

Online Tutoring Directions

Students may make online appointments themselves using the directions below, or they may call the ASC during operating hours at 704-290-5239 and ask for an appointment. Operating hours are M, Tu, Th, F 10-3 and W 10-6. The ASC will be open regular operating hours. The ASC's webpage has the hours listed: <https://spcc.edu/student-resources/academic-support-center/>.

The Firefox browser needs to be used for online tutoring when connecting with WOnline and the laptop camera and microphone should be on and available. Choose to allow, use or share them in the session. Not having a camera will prevent sharing audio and video.

If a student does not have a camera on his/her laptop, s/he may communicate with the tutor during the tutoring session via the chat box on the platform, or call the ASC at 704-290-5239 and make arrangements to speak with the tutor via the phone during the tutoring session.

To Make an Online Appointment Yourself through WOnline

Go to the ASC's page at <https://spcc.edu/student-resources/academic-support-center/>.

Scroll down until you see the link for WOnline and click on it.

Make an Appointment

To make an appointment, please log into WOnline, or call the Center directly:

OCH: 704-290-5239

LLP: 704-272-5440

Sign into WOnline with your email address and password, if you have been to the ASC before. Your password, unless you created your own, should be your phone number without the hyphens: ex. 7042905239.

Click on 'Register for an account', if you have never visited the ASC, and create an account.

SPCC Academic Support Center

First visit? Register for an account.
Returning? Log in below.

AVAILABLE SCHEDULES

- OCH Spring 2020 (January 13-May 12, 2020)
- LLP Spring 2020 (Jan 13-May 12, 2020)

Check box to stay logged in:

Having trouble logging in?
Reset your password.

Receiving unwanted text messages?
Remove your mobile number.

MAY 10, 2013

INSTRUCTIONS

- IMPORTANT: By using this system, you agree to abide by the SPCC Tutoring Usage Policy.
- Use this system to schedule an appointment for a tutoring session (face-to-face or eTutoring).
- If you have never used this system before, select the "Click here to register" link to the left.
- If you are a current user, please login and select a schedule for the type of tutoring appointment you wish to make.
- Confused? Need help? Please call us at 704-290-5239 during our operating hours, or email us at asktheasc@spcc.edu.

Once signed in, select the day tutoring is desired and the class by clicking on the down arrow.

February 3 - February 9, 2020 OCH Spring 2020 (Jc ▾)

◀ PREVIOUS WEEK | CURRENT WEEK | NEXT WEEK ▶

Limit to: -- please select -- ▾

10:00am	11:00am	12:00pm

Fill out the tutoring form.

Client

Glauner, Dana (dglauner@spcc.edu)

To select a different client, begin typing a name or email above and then select from the resulting list.

Appointment Date

Thursday, April 9, 2020: 11:00am ▼ to 11:30am ▼ [Show REPEAT Options](#)

Staff or Resource

Elizabeth Skinner (OCH Spring 2020 (January 13-May 12, 2020))

APPOINTMENT LIMITS: Appointments must be 30 minutes in length.
LOCATION: OCH

Meet Online?

Yes. Schedule **Online** appointment.
If you choose an online appointment, log back in to this website approximately five to ten minutes before the start of your appointment. Then, open this appointment and click "Start or Join Online Consultation."

Fill out the entire form, including the question asking about how you would like to connect with a tutor: WCOonline, Skype, email, phone call.

What online platform would you like to use? *

-- please select -- ▼

If you choose, Skype, email, or a phone call for your online appointment, enter your information in the appropriate box.

If Skype, enter your Skype name. *

If email, enter your email address *

If phone, enter your phone number *

Click on the 'Create Appointment' button at the bottom.

ADMINISTRATIVE OPTIONS
Walk-In/Drop-In | Missed | Placeholder | Email Client?

CREATE APPOINTMENT **CLOSE WINDOW**



You have successfully made an online tutoring appointment!

If your appointment is via Skype, make sure that you have the Skype application downloaded on your phone or computer. Skype is a synchronous appointment using a microphone and camera. The tutor will initiate a Skype call at the scheduled tutoring time to begin the appointment. Make sure to enter your Skype name in the appropriate field when creating an appointment.

