



**TUTORTRAC
MANUAL**



The Learning Center uses the **TutorTrac** software package, a secure web-based learning center management tool, to register and track appointments and tutor activity.

This handbook will aid you in using the TutorTrac software to search and schedule appointments, check students in, and enter student attendance for Study Groups and Supplemental Instruction. Step-by-step instructions are included in order to complete the tasks accurately and completely.

TutorTrac records all visits to The Learning Center. Therefore, it is important to enter all information accurately and in its entirety in order to generate the correct statistics at the end of each semester. If you have problems at any time, please consult this handbook, The Learning Center Coordinator, or your co-workers for assistance.

1 Accessing TutorTrac

To access TutorTrac, open a browser window and type **tutortrac.win.louisiana.edu** in the URL space at the top of the browser page or find a direct link to it under the Favorites tab.

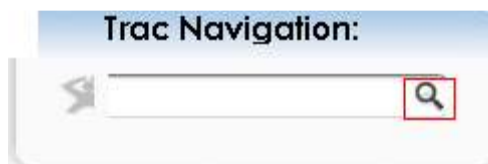
On the **log-in screen**, enter **username** and **password** (all login information is case-sensitive).

You will then be taken to the **menu screen**, which contains the following options.

TracMan Icon: Clicking on this will bring up a listing of pages to navigate to, such as the main menu and schedule.



Magnifying Glass Icon: Scrolling over this will bring up a listing of choices for user input information, such as appointments, visits, and students.



Appointments Module: Use this to access the schedule or to access the search for appointments screen, where information about a subject and time can be entered to find a availability.



Quick Visit/Batch Visit Links: These will direct you to screens that allows you to enter SI, office hours, and study attendance and information.



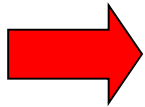
STAFF TIP: It is highly recommended to have the Menu, Schedule, and Search for Availabilities opened in

separate tabs in the browser. It allows for quicker browsing and multi-tasking.

2 Searching for Appointment Availabilities

When beginning the search for an individual appointment, either by course/subject (ACCT 201) or for a specific tutor (Cayenne Pepper), go to the **Search for Availabilities** link on the **Main Menu** screen.

Trac Navigation:



Calendar

Appointments

Click to view the **schedule**.

You may also **search for availabilities**.

Quick Visit

Create a **Quick Visit**

Create a **Batch Visit**

Mini Log List

Log a Student Visit

ID:

0 visits found Page 1 of 1

ID	Time In	Reason
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TutorTrac Main Menu

Welcome! Center Status Utilization

Need a tutor? The Learning Center in LEE HALL is the place to be!

You can now schedule your own appointment, right here. Log in with your **CLID and password**. If you have any trouble accessing, please contact us at tlc@louisiana.edu.

TLC services include **FREE individual (one-on-one) tutoring, study group tutoring and supplemental instruction (SI)**.

TLC Tutors are available for **almost all 100- and 200-level MATH and SCIENCE courses as well as for ACCT, BSAT, ECON, EECE, ENGR, ESOL, FREN, PSYC, SPAN & STAT.**

For a **comprehensive list of our services**, visit [ULink](#) (Tutoring tab) or the **TLC website**.

The Learning Center
UL Lafayette
FREE TUTORING tlc@louisiana.edu

The next screen will have fields to enter the student's CLID and to choose the center to search. You can also search by typing in the student's name (*last name, first name*)

Ex. Pepper, Cayenne

Search Criteria:

Student:

Center:

Choose a center to begin searching for available appointment slots.

A student walks up to the desk and asks if there are any open appointments this week for MATH 103..

First, select the **Student** by typing in their CLID to verify they are in the system. Next, choose **The Learning Center**. Choosing the center will open a list of new options to search from. -Next, choose the **Section** to search for, which is a list of all available subjects under the TLC banner. Click **Search...**



On the adjacent frame, you will see a list of all appointment availabilities based on date, tutor, and time that match your search criteria. (*Note: students will often request to be tutored by a certain tutor).

