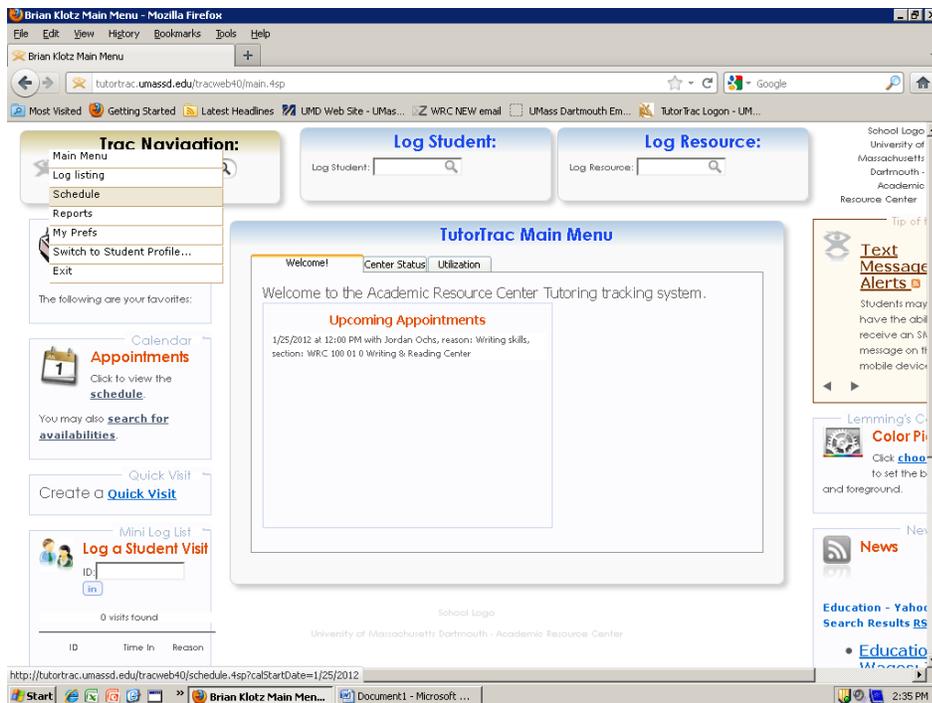
Click on Trac-Man  in the upper left, then click "Exit."



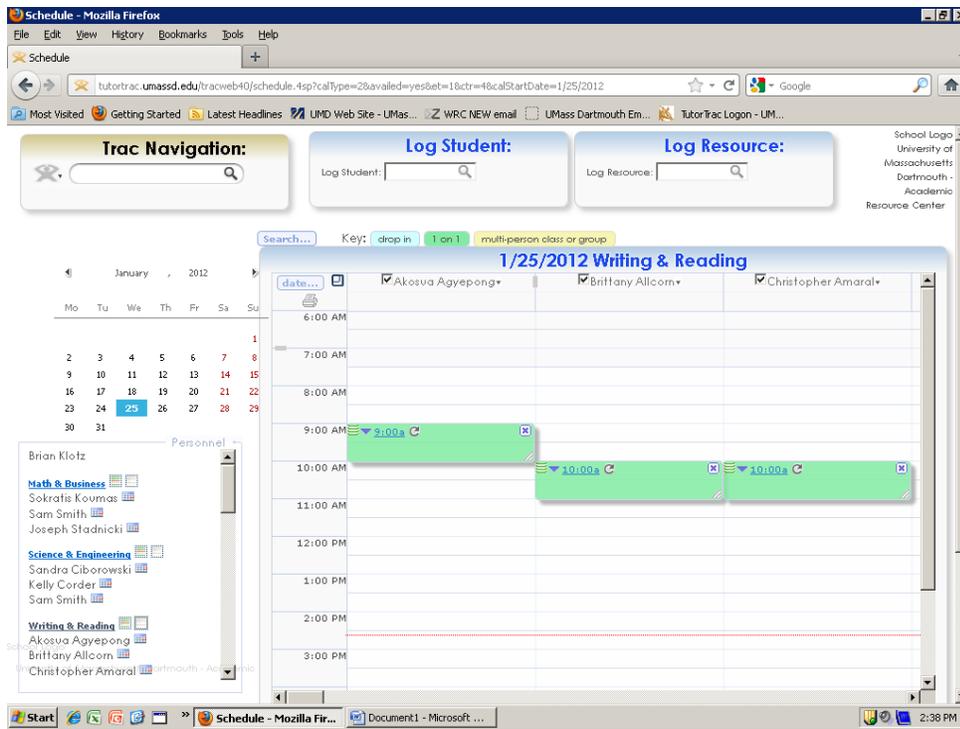
Now you **MUST close the browser** by clicking the X in the upper right to finish logging off.

