

Learning Support Services Tutor Manual

This and other important information is available through the “Employee Resources” page of our website: <http://www2.ucsc.edu/lss/>

How to Help a Tutor Enter His/Her Schedule:

Using the On-line Tutor Sign-Up System (OTSS)

Getting Started in OTSS: *The following information will help you to use OTSS’s features to:*

- *update your personal information*
- *enter, update and view your schedule*
- *delete unverified tutoring sessions*
- *view who has signed up to be tutored by you*
- *view the waitlist.*

LOGIN

1. Log on to <https://eop.sa.ucsc.edu/OTSS/tutors/>
2. Student ID number (SID) and Date of Birth (DOB)
3. If it is the first time the tutor has logged in it will prompt the tutor to enter Personal info. Encourage the tutor to do so, paying special attention to the phone number.
4. After you filled out and confirmed your personal information, OTSS will log you out and you will have to sign-in again.
5. Once in the main menu, you can choose from the following:

Account Options: This option allows you to update your personal information (address, phone number, e-mail address, personal statement, etc.). NOTE: It is important that you verify your email address. OTSS will send emails to the account that you specify.

- **Adding a Personal Statement:**

You can do this by clicking on “Account Options” on the OTSS main page. By providing some information about yourself, you can help tutees feel comfortable signing up to work with you. You might want to include in your statement:

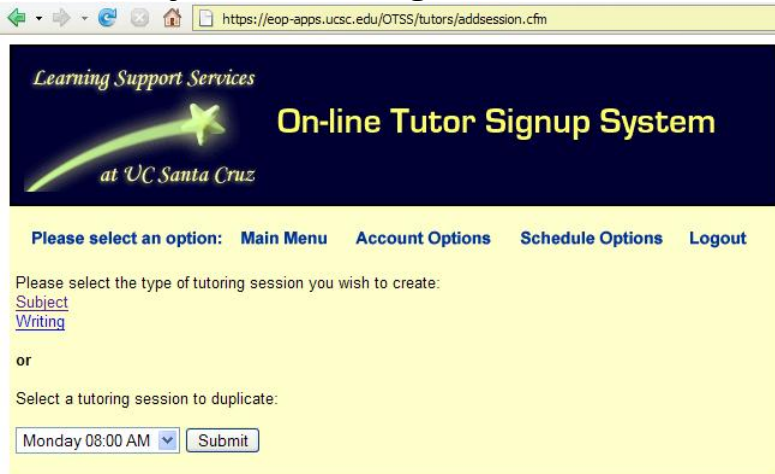
1. Your year in school, college, major, etc.
 2. What you like about your subject matter
 3. Classes you have taken
 4. Future plans
 5. Hobbies
 6. Anything else that will make them feel more comfortable working with you.
- ***Remember you are representing UC Santa Cruz and Learning Support Services, please be professional when writing your personal statement***

Schedule Options: This option allows you to add tutoring sessions

- a. Click “Schedule Options”
- b. Click “add new session”



Select “Subject” or “Writing” tutor



Adding a Session

Fill out required information

i. Time: the time should fall within class time blocks

- i.e. if a tutor wants to hold a session around 1:00 pm on Friday they should hold it at 12:30 pm or 2:00 pm in order to not conflict with two classes. This allows students to attend the entire session rather than just part of it.
- Use the schedule planners located in a folder behind the front desk to help figure out when class blocks are
- Note that there is some leeway within the class blocks because tutoring sessions are shorter than classes, for example if a tutor wanted to hold a session during the 8-9:45 class block on Tuesday he/she can schedule it from 8-9, 8:15-9:15, 8:30-9:30 or 8:45-9:45.

ii. Location: A specific location for the tutoring session; it must be a public semi-academic space

- i.e.: cafes (without music), libraries, etc. (e.g. Oakes Learning Center, ARCenter Rm 202 on the sofas
- not dorm rooms, etc.
- In a more crowded setting, it is important to give the student some way to identify the tutor

iii. Subject: This process will differ depending on whether the tutor has only one class or more than one class. For tutors who have only one class it is relatively easy, follow step one and three (skip step two). Tutors who have more than one class should follow steps one, two and three.

1. From the drop down menu select the subject and enter the course number correctly as shown.

2. Continue to enter in course numbers if you tutor more than one class in the same subject (example follows).

Also utilize the second, third, fourth, fifth subject as necessary if you are approved to tutor more than one class.