If the student wants an individual appointment, the Desk Assistant will need to select one of the **green Availability blocks** that works within their schedule. The search will also show available study groups and SI sessions for that subject (**blue Availability blocks**). There are no appointments for the **blue Availability blocks**, these are walk-ins only.

Key: drop in (blue) 1 on 1 (green) multi-person class or group (yellow) move the mouse over an appointment (red)

Wed 1/27/2016	Thu 1/28/2016	Fri 1/29/2016
Cody 11:00 AM - 12:00 PM	Alex Z. 9:00 AM - 9:30 AM	Kieu Anh 8:30 AM - 9:00 AM 9:00 AM - 9:30 AM
Elizabeth 11:30 AM - 12:00 PM	Amber R. 4:00 PM - 4:30 PM 4:30 PM - 5:00 PM 5:00 PM - 5:30 PM 5:30 PM - 6:00 PM 6:00 PM - 6:30 PM 6:30 PM - 7:00 PM 7:00 PM - 7:30 PM 7:30 PM - 8:00 PM	
Fathi 12:00 PM - 2:00 PM	Cody 4:00 PM - 6:00 PM	
	Fathi 12:30 PM - 2:00 PM	
	Jacob 12:30 PM - 1:00 PM 1:00 PM - 1:30 PM	

Inform the student of the availabilities, and ask them what time and date they would like to schedule.

3 Scheduling the Appointment

The student would like a Thursday appointment at 11:30 am with Adam.

Select the requested time and date.

Available Time Slots:				
Tue 7/19/2016	Wed 7/20/2016	Thu 7/21/2016	Mon 7/25/2016	Tue 7/26/2016
Adam 11:00 AM - 11:30 AM 11:30 AM - 12:00 PM	Adam 11:00 AM - 11:30 AM 11:30 AM - 12:00 PM	Adam 10:00 AM - 10:30 AM 10:30 AM - 11:00 AM 11:00 AM - 11:30 AM 11:30 AM - 12:00 PM	Adam 11:00 AM - 11:30 AM 11:30 AM - 12:00 PM 12:00 PM - 12:30 PM 12:30 PM - 1:00 PM	Adam 10:00 AM - 10:30 AM 10:30 AM - 11:00 AM 11:00 AM - 11:30 AM 11:30 AM - 12:00 PM
Minh 2:00 PM - 2:30 PM 2:30 PM - 3:00 PM 3:00 PM - 3:30 PM 3:30 PM - 4:00 PM 4:00 PM - 4:30 PM 4:30 PM - 5:00 PM 5:00 PM - 5:30 PM 5:30 PM - 6:00 PM	Minh 1:00 PM - 1:30 PM 1:30 PM - 2:00 PM 2:00 PM - 2:30 PM 2:30 PM - 3:00 PM	Minh 11:30 AM - 12:00 PM 1:00 PM - 1:30 PM 1:30 PM - 2:00 PM 2:00 PM - 2:30 PM 2:30 PM - 3:00 PM 3:00 PM - 3:30 PM 3:30 PM - 4:00 PM 4:00 PM - 4:30 PM 4:30 PM - 5:00 PM 5:00 PM - 5:30 PM 5:30 PM - 6:00 PM	Minh 12:00 PM - 12:30 PM 12:30 PM - 1:00 PM 1:00 PM - 1:30 PM 1:30 PM - 2:00 PM 2:00 PM - 2:30 PM 2:30 PM - 3:00 PM 3:00 PM - 3:30 PM 3:30 PM - 4:00 PM	Minh 1:00 PM - 1:30 PM 1:30 PM - 2:00 PM 2:00 PM - 2:30 PM 2:30 PM - 3:00 PM 3:00 PM - 3:30 PM 3:30 PM - 4:00 PM 4:00 PM - 4:30 PM 4:30 PM - 5:00 PM 5:00 PM - 5:30 PM 5:30 PM - 6:00 PM
	Shelly 3:30 PM - 5:00 PM		Shelly 3:30 PM - 5:00 PM	

The *Appointments Entry* screen will appear.