## To view the schedule:

Click on Trac-Man  on the upper left, then click "Schedule" (or click on "schedule" on the left side of the Main Menu).



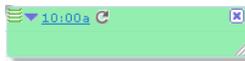
The screen will display **your** schedule, so click on "Writing and Reading" on the bottom left to see the entire WRC's schedule (you will have to scroll left and right). To view the schedule of an individual tutor, click on his/her name on the bottom left.



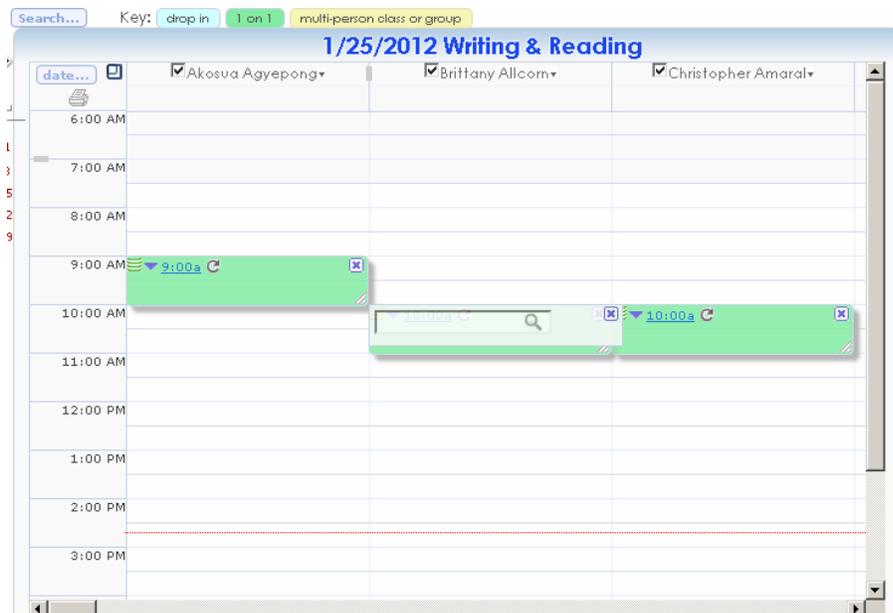
# Making Appointments

## To make a one-on-one appointment from the schedule:

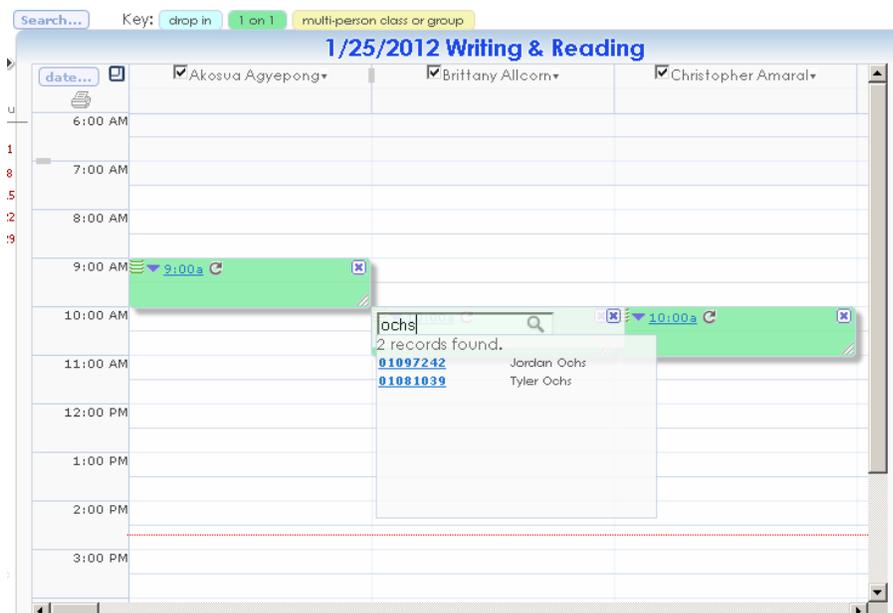
Locate the green availability box for the desired tutor at the desired time.



