Tutoring Appointment Tips

- All appointments must be scheduled 24 hours in advance.
- All individual tutoring takes place in the Academic Support Center, Delp Hall 105.
- Upon arrival for an appointment, please log-in with the front desk assistants.
- If you are unable to attend a scheduled appointment, cancellations may be made online up to an hour before the appointment. Any cancellations occurring after this time must be done by calling the Academic Support Center at 419-824-3748.
- Please contact the Academic Support Center (419-824-3748 or asc@lourdes.edu) if you cannot find a tutor for your course, or if you need a recurring weekly appointment.
- Appointments will be marked as “missed” if students have not arrived within 15 minutes of the scheduled appointment time.
- If you miss three individual tutoring appointments per semester, you will be unable to schedule individual tutoring appointments for the remainder of the semester; however, you will be permitted to attend drop-in tutoring.

TO ACCESS TUTORTRAC:

From the Lourdes homepage:
http://www.lourdes.edu

- Hover over Academics, click Academic Support Center
• On the ASC’s homepage, click on the orange button: Schedule a Tutoring Appointment

• Choose TutorTrac: On-Campus or TutorTrac: Off-Campus
  (accessing TutorTrac from Lourdes Commons is considered On-Campus)
TO SCHEDULE AN INDIVIDUAL APPOINTMENT:

- Log in by entering your **User Name** (john.smith) and **Password** (as you do to log into the Lourdes Portal)

- Click **Search Availability** (left side of the screen)

- Under **Center**, select **ASC-Center** from drop-down menu
Selection: Choose the course from the drop-down in which you would like to receive tutoring.

TutorTrac automatically searches a week in advance from 8:00 a.m. – 9:00 p.m. Monday through Sunday. To narrow your search, you may:

- Click on the calendar icon next to the date
- Slide the arrows to choose specific time
- Click on the green highlighted day(s) you wish to make your appointment. (It will search for days only highlighted green)
- Click Search

Results will appear with the name of the tutor and availabilities.
- Click on the green individual Availability Time that works best for you (green indicates individual tutoring availabilities and blue indicates drop-in availabilities)
Appointment Page will appear:

- Under **Reason**, select **Individual Tutoring** from the drop-down menu
- Enter your current phone number
- In the **Notes** box, please indicate what items you would like covered in your tutoring session
- Click **Save**
- You and your tutor will receive an email of the appointment you made

**To View Upcoming Appointments:**

- Click **Main Menu** in the top left hand corner of the screen; you will be returned to your main page. An upcoming appointment reminder should be listed, matching the tutoring appointment you just scheduled
To Cancel a Scheduled Appointment:

- From your Main Menu, click the X after the upcoming appointment reminder you wish to cancel

Appointment Cancellation will appear:

- You may enter a reason as to why you need to cancel your appointment. Click Confirm Cancellation

Viewing Visit History:

- From the Main Menu, click Visit History
- Here, you will be able to view dates/time you visited the Academic Support Center
To Activate Text Reminders:
(located on the right hand side of main menu)

- Click on **Activate**

- An **Activation Code** will appear

- From your **mobile device**, send a message to the **Activation Code** address

- Click on **Save Settings**

Text messages will now be sent to your mobile device To remind you of your scheduled appointment(s)