Appointments Entry

Student: **Sam Smith**
00000001

Staff: Adam

Appointment Info

Center: The Learning Center
Subject: MATH 250 & 270
Reason: Appointment
Date: 7/21/2016
Phone: [dropdown]

Status: [dropdown]
Time: 11:30 AM To: 12:00 PM

Notes: [text area]

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

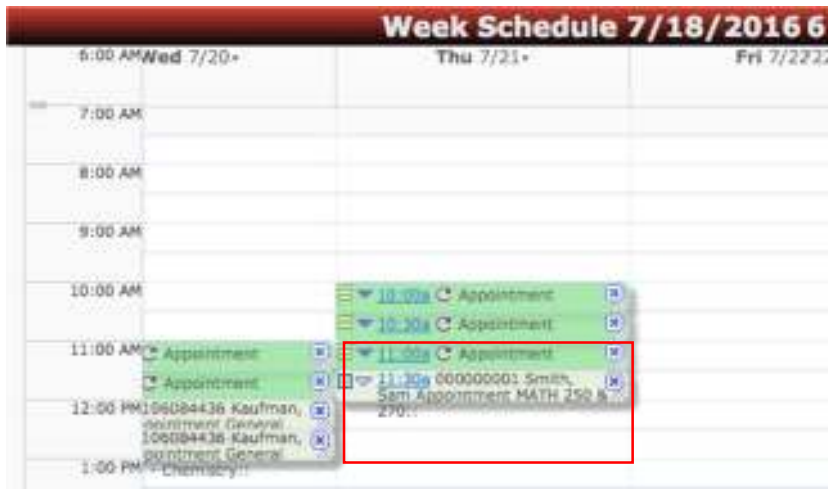
Save Automatically create the visit when this appointment is saved.
 Override and send confirmation when this appointment is saved.

STEPS

1. Make sure appointment information is correct (Name, Course, Date, Time, Tutor)
2. Select APPOINTMENT for the *Reason*
3. Click *Save*

When the **Save** button is clicked, you will return to the screen to schedule an appointment. The previously chosen availability should be gone. You can check to see if the appointment has been created by going to the **Schedule** and

seeing if the appointment block has been made.



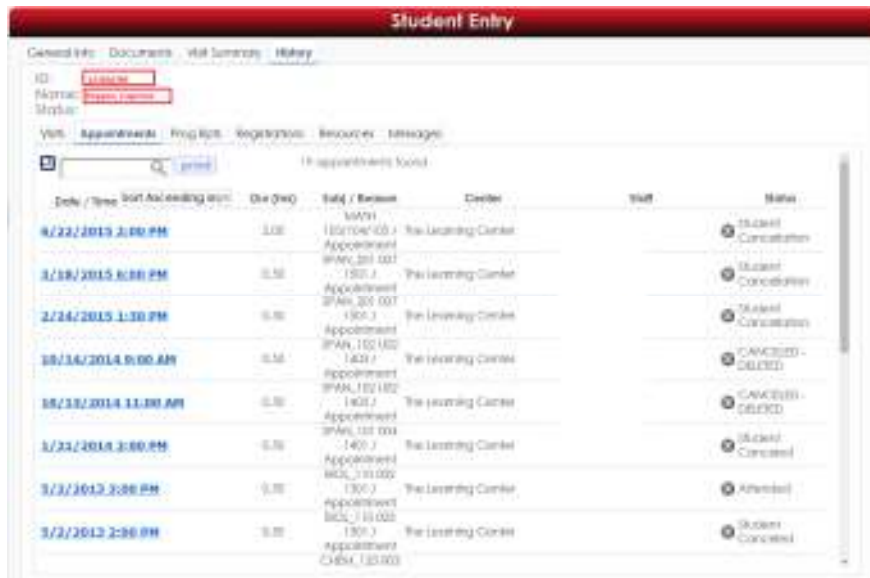
STAFF TIPS

- Double-check information BEFORE clicking *Save*.
- Repeat appointment information back to student (date, time, tutor).
- Remind student to bring Cajun Card.