Click on the down arrow next to the time (to the left of 10:00a in the example above).



Enter the tutee's last name in the box that appears.



Click on the ID number next to the correct name.

The **Appointments Entry** box will appear.

Appointments Entry

Student: Jordan Ochs  
01097242

Staff: Brittany Allcorn  
774/280-2952

Appointment Info

Center: Writing & Reading

Subject: [v]

Reason: [v]

Date: 1/25/2012

Time: 10:00a To: 11:00a

Phone: [ ]

Notes: [ ]

Created 00/00/00 at 00:00:00 by  
Modified 00/00/00 at 00:00:00 by

**Save**  Automatically create the visit when this appointment is saved.  
 Override and send confirmation when this appointment is saved.

Make sure "Writing and Reading" is selected under **Center**.

Select a **Subject** from the drop-down menu (for general writing help, use WRC 100).

Select a **Reason** from the drop-down menu (for our purposes, this will almost always be "Writing skills").

If necessary, add a note.

Click **Save**.

Appointments Entry

**New appointment record saved.**

Student: Jordan Ochs  
01097242

Staff: Brittany Allcorn  
774/280-2952

Appointment Info Visit Info Document

Center: Writing & Reading

Subject: WRC 100 01 0

Reason: Writing skills

Date: 1/25/2012

Time: 10:00a To: 11:00a

Phone: [ ]

Notes: [ ]

Created 1/25/2012 at 15:09:01 by Brian Klotz [3]  
Modified 1/25/2012 at 15:09:01 by Brian Klotz [3]

**Save**  Automatically create the visit when this appointment is saved.  
 Override and send confirmation when this appointment is saved.

It will say "New appointment record saved." Now click the **red X** in the upper-right.

You will see the new appointment on the schedule.

**Schedule - Mozilla Firefox**

File Edit View History Bookmarks Tools Help

Schedule

tutortrac.umassd.edu/tracweb40/schedule.4sp?calType=2&availed=yes&et=1&ctr=4&calStartDate=1/25/2012

Most Visited Getting Started Latest Headlines UMD Web Site - UMas... WRC NEW email UMass Dartmouth Em... TutorTrac Logon - UM...

**Trac Navigation:**

**Log Student:**

**Log Resource:**

School Logo  
University of  
Massachusetts  
Dartmouth -  
Academic  
Resource Center

Search... Key: drop in 1 on 1 multi-person class or group

**1/25/2012 Writing & Reading**

date... Akosva Agyepong Brittany Allcom Christopher Amaral

6:00 AM

7:00 AM

8:00 AM

9:00 AM **9:00a**

10:00 AM **10:00a** 01097242 Ochs, Jordan Elizabeth Writing skills WRC 100 01 0: **10:00a**

11:00 AM

12:00 PM

1:00 PM

2:00 PM

3:00 PM

Personnel

Akosva Agyepong

**Math & Business**

Sokratis Koumas

Sam Smith

Joseph Stadnicki

**Science & Engineering**

Sandra Ciborowski

Kelly Corder

Sam Smith

**Writing & Reading**

Akosva Agyepong

Brittany Allcom

Christopher Amaral

Start Schedule - Mozilla Fir... TutorTrac Instructions - ... 3:12 PM

## To make an appointment by searching for tutor, time, or specialty:

On the left side of the Main Menu, click search for availabilities.



Just like making an appointment from the schedule, enter the tutee's last name, then click his/her ID number from the list of matches that appears.

*(Continued on next page.)*

Choose "Writing and Reading" under **Center**.

