Module 7: Using WC On-Line & Tutor Chat

WC On-Line is the program Subject Tutoring uses to schedule appointments. It is also used to document tutoring sessions. Tutors will use this program to check his/her schedule on a weekly basis, create accounts, make appointments for tutees, and enter brief tutorial notes under the Client Report.

Appointments will show up in blue beside your name when you have an appointment.

<table>
<thead>
<tr>
<th>Jun. 30: TUESDAY</th>
<th>4:00pm</th>
<th>5:00pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collin B.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Magpie McNeal</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

When you hover over the blue block you will be able to see the student’s name. When you click on the blue box you will see the appointment form below:

Before each tutorial, you will need to check the appointment form. Tutees indicate what they want to cover in the session, giving you time to prepare and review concepts.
Under “Admin Options,” you will be able to add a new Client Report and/or review existing reports. You MUST add session notes at the end of each tutorial. If you have back-to-back appointments, you can wait to enter all your notes at the end of your shift.
**Adding Client Reports:**

1. What did the tutee want to work on today? You will need to choose the following under “Please Select:”
   - Test Prep
   - HMW
   - Project
   - Composition
   - General Understanding
   - Academic Coaching
   - See Comment Box

2. What was actually covered in your tutorial? Note what was covered in your tutorial in the dialogue box.

3. What suggestions were made by the tutor? Mark all suggestions made to the tutee.

4. What improvements does the tutee need to make? Note any gaps in education, issues with study skills or referrals made to the tutee. Please remember to keep comments professional without any personal bias and leave out personal information. These notes can be helpful to look back on the tutee’s progress and for other tutors who may also work with the student.

5. Comments? Include any techniques that you tried, what worked and what didn’t work.

6. Goals for next session? Note topics or techniques that should be covered next time.

**Entering Off-Schedule Client Reports:**

Tutees will sometimes bring a classmate to their tutorial session which means you will only be able to directly access the Client Report for the person who made the appointment. If you end up with multiple students in an individual tutorial or a walk-in, you can add them by clicking the “Off Schedule Client Report” icon. This feature will allow you to manually enter tutee information.
Emailing Client Reports:

• To email the student a copy of the client report, simply enter the entire email address in the field, “Other Email(s)” and save the report. **Remember:** You cannot email client reports to parents or professors, you can only email the student.

• If you would like to flag something to the Coordinator’s attention, you can also add her email to the report. **You do not need permission to email the Coordinator.**

• The email allows the recipient to read the entire report, so you must always be professional.

Below you will see an example of an email sent to a student from WC-Online:

Subject Tutoring/Writing Center Report

Client: Rick Robers

Staff or Resource: Colleen B.

Date: June 30, 2015, 5:30pm - 6:00pm

What did the Tutee want to work on today?: HMW

What was actually covered in your session?: General Understanding to be able to complete pretest HMW

What suggestions were made by the Tutor?: Follow-up with Professor, Weekly tutoring appointments, Complete HMW;

What improvements does the Tutee need to make?: Rick will need to meet weekly to address gaps in understanding to master the present.
Viewing Client Reports:

To prepare for a tutorial, you may login to WC-Online to view Client Reports from other tutors. This will help you understand what other tutors have already covered and give you an idea of the student’s thought process.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Tutor</th>
<th>Resource</th>
<th>Schedule</th>
<th>View Appointment</th>
<th>View Client Report Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>TUESDAY, SEP. 22, 2015</td>
<td>5:30 pm - 6:00 pm</td>
<td>Madison Kantor</td>
<td>Stacy Dixon (Gen. CHEM)</td>
<td>Subject Tutoring</td>
<td>View Appointment</td>
<td>View Client Report Form</td>
</tr>
<tr>
<td>TUESDAY, SEP. 29, 2015</td>
<td>6:30 pm - 7:15 pm</td>
<td>Madison Kantor</td>
<td>Calvin (PHYSICS)</td>
<td>Subject Tutoring</td>
<td>View Appointment</td>
<td>View Client Report Form</td>
</tr>
<tr>
<td>THURSDAY, OCT. 8, 2015</td>
<td>6:00 pm - 7:00 pm</td>
<td>Madison Kantor</td>
<td>Thane Jones (Gen.CHEM &amp; O.CHEM)</td>
<td>Subject Tutoring</td>
<td>View Appointment</td>
<td>View Client Report Form</td>
</tr>
<tr>
<td>MONDAY, OCT. 12, 2015</td>
<td>7:00 pm - 7:45 pm</td>
<td>Madison Kantor</td>
<td>Emily (INQ 240, Gen. CHEM, Gen. BIOL, RUNS)</td>
<td>Subject Tutoring</td>
<td>View Appointment</td>
<td>View Client Report Form</td>
</tr>
<tr>
<td>THURSDAY, OCT. 15, 2015</td>
<td>6:45 pm - 7:00 pm</td>
<td>Madison Kantor</td>
<td>Thane Jones (Gen.CHEM &amp; O.CHEM)</td>
<td>Subject Tutoring</td>
<td>View Appointment</td>
<td>View Client Report Form</td>
</tr>
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</table>
**Tutor Chat:**

During regular tutoring hours, the “Tutor Chat” feature is available for tutees to ask questions conveniently from any location. The chat feature can be found under “Tutor Chat” on Subject Tutoring’s website: [www.roanoke.edu/tutoring](http://www.roanoke.edu/tutoring).
Tutor Managers will respond to the initial chat request and direct the conversation towards the appropriate tutor. If a tutor is not available, the managers will help the student create an account and make an appointment for the next available tutorial.

When chatting with tutees, remember to introduce yourself and present yourself as professionally as you would in person.

Some of the questions through the chat feature may be quick and easy to answer; however, most of the questions may require the student to physically visit Subject Tutoring. This is a great opportunity to get students into the Center who may have felt uncomfortable about walking-in. Also, it gives you the opportunity to help students create an account and make appointments with you.

**Warning:** Be careful to consider Academic Integrity. The Tutor Chat feature is not a convenient way of giving away answers!