What if their NAME or CLID does not exist in TutorTrac? Or I cannot schedule them because they have too many appointments...

If the student's CLID or name does not show any results from the search, you may need to investigate further. Go back to the **Main Menu** page, click into the **Trac Navigation** search bar, and type in their name (last, first). Click **Enter** on the keyboard. Select the correct student and click on the **blue 9-digit Cajun Number (123456789)**

Ex. [123456789](#) Pepper, Cayenne



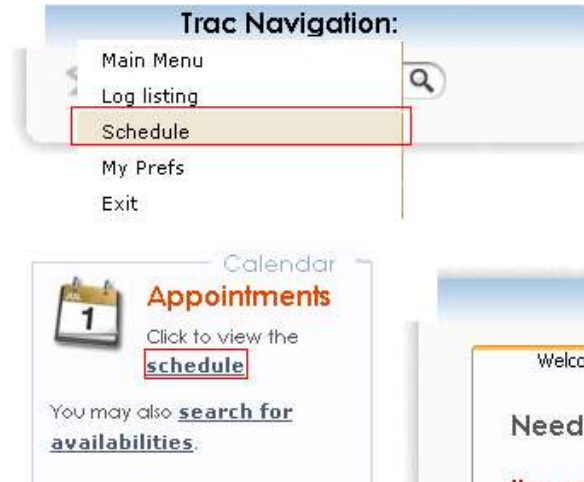
Once the **Student Entry** is open, click **History**, click **Appointments**. From this screen you can mark old appointments as **Student Missed** (See Section 4). You will also be able to see what old appointments and visits they made and for what courses.

IF THEY DO NOT SHOW UP IN TUTORTRAC, MORE THAN LIKELY THEY ARE NOT REGISTERED FOR A COURSE THAT TLC OFFERS. REFER THEM TO THE PROFESSIONAL STAFF.

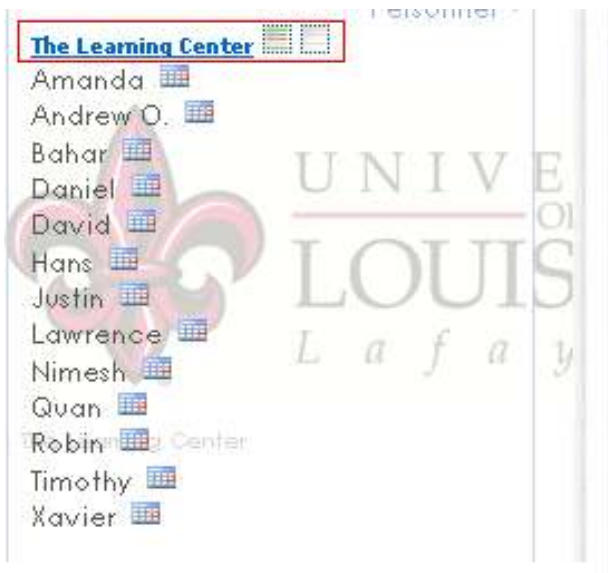
4 Logging an Appointment/ Checking-In Students

If the student is a walk-in, **log the appointment/check-in the student** immediately following the scheduling of the appointment. If the student made the appointment over the phone or at an earlier date in person, you will check-in the student when they show up at the front-desk.

First step: go to the Main Menu and click on **Schedule** via the **Appointments** area or the **TracMan Icon**.