The screenshot shows the TutorTrac search interface. The browser window is titled "Search Availabilities - Mozilla Firefox" and the address bar shows "tutortrac.umassd.edu/tracweb40/searchAvail.4sp". The page features a navigation bar with "Trac Navigation:", "Log Student:", and "Log Resource:" buttons. The main search area includes fields for Student ID (1097242), Center (Writing & Reading), Consultant, Section, From (01/25/2012), To (02/08/2012), Time (0:00a to 11:59p), and Days (MON TUE WED THU FRI SAT). A "Search" button is at the bottom of the search criteria. To the right, there is a "Key:" section with a tooltip and an "Available Time Slots:" section with instructions to enter search criteria and click Search.

Now you can select a specific **Consultant** (Tutor), **Section** (Class), date range, time range, and days of the week by which to search for available appointments. Selecting a specific class will only display those tutors who specialize in that subject. You may leave a field blank if, for example, you are not searching for a specific tutor. **(WARNING: Once you select a Section, if you want to change or erase the Section, you will have to re-enter the student's name.)**

*(Continued on next page.)*

Click **Search** and you will see a list of all availabilities that match your criteria. You may have to scroll down to see them all.

The screenshot shows the 'Search Availabilities' web application. The search criteria are: Student: 1097242, Center: Writing & Reading, Consultant: (empty), Section: (empty), From: 01/25/2012, To: 02/03/2012, Time: 9:00a to 3:00p, Days: MON, TUE, WED, THU, FRI, SAT. The 'Available Time Slots' for Friday, 1/27/2012, are:

Tutor Name	Phone Number	Time Slot
Akosua Agyepong	508/756-6419	9:00 AM - 10:00 AM
Brillany Allcorn	774/280-2952	10:00 AM - 11:00 AM
Christopher Amaral	508/998-6445	10:00 AM - 11:00 AM
Brian Klotz	508/333-7439	12:00 PM - 1:00 PM
Jen Smith		10:30 AM - 11:30 AM (1/3) 11:30 AM - 12:30 PM (0/3)

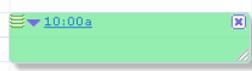
When the tutee decides which appointment (s)he wants, click on the time range under the tutor's name.

The appointment entry box for Akosua Agyepong shows the tutor's name and phone number (508/756-6419) and a green button for the time slot '9:00 AM - 10:00 AM'. Below it, the name 'Brillany Allcorn' is visible with a 'Click to schedule' button.

Now you will see the "Appointments Entry" box, and from here the process is the same as on pages 5-6.

## To make a weekly appointment:

Click the time in the desired green availability block.



You will see the availability menu:

Change **Autobook** to **Weekly** (if not already done).

Check off "Allow option to book weekly" (if not already checked).

Now hit **Save**.

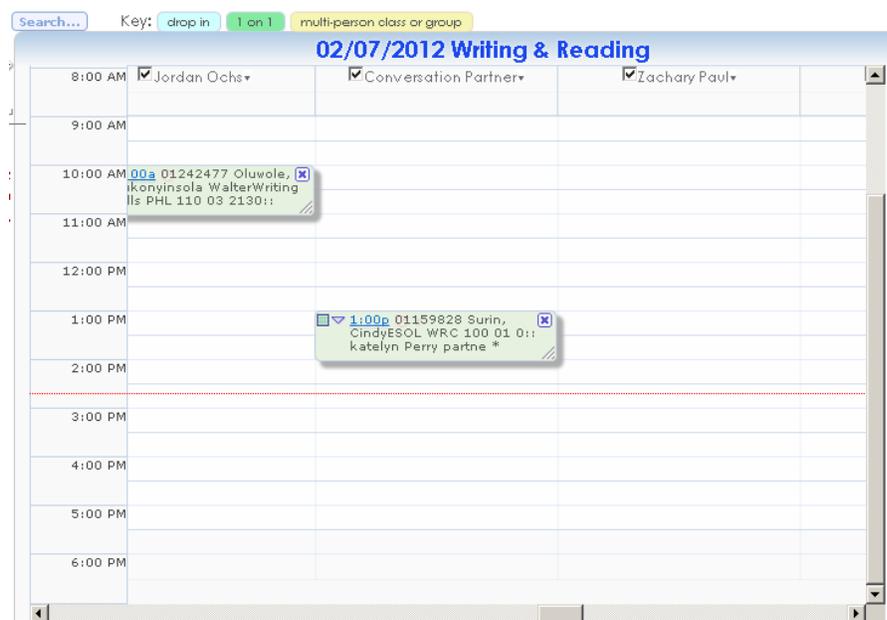
Proceed to make the appointment as you normally would (see pg. 4-6). When the Appointments Entry box appears:

Make sure the box next to **Weekly** is checked.

