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**Introduction**

GradesFirst is a web-based retention and advising program used in Athletics at the University of West Georgia since 2011 and expanded for the entire student body in 2013. GradesFirst provides a powerful tool for scheduling appointments, communicating with students, operating a reception area, recording notes, generating alerts, and tracking student usage of services for assessment. This guide details how tutor coordinators can use GradesFirst to manage their tutoring center.

**Creating and Editing Services**

First, you must decide what Services your tutoring center will offer. Will it offer one-on-one tutoring or group tutoring? Will students need an appointment, or can they drop in? Will your center do classroom presentations? Contact Danny Gourley, campus administrator for GradesFirst, to discuss how to best setup up your Services in GradesFirst.

Once you have established your baseline Services, you will receive training and gain administrative rights to edit Services. To add a Service, **mouse over the menu icon** (1) in GradesFirst and choose **Administration (2)**.
Under the **Kiosk Options** menu, click **Student Services**.

![Kiosk Options Menu](image)

From there, you can select a Service to *edit by clicking the pencil icon* (1), or you can click the link to **Add a Student Service** (2).

![Student Service Options](image)

Please edit only those Services that your center uses. Additionally, try to choose a unique name for Services so that it will clear to all tutor coordinators which ones belong to your center. In many cases, centers can use the same Service name because it is possible to run reports on the Location where Services took place.

**Editing Your Location**

Once your tutoring center’s Services are established in GradesFirst, you will need to connect those services to your Location. Contact Danny Gourley, campus administrator for GradesFirst, to discuss how to best setup up your Location in GradesFirst.

Once you have established your Location, you will receive training and gain administrative rights to edit Locations. To edit your Location, *mouse over the menu icon* (1) in GradesFirst and choose **Administration** (2).
Under the **Kiosk Options** menu, click **Locations**.
From there, you can select a Location to edit by clicking the pencil icon. Please edit only your Location.

Creating a Peer Tutor
To create a peer tutor in GradesFirst, begin by pulling up the student's Profile as you would any other student. In the Options menu on the right side of the page, click the Edit User Settings link.
Click the **Roles** panel to expand the options and then check the box beside **Tutor**. Then click the **Save Changes to User** button. The user is now a tutor in GradesFirst. Please do not add or remove other roles or edit any other user settings.
Setting Tutor Availability

Begin by pulling up the student’s Profile as you would any other student. Click the Tutor Settings tab (1) and then click the Add Time button (2).

In the pop-up window, you must select:

1. Days
2. Times and Drop-