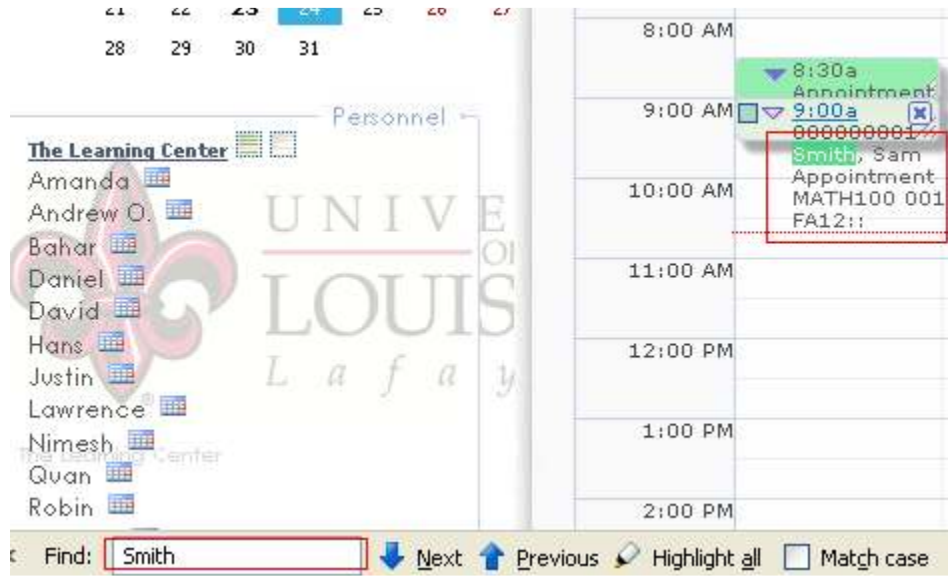


You will be taken to the weekly schedule. Click on **The Learning Center** to display the tutors' schedules for the current day.



Clicking on the **white box** (far right) will open the **Schedule Content** page, which only shows the current appointments for that day. Click **[CTRL+ F]** to search student names or CLIDs.

The student set hiser appointment for Thursday at 9:00 am (p.6). Either scroll through the tutors and find the appointment or use Ctrl + F to find the tutor or student's name.



Click on the appointment and you will be taken to the *Appointments Entry* screen.

A screenshot of the 'Appointments Entry' form. At the top, it shows 'Student: Sam Smith' and 'Staff: Amanda'. The form has three tabs: 'Appointment Info', 'Visit Info', and 'Document'. The 'Appointment Info' tab is active. Fields include: Center (The Learning Center), Subject (MATH100 001 FA12), Reason (Appointment), Date (5/24/2012), Time (9:00a to 9:30a), and Status (Attended). There is a 'Notes' text area and a 'Save' button. At the bottom, there are two checkboxes: 'Automatically create the visit when this appointment is saved.' and 'Override and send confirmation when this appointment is saved.' Metadata at the bottom indicates the appointment was created and modified on 5/23/2012 by the TLC Coordinator.

Next: Select the appropriate *Status*.

Student Entry

General info Documents Visit Summary History

ID: 00000001
Name: Smith, Sam
Status:

Visits Appointments Programs Registrations Resources Messages

Student: Sam Smith
00000001

Appointment info Visit info Document Admin

Center: The Learning Center
Subject:
Reason: Appointment
Date: 6/1/2012
Phone:
Notes:

Status: Attended
Time: 11:30a To: 12:00p

Created 5/31/2012 at 14:21:09 by Sam Smith (-3)
Modified 5/31/2012 at 14:33:43 by Sam Smith (-3)

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

- ☞ Select **ATTENDED** if the student shows up for his/her appointment.
- ☞ Select **STUDENT MISSED** if the student does not show up for his/her appointment and fails to call to cancel.
- ☞ Select **TUTOR MISSED** if the tutor does not show up for his/her appointment and fails to call ahead of time to cancel.
- ☞ Select **STUDENT CANCELED** if the student cancels his/her appointment by phone or in person.