**Save** and close the window.

## To make a conversation partner appointment:

Conversation partner appointments are listed on the schedule under a dummy tutor named "Conversation Partner" (alphabetized under "P").



**Conversation partner appointments are made under the international student's name. (The international student is the one receiving help with his/her spoken English.)**

Proceed to make the **weekly** appointment as you normally would (see pg. 10). When the **Appointments Entry** box appears:

Select **WRC 100** for **Subject**.

Select **ESOL** for **Reason**.

Make sure the box next to **Weekly** is checked.

Write the name of the American partner in the **Notes** section (ex. "John Doe: American partner").

**Save** and close the window.

When conversation partners arrive for a session, only the **INTERNATIONAL** student swipes in.

When they are finished with their appointment, have the international partner swipe out.

## To make a one-time appointment:

If you need to make an appointment that is not during a tutor's normal tutoring hours, you can make a one-time appointment.

Locate the desired time, tutor, and date on the schedule.

Starting at the top of the desired timeslot, click and hold the mouse and drag out a green box (**if the box is not green, hit the "a" key until it is**). Release the mouse button at the top of the next hour.

You will see this screen:

The screenshot shows a 'Drop-In Availability' window. At the top right, there is a checkbox labeled 'is Availability?' which is checked. Below this, there are dropdown menus for 'Center' (set to 'Writing & Reading'), 'Subject', and 'Reason'. A text input field for 'Max' is set to '0' with the label 'students.'. The 'Date From' and 'Date To' fields are both set to '02/13/2012'. The 'From' and 'To' time fields are set to '11:00a' and '12:00p' respectively. There are radio buttons for 'All', 'None', and 'M-F' under the 'Days' section, with 'MON' highlighted. Below these are fields for 'Divide into Slots (HH:MM): 00:00' and 'Breaks of (HH:MM): 00:00', both with a small gear icon. There is a checkbox for 'Split into separate availability blocks on Save'. The 'Autobook' dropdown is set to 'None'. There is a checkbox for 'Allow option to book weekly.' which is unchecked, and a 'default:' dropdown set to 'Checked'. At the bottom, there are 'Back' and 'Save' buttons. A note at the very bottom says 'There are no overrides for this availability'.

Change the **Max** to **1** student.

Make sure that the **date from** and the **date to** are the same because the appointment is only occurring once.

Hit **Save**.

Now you can make an appointment as you normally would (pages 4-6).

# Adjusting Appointments

## To temporarily block out a certain time slot for a tutor:

If for some reason a tutor will not be available during one of his/her normal hours, you can block out that time period so that no one can give him/her an appointment. **(Note: you must have a supervisor's approval before doing this.)**

To do this, first move the mouse to the top of the desired green availability box.

Click and hold the mouse, dragging to the bottom of the box.

Before releasing the mouse button, press the "a" key until the box turns red.

The screenshot shows the TutorTrac interface in a Mozilla Firefox browser window. The main content is a calendar for February 2012, with the 13th selected. Below the calendar is a personnel list with categories like Math & Business, Outreach, and Science & Engineering. The central part of the screen is a schedule grid for '2/13/2012 Writing & Reading'. The grid shows time slots from 8:00 AM to 6:00 PM. A green box is visible at 3:00 PM. A red box is being created over the 11:00 AM slot, with a tooltip that says 'Creating new date...'. The tooltip also shows '11:00a 01237726 Aguemang, Freda Writing skills ENL 102 34 2130:1'. The browser's address bar shows the URL: tutortrac.umassd.edu/tracweb40/schedule.4sp7calType=2&availed=yes&set=1&ctr=4&calStartDate=2/13/2012. The taskbar at the bottom shows the Start button, several application icons, and the system clock at 12:18 PM.

Let go of the mouse.

*(Continued on next page.)*

The **Availability Block** window will appear.

Availability Block  is Availability?