If your appointment is via email, the tutor will email you using the email address given on the appointment form. If you did not fill this out, the tutor will use the email in WOnline.

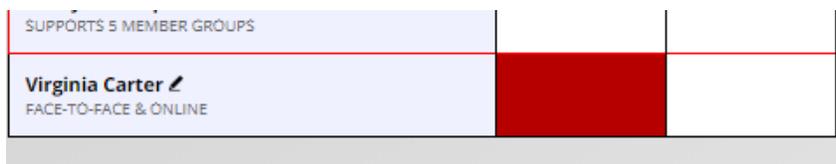
If your appointment is via the telephone, the tutor will call you at the scheduled tutoring time to begin the appointment. The tutor will use the phone number you provided in the appointment form. If you did not provide a number, the tutor will use the number in WOnline.

If your appointment is in WOnline, please see below for directions.

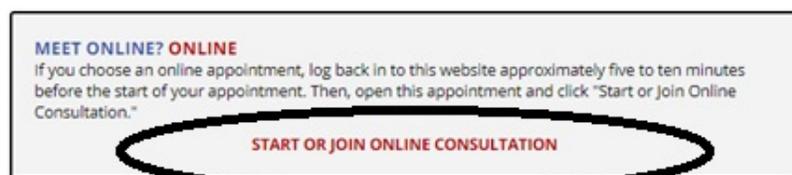
To Begin the Online Appointment in WOnline

The Firefox Browser needs to be used for the software to work properly!

Log into WOnline at <https://spcc.edu/student-resources/academic-support-center/> and find your appointment. Click on the red box to open the appointment.



To begin the appointment, click on 'Start or join online consultation'.



To upload a file to your appointment, click on 'Edit Appointment' at the bottom of the page BEFORE you click on 'Start or join online consultation'.

 This schedule supports file attachments. To attach a file to this appointment, click 'Edit' below.

CLOSE WINDOW

EDIT APPOINTMENT

CANCEL APPOINTMENT

Choose your file and upload it.

 **This schedule supports file attachments.** To attach a file to this appointment, use the options below. To view attached files, click the 'view appointment' button to return to the appointment overview. **File attachments must be 1MB or less and in one of the following formats: .doc, .docx, .numbers, .odt, .pages, .pdf, .rtf, .txt, .wpd, .wps, .xls, or .xlsx.**

File #1	Document Title	Notify Client? 
<input type="button" value="Choose File"/> Mathdocx	<input type="text"/>	No 

Click on 'Save Changes' to save the document to your appointment.

<input type="button" value="SAVE CHANGES"/>	<input type="button" value="CLOSE WINDOW"/>	<input type="button" value="RETURN TO OVERVIEW"/>
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The uploaded file may be downloaded for use by both the student and tutor.

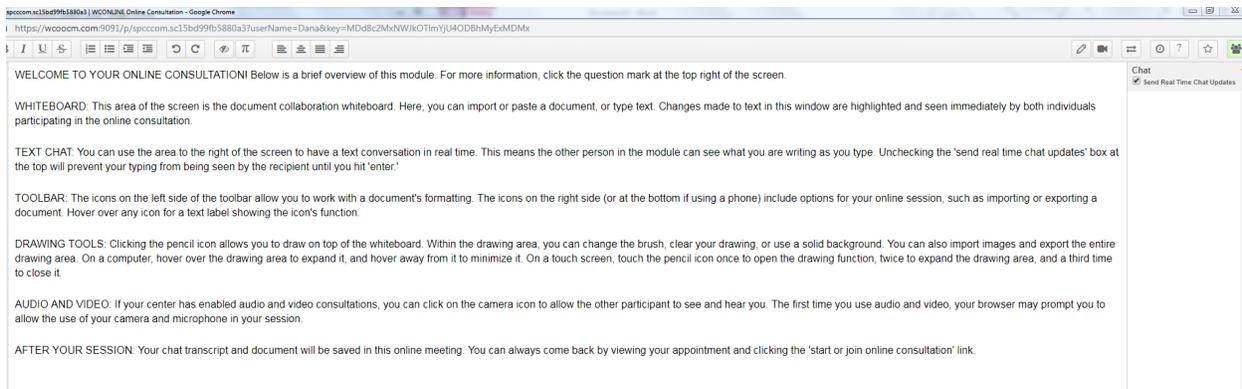
File Attachment
[Download Attached File](#) | Uploaded: July 10, 2019 8:48am by Dana Glauner 

If you decided to upload a file first and now you want to open the tutoring appointment, click on the red link that says 'Start or join online consultation' to begin. It is in the middle of the page, near the top.