IMPORTANT NOTE

If the student is attending the session, the status should be selected as *Attended*, and **the first check box next to the Save button should be selected (See image above)**. This button reads, “Automatically create the visit when this appointment is saved”. If the box is checked, it will create a tutoring visit and will be counted towards the semester total.

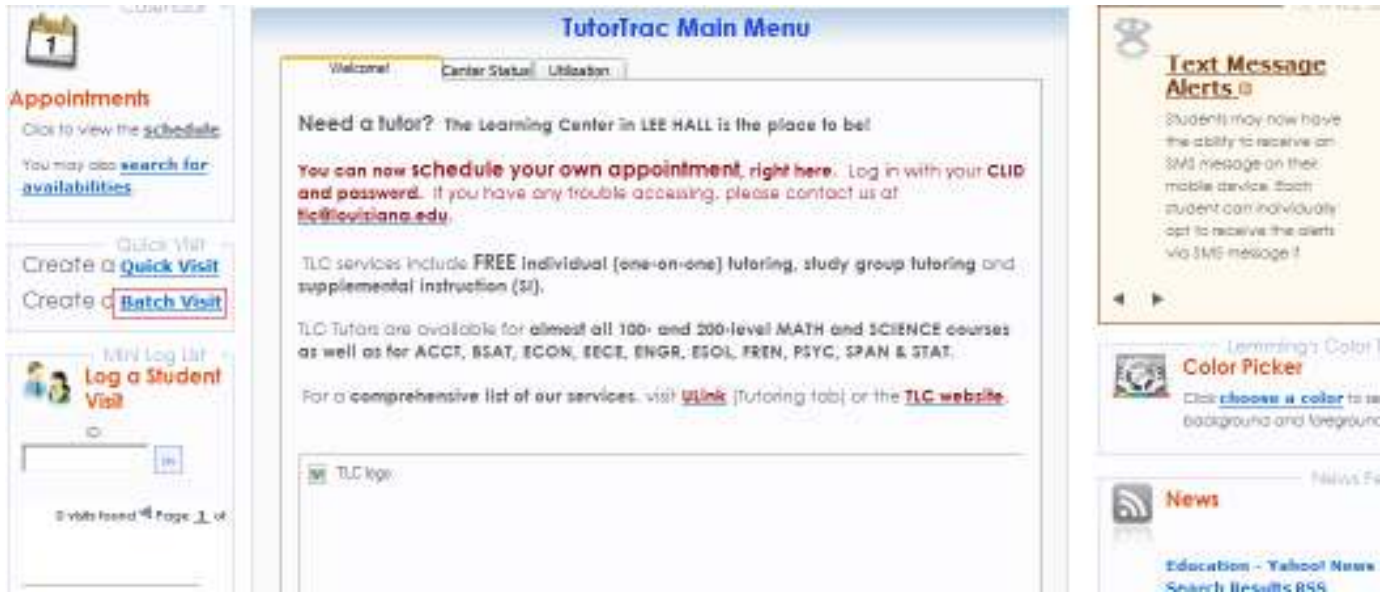
This should only be completed when the student is actually attending the session. DO NOT CHECK THIS BOX FOR MAKING APPOINTMENTS, MISSED APPOINTMENTS, OR CANCELLATIONS

Click the *Save* button once a **Status** has been chosen.