Center: Writing & Reading

Description:

Reason:

Date From: 02/13/2012 To: 02/13/2012

From: 10:00a To: 11:00a

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

Back Save

There are no overrides for this availability

Make sure the **date** and **time** are correct (the date "from" and date "to" should be the same if you are only blocking the availability for one day).

Hit **Save**.

## To move an appointment:

Once an appointment has been made, you can move it to another time and/or tutor (this is useful if, for example, a tutor is out sick).

To do this, click on the highlighted time in an appointment box.



On the **Appointments Entry**, you will see a **Move To...** box next to the **Date**.

The "Appointments Entry" window shows the following details: Student: Brian Klotz (00734167), Staff: Timothy Raymond (508/717-3080). The appointment is for "Writing & Reading" at "WRC 100 01 0" on "2/20/2012" from "2:00p" to "3:00p". A "Move To..." button is visible next to the date. There are also "Save" and "Automatically create the visit when this appointment is saved." checkboxes.

Click on **Move To...**

The "Move Appointment to..." dialog box shows: Consultant: Timothy Raymond, Date: 02/20/2012, From: 2:00p To: 3:00p. The "Send Confirmation" checkbox is checked. Under "Times Available", it says "Sorry, time is not available."

Select the **Consultant** (tutor), the **Date**, and the **Time** to which you wish to move the appointment. Uncheck **Send Confirmation**.

The "Move Appointment to..." dialog box shows: Consultant: Kevin Zeppenfeld, Date: 02/20/2012, From: 2:00p To: 3:00p. The "Send Confirmation" checkbox is unchecked. Under "Times Available", it says "OK, no conflicting appointments". Two time frames are highlighted in green: "1:00 PM - 2:00 PM" and "2:00 PM - 3:00 PM". A "Change" button is visible.

Click on the time frame you want in green, then click **Change**.

Now the appointment has been moved. You must hit the **Refresh** button on the right side of the white address bar at the top of the screen (pictured below) or press the **F5 key** on your keyboard for the change to be reflected on the schedule.

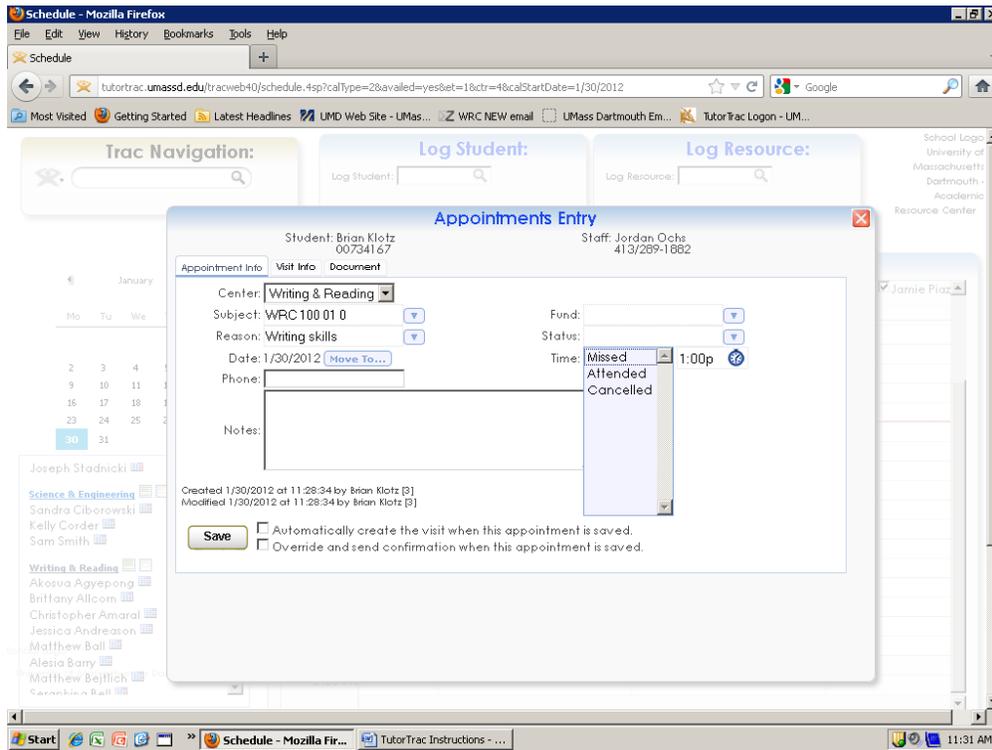


## To cancel an appointment:

Click on the highlighted time in the appointment box.