MEET ONLINE? ONLINE
If you choose an online appointment, log back in to this website approximately five to ten minutes before the start of your appointment. Then, open this appointment and click "Start or Join Online Consultation."

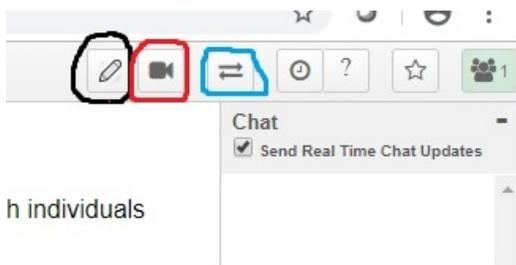
START OR JOIN ONLINE CONSULTATION

A screen will appear with directions for how to use the online tutorial once you join the session.



The tutor and tutee may type with one another on this screen, just click in front of 'Welcome' and move the text down, or delete the text. There is a chat box in the lower right-hand corner of the screen.

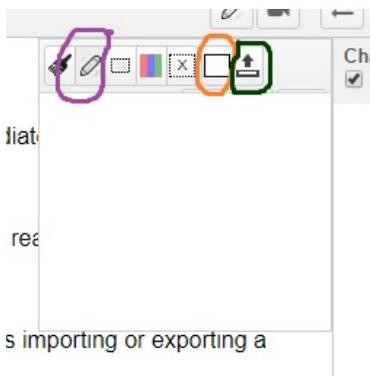
Click on the camera icon (circled in red below) on the upper right-hand corner of the screen to begin video conferencing. A small window will appear on the upper left-hand side of the screen. Make sure that you have uncovered your camera and that the person you are communicating with also has a camera and wants to use it. A camera is not necessary to use virtual tutoring. Holding something written up to the camera may help ease the flow of information.



Clicking on the pencil icon (circled in black above) will open a screen where users can draw and upload images, such as assignments.

The box that has two arrows pointing in opposite directions (circled in blue above) allows for importing documents and images.

Click on the pencil icon to open a new screen for drawing, then click on the blank box to open a larger page. Click on the pencil to draw and the box with the arrow above it (circled in green) to import a document. The blank box (circled in orange) will completely clear the screen.



The directions one sees at the beginning of a session are below:

WELCOME TO YOUR ONLINE CONSULTATION! Below is a brief overview of this module. For more information, click the question mark at the top right of the screen.

WHITEBOARD: This area of the screen is the document collaboration whiteboard. Here, you can import or paste a document, or type text. Changes made to text in this window are highlighted and seen immediately by both individuals participating in the online consultation.

TEXT CHAT: You can use the area to the right of the screen to have a text conversation in real time. This means the other person in the module can see what you are writing as you type. Unchecking the 'send real time chat updates' box at the top will prevent your typing from being seen by the recipient until you hit 'enter.'

TOOLBAR: The icons on the left side of the toolbar allow you to work with a document's formatting. The icons on the right side (or at the bottom if using a phone) include options for your online session, such as importing or exporting a document. Hover over any icon for a text label showing the icon's function.

DRAWING TOOLS: Clicking the pencil icon allows you to draw on top of the whiteboard. Within the drawing area, you can change the brush, clear your drawing, or use a solid background. You can also import images and export the entire drawing area. On a computer, hover over the drawing area to expand it, and hover away from it to minimize it. On a touch screen, touch the pencil icon once to open the drawing function, twice to expand the drawing area, and a third time to close it.

AUDIO AND VIDEO: If your center has enabled audio and video consultations, you can click on the camera icon to allow the other participant to see and hear you. The first time you use audio and video, your browser may prompt you to allow the use of your camera and microphone in your session.

AFTER YOUR SESSION: Your chat transcript and document will be saved in this online meeting. You can always come back by viewing your appointment and clicking the 'start or join online consultation' link.