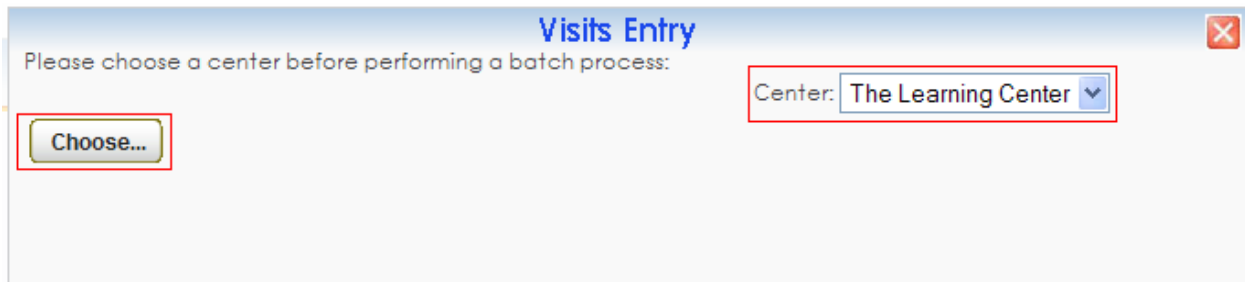
Immediately after a session ended, all information on the Sign-In sheet must be entered into TutorTrac.

Creating a Batch Entry

Now that the students have been searched for, return to the **Main Menu** and click on the **Batch Entry** option on the left hand side of the screen or go to the **Magnifying Glass Icon > Visits > List Options... > Batch Entry**



Choose **The Learning Center** as the **Center** and click **Choose...**



Make sure the fields on the sign-in sheet are correct (**Date, Reason, Time In/Out, Consultant**).

Pay close attention to the Sign-In sheet: be sure to correctly choose the *Reason* based on whether the session was a Study Group, an SI Session, or SI Office Hours. This step is very important. When unsure, consult the SG/SI Schedule posted at the Front Desk.

At the bottom of the screen, there are two tabs – **Batch Entry** and **SI Batch Entry**.

ALWAYS SELECT SI BATCH ENTRY.

At this point, we want to generate a list of students that are enrolled in the course for the session. To do this, click on the *blue Section field indicator* above the tabbed area.

An entry box will appear on screen. Type the name of the course, with an underscore separating the letters and the numbers, along with the '@' symbol followed by the semester code.

Ex. ACCT_201@1601

The semester code can be determined by taking the last two digits of the current year...

20-16

...and adding 01, 02, or 03 for the Spring, Summer, or Fall semester, respectively.

01 – SPRING
02 – SUMMER
03 - FALL

Ex. 1501 for Spring of 2015

Enter the subject (ie MAT@):
ACCT_201@1202
OK Cancel

After you click **OK**, you'll notice two lists of students: the list on the right contains the students that are enrolled in the class, but have never attended a group session before. The group on the left contains the students that are enrolled in the class and have also attended a group session.

Use the checkboxes to select all of the students on both columns. **DO NOT** use the **No** link next to the students' names – each time this is selected, a new batch entry is made for that individual student, which is not the overall goal. Once all students have been selected, click one of the **batch create** links at the bottom of the respective list to create the batch entry.

Batch Entry SI Batch Entry

ID: [] (SELECTED for prev 2652 students) Remember Notes

Notes: []

0 Students enrolled & visited for ACCT_201@1202
Total for 08/03/2012 at 7:36a: 0
[batch create](#)

vanZandt, Elise	No	<input type="checkbox"/>
Verret, Kayla	No	<input type="checkbox"/>
Wallace, Xavier	No	<input type="checkbox"/>
Watson, Frances	No	<input type="checkbox"/>
Woods, Danai	No	<input type="checkbox"/>
Zorn, Mary	No	<input type="checkbox"/>

[batch create](#)

IT IS IMPORTANT THAT YOU CHECK ALL BOXES IN ONE COLUMN FIRST, CLICK [BATCH CREATE](#), AND THEN COMPLETE THE OTHER COLUMN.

Once the batch is created, any student with a **No** by his/her name will have a **Yes** and will be listed on the left-hand column, since he/she attended a session.

Check the total number of students for that batch to double-check your accuracy. If the number on the sheet does not match the number on the screen, re-check each student.