Change the **Status** to "Canceled," then hit **Save** and close the box.



The appointment will still appear until you refresh the page by hitting the **Refresh** button at the top of the screen (pictured below) or by pressing the **F5** key on your keyboard.



# Logging in

## When a student arrives for his/her one-on-one appointment:

Make sure there is a blinking insertion point in the field under **Log Student** (located at the top of the page).

*(Note: if you do not see **Log Student** at the top of the page, go to either the Main Menu or Schedule and it should appear.)*

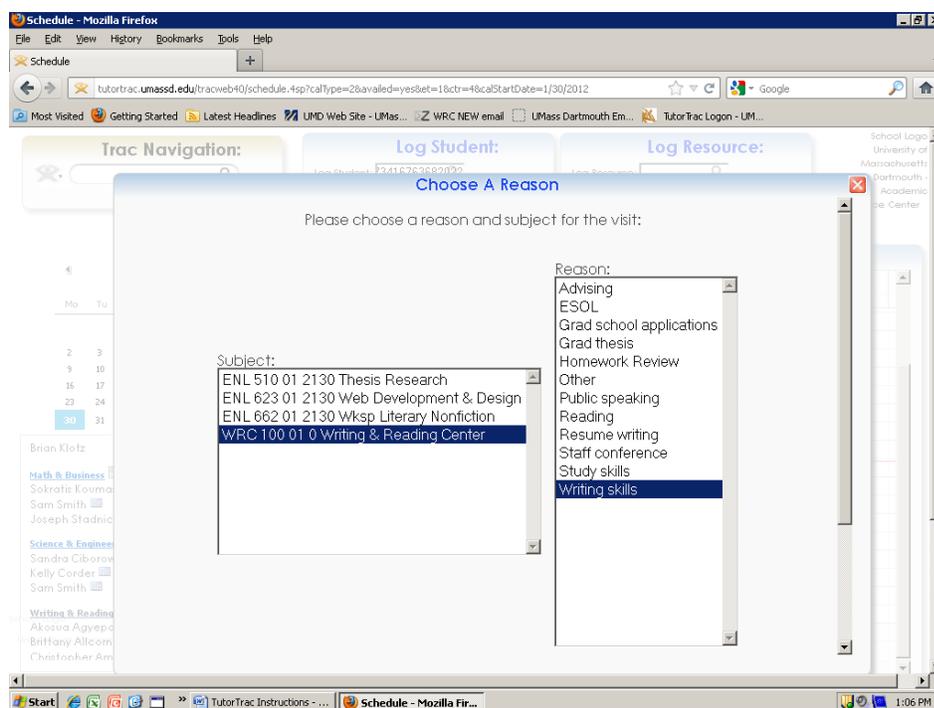


The image shows a blue button with the text "Log Student:" in white. Below the text is a white search field with a magnifying glass icon on the right side.

Have the student swipe his/her UMass Pass. When swiped correctly, you will hear a beep. (If the student does not have his/her card, you can enter his/her last name manually.)

Select "Writing and Reading," then "Log In."

Under "Choose a Reason," the correct **Subject** and **Reason** should already be selected if the student's appointment is in the system, but double-check with the student, then scroll down and hit "Continue." **(If the appointment is not in the computer, you will have to select the correct Subject and Reason now.)**