3. Click “Add tutoring session”. Repeat these steps for each of your tutoring sessions or use the “duplicate” button.

Submitting additional session using the “Duplicate” function:

- Under “Select a tutoring session to duplicate:” click “Submit”
- Change **Day** and **Time**
- Click “Add Tutoring Session”
- Repeat process as required

Please fill out the information, then click on "Add Tutoring Session". All **bold** fields are required.

Day: Monday

Time: 08:00 AM

Please verify that this time **does not** conflict with any other sessions in your schedule!

Please enter a specific location where the tutoring session will be held.
 Example:
 Science and Engineering Library Entrance Message Board
 ARCenter, room 221 LSS Front Desk
 Oakes Learning Center

Location:
 ARCenter Courtyard or Cafe

First Subject: Linguistics

For course numbers less than 100, please do not type in the leading zeros. Letters are NOT case sensitive.
 Example: 001A should be typed in as 1A or 1a.

Course Number 1: 101 **Course Number 2:** 105
Course Number 3: 55 **Course Number 4:** 181
Course Number 5: 145 **Course Number 6:**
Course Number 7: 53 **Course Number 8:**
Course Number 9: 50 **Course Number 10:**

Optional: Add up to four more subjects for this session.

Second Subject: Italian 1: 1 2: 6 3: 2 4: 106 5: 3 6: 7: 4 8: 9: 5 10:	Third Subject: Spanish 1: 1 2: 6 3: 2 4: 156g 5: 3 6: 7: 4 8: 9: 5 10:
Fourth Subject: Italian Literature 1: 102 2: 3: 130D 4: 5: 6:	Fifth Subject: 1: 2: 3: 4: 5: 6:

What Happens Next?

E-MAIL THE STUDENT: Students will sign up for the sessions, when they do the tutor will get a copy of the automated e-mail sent to the tutee. It is the tutor's responsibility to contact the student and verify the start date of the sessions.

- Note: Tutors, please do not reply directly to the e-mail it will be sent to the LSS front desk,
 - please hit "reply all"
 - or
 - send an email directly to the student.
- There are some template letters you, as a tutor, can use to send to your tutee. They will help to guide you through what information you should provide them with as well as what the tutee should expect to bring to each session.

They can be located in the employee resources section of our website under "OTSS Tutors" entitled "e-mail templates".

- **Schedule Options:** This option allows you to view students currently signed up with you. There are three submenus from which to choose:

Click "Schedule Options"



- **View/Modify/Print:** This page displays your current tutoring schedule. It will show your tutoring day, time, subject, and the number of slots available for students to sign-up. It will also allow you to view and delete (unverified) tutoring sessions.
- **View/Print Listing:** This page displays all tutees that are currently signed up in your tutoring session(s).
- **View Waitlist:** This option will allow you to view the list of students who are currently waiting for a tutor. We encourage you to view this list often and to contact the LSS and add a comment to the wait list if you are able to tutor.

4. To logout, simply click **Logout**.

Keeping up with the Waitlist:

It's important that you check the waitlist regularly—this allows us to more fully serve the needs of UCSC students. Students will be on the waitlist if they have: a) requested tutoring for a class for which we don't have a tutor or b) can't find a session time listed that will work for them.

Please look for students on the waitlist you could tutor for classes that you haven't listed, or whose schedules you could accommodate.

If you are going to be contacting a student from the waitlist, please do the following:

1. Email the LSS and let the tutor coordinator know what your availability is.
2. Add a comment to the waitlist for this student letting us know you have contacted the student. We ask that you do this so that other tutors know that the student has already been contacted. (NOTE: comments posted by tutors do not go to students)
3. Once you have confirmed a day and a time with the student, please post the session on OTSS.
4. Have the student sign up on OTSS.

Please check your UCSC email account regularly. OTSS will send you automated messages regarding request on the wait list. The LSS student assistants will also give you a call a week after the message was sent to follow up with you about the waitlist request.

• An Important Note for Writing Tutors:

You need to be sure that the students who sign up for tutored are not:

- College CORE Students (Fall Quarter)
- Writing 20 (Winter Quarter)
- Writing 21 (Spring Quarter)
- Writing 23 (Fall Quarter)

These students receive tutoring through a different program. In your first email to all of your students after they sign up should be sure be,

“WHAT COURSE THEY WOULD LIKE WRITING TUTORING FOR?”

- If they respond that they want tutoring for any of the courses listed above, let them know that they should sign-up for tutoring through their course instructor, who will arrange the tutoring, or sign up for a drop-in writing tutor. Students may sign up for a half hour appointment up to two hours in advance before the start of the session. Students may call LSS to set up the appointment. Students may also just show up to the session, may have to wait until a session is open.

After you give the student this information, please contact the tutor coordinator and have the student removed from your schedule.