TUTOR MANUAL

Compiled by Kathryn Duvall
UPDATED August 2015
Introduction

TRIO-Student Support Services is now using GradesFirst to schedule all our tutoring. This online program will allow tutors 24/7 access to calendars and to make changes whenever you need to without coming to the office. At this time there is not an app available for GradesFirst. Tutors will receive daily emails reminding them about that day’s scheduled tutoring appointments. Students will also receive a text message or email the day of their tutoring session.

We will continue the regularly scheduled, one-on-one tutoring which means that students you are scheduled with will remain on your schedule for the same time each week until the end of the semester. This does not apply to our Special Topics tutoring which have a set amount of session.

Logging In

All tutors will receive an auto generated email from GradesFirst with their username and password. If you did not receive this email, you can still login to the site.

To access GradesFirst go to https://etsu.gradesfirst.com

  Username: Your ETSU email address
  Password: GoBucs2015. Please change your password once you login.

If you have any issues please contact Katie at 423-439-6185 or Duvall@etsu.edu.
Home Screen

Finding your Tutor Info

When you log into GradesFirst, you will be taken to your Student Home screen. This will give you information about your classes and assignments. You will need to switch to Tutor Home to set your schedule and view upcoming appointments. To switch screens, click the arrow to the right of Student Home. You can then select Tutor Home.

Tutor Settings Tab

Tutoring Times Available

This is where the tutor defines exactly when, where, and what subjects they can tutor students.

To add a new availability, click the ACTIONS.
Step 1: Select the days you can meet with students. TRIO-SSS is open for tutoring M – R 8:30 am – 8 pm.

Step 2: Define the time frame.

Step 3: Select Appointment.

Step 4: Select the semester.

Step 5: Choose TRIO-Student Support Services as your location.

Step 6: Select the courses you tutor. Only select the courses TRIO-SSS offers. See list below.

Step 7: Repeat these steps to create all of your tutor availability. If you will be tutoring at different locations, each location should have its own availability.

NOTE: The Copy Time button allows you to make a copy of any availability that has already been created that you would like to add and make edits to. This will speed up the process of creating your schedule because you won’t have to add the subjects you tutor every time.

### TRIO STUDENT SUPPORT SERVICES

<table>
<thead>
<tr>
<th>Courses Tutored</th>
<th>Courses Tutored</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCT 2010 Principles of Accounting I</td>
<td>GERM 1010/1020 Beginning German</td>
</tr>
<tr>
<td>ACCT 2020 Principles of Accounting II</td>
<td>GERM 2010/2020 Second Year German</td>
</tr>
<tr>
<td>BIOL 1010 Biology for Non Majors I</td>
<td>HSCI 2010 Anatomy &amp; Physiology I</td>
</tr>
<tr>
<td>BIOL 1020 Biology for Non Majors II</td>
<td>HSCI 2020 Anatomy &amp; Physiology II</td>
</tr>
<tr>
<td>BIOL 1110 Biology for Majors I</td>
<td>HSCI 2230 Intro to Microbiology</td>
</tr>
<tr>
<td>BIOL 1120 Biology for Majors II</td>
<td>HSCI 3000 Human Anatomy</td>
</tr>
<tr>
<td>BIOL 1130 Biology for Majors III</td>
<td>HSCI 3020 Human Physiology</td>
</tr>
<tr>
<td>BIOL 3100 Genetics</td>
<td>HSCI 3030 Intro to BioChem</td>
</tr>
<tr>
<td>CHEM 1030 Intro to Chemistry Survey</td>
<td>HSCI 3046 Human Genetics</td>
</tr>
<tr>
<td>CHEM 1040 Intro to General Chemistry</td>
<td>HSCI 3320 General Microbiology</td>
</tr>
<tr>
<td>CHEM 1110 General Chemistry I</td>
<td>JAPN 1010/1020 Beginning Japanese</td>
</tr>
<tr>
<td>CHEM 1120 General Chemistry II</td>
<td>JAPN 2010/2020 Second Year Japanese</td>
</tr>
<tr>
<td>CHEM 2010 Organic Chemistry I</td>
<td>MATH 1530 Probability &amp; Statistics</td>
</tr>
<tr>
<td>CHEM 2020 Organic Chemistry II</td>
<td>MATH 1710 Pre-Calculus I (Algebra)</td>
</tr>
<tr>
<td>ECON 2070 Quantitative Methods I</td>
<td>MATH 1720 Pre-Calculus II (Trig)</td>
</tr>
<tr>
<td>ECON 2080 Quantitative Methods II</td>
<td>MATH 1840 Analytical Geom/Diff Calc</td>
</tr>
<tr>
<td>ECON 2210 Principles of Macroeconomics</td>
<td>MATH 1850 Integral Calc for Technology</td>
</tr>
<tr>
<td>ECON 2220 Principles of Microeconomics</td>
<td>MATH 1910 Calculus I</td>
</tr>
<tr>
<td>FREN 1010/1020 Beginning French</td>
<td>MATH 1920 Calculus II</td>
</tr>
<tr>
<td>FREN 2010/2020 Second Year French</td>
<td>PHYS 2010 General Physics I</td>
</tr>
<tr>
<td>GEOG 1110 Weather &amp; Climate</td>
<td>PHYS 2020 General Physics II</td>
</tr>
<tr>
<td>GEOG 1120 Landforms &amp; Processes</td>
<td>SPAN 1010/1020 Beginning Spanish</td>
</tr>
<tr>
<td>SPAN 2010/2020 Second Year Spanish</td>
<td></td>
</tr>
</tbody>
</table>