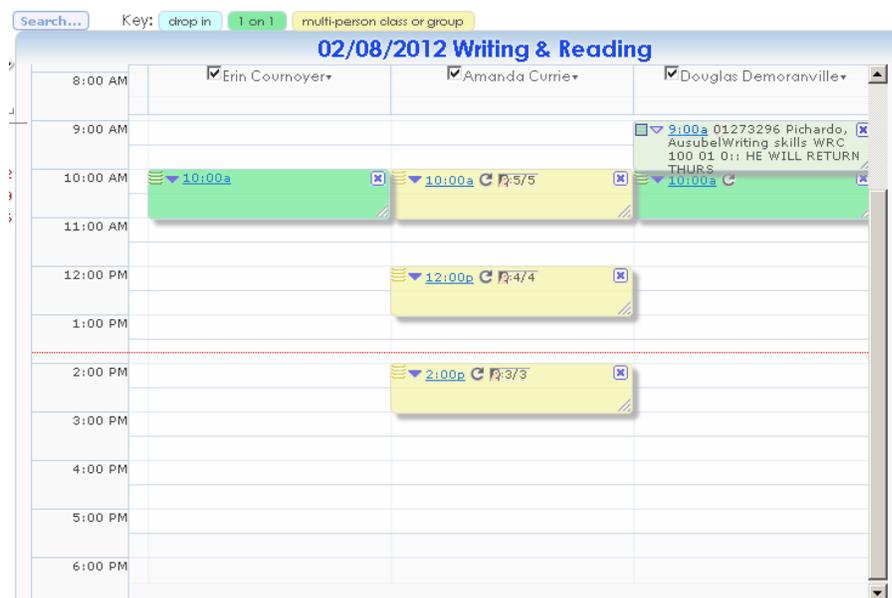


The student is now logged in.

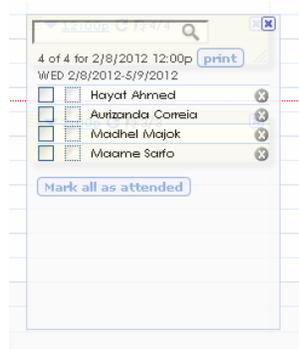
## When a student arrives for his/her group appointment:

Group appointments include collaborative tutoring sessions as well as staff workshops and events such as the Writing Circle.

Group appointments appear as yellow blocks on the schedule.



(To see a list of students in the group, click on the down arrow next to the time.)



These students still need to swipe in and out like any other appointment - see pg. 18 and 20.

# Logging Out

## When a student is done with his/her appointment:

Just like logging in, have the student swipe his/her UMass Pass.

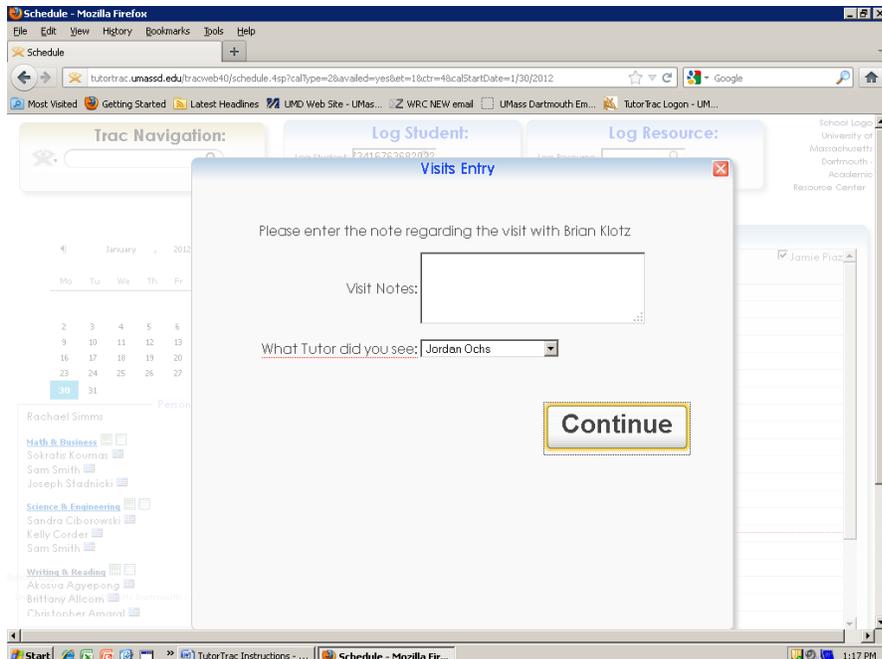
(If the student does not have his/her card, find his/her name in the **Mini Log List** on the bottom left of the Main Menu, then click the right arrow symbol next to his/her name.)



Either way, a new box should appear.

Choose "Writing and Reading," which should appear in red, then hit "Log Out."

In the box that appears, **Visit Notes** can be entered. The tutor seen should already appear (if not, select the correct tutor from the drop-down menu).



Hit **Continue** and the student will be logged out.