SPECIAL TOPICS:

Study Skills (6 sessions)
Writing Papers (maximum of 6 sessions)

Only available to current SSS students

GRE Math (5 sessions)
GRE Writing (5 sessions)
PRAXIS I Math Test Prep (5 sessions)
PRAXIS I Reading Test Prep (5 sessions)
PRAXIS I Writing (5 sessions)

Special Topic tutoring is appropriate for students in liberal arts classes like English, Psychology, and History. It addresses the basics of study skills and writing papers, but does not cover course content.
Max Hours Preference

Tutors have the option to set the maximum numbers of tutoring hours per week. At this time setting a Max Hours Preference will not close your calendar when you have been scheduled the amount of hours you want to work. To close your calendar to new student appointments, you must either change your availability or schedule General Event appointment to block your remaining open hours (See Closing Your Calendar below).

Emails from GradesFirst

GradesFirst automatically sends emails (or text messages) when new appointments are created. The emails are sent to both students and the tutors. GradesFirst will also send reminder emails or texts the day of each tutoring session. At this time it isn’t possible to turn off email reminders for tutors.
Email for a canceled session

When a student drops tutoring you will receive an email. The canceled session email and dropped email look similar.

When we drop a student’s tutoring we will remove it from your calendar. The email will look like this.
Calendar

When you select the calendar option you will be able to see your class schedule and the students you are scheduled to tutor.

Tutoring sessions will be in green.

Canceled sessions are in Gray.
Closing Your Calendar

When you decide you don’t want any more students, you will need to close your calendar. To do this you will need to block your remaining time with General Events. From the Home page, select Schedule a General Event under Options.

Under Filters
Type: General Event
Reason(s): No more tutoring
Location: TRIO-Student Support Services

Next select the boxes on your calendar you don’t want to tutor. If you want the appointment to end of the semester, you will need to fill in the information under Repeat This Appointment?
Upcoming Tutor Appointments

This grid lists all of a tutor’s upcoming tutor appointments for the current term.

<table>
<thead>
<tr>
<th>Date</th>
<th>Attendee</th>
<th>Time</th>
<th>Reason</th>
<th>Comment</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/10/2014</td>
<td>Bateman, Richie</td>
<td>1:00p-2:00p</td>
<td>Group Tutoring</td>
<td>Details</td>
<td></td>
</tr>
<tr>
<td>04/10/2014</td>
<td>Battle, Bryan</td>
<td>1:00p-2:00p</td>
<td>Group Tutoring</td>
<td>Details</td>
<td></td>
</tr>
<tr>
<td>04/14/2014</td>
<td>Cooper, Bernardo</td>
<td>8:00a-9:00a</td>
<td>Tutoring Appointment</td>
<td>Details</td>
<td></td>
</tr>
<tr>
<td>04/14/2014</td>
<td>Drake, Tom</td>
<td>8:00a-9:00a</td>
<td>Tutoring Appointment</td>
<td>Details</td>
<td></td>
</tr>
</tbody>
</table>

- **Date** - The date of the upcoming appointment.
- **Attendee** - The student who will attend the appointment.
- **Time** - The time the appointment will take place.
- **Reason** - The student service associated with the appointment.
- **Comment** - The comment associated with the appointment.
- **Details** - Opens the Manage Appointment dialog.

By default, cancelled appointments are not displayed. To view cancelled appointments, check the **Show Canceled** checkbox.

**Message Attendees** (for more info see pages 12 & 13)

To send a message to one or more students attending your upcoming appointments, check the checkbox next to the students you wish to contact and click the **Message Attendees** button. The system displays the **Send a Message** dialog to allow you to send your message.

**NOTE:** TRIO-SSS staff has the ability to see email conversations for all tutors and students in GradesFirst. Tutors are still required to contact our office at 439-5396 to notify students about canceled tutoring sessions. Do not message the student about cancelations through GradesFirst.
Recent Tutoring

The **Recent Tutoring** grid displays your tutoring appointments that have already occurred.

### Grid Description

- **Date** - The date the tutoring appointment occurred.
- **Reason** - The Student Service associated with the appointment.
- **Course** - The course associated with the appointment.
- **Comments** - The comment for the appointment.
- **Attendee** - The student who attended the tutoring appointment.
- **Student Duration** - The amount of time the student was involved in the appointment based on the student's arrived and departed times.
- **Tutor Duration** - The amount of time the tutor was involved in the appointment based on the tutor's arrived and departed times.
- **Report Filed?** - Indicates whether or not the tutor has filed a tutor report for this attendee of the appointment. Click the link to view the report details.
- **Details** - Open the **Manage Appointment** dialog.

By default, cancelled appointments are not displayed. To view cancelled appointments, check the **Show Cancelled** checkbox.
My Conversations

GradesFirst allows students and support staff to communicate via email and text message. All communication is then tracked in GradesFirst Conversations. **NOTE: Do not message students about canceled sessions through GradesFirst. You must call the office at 423-439-5396.**

On the Conversations tab, you'll see a list of your conversation threads.

- **Mark selected as read** - Check the checkbox next to one or more conversations and click this button to mark them as read.
- **Mark all read** - Mark all of the items in your conversations inbox as read.
- **View unread only** - Displays unread conversations only.
- **Search by users** - Filter the conversations list by first name, last name, or user id.
- **Details** - View the details of the message including sender, recipient, date and time and the body of the message.

The system displays the original message as well as any replies made via GradesFirst.
Respond by clicking the **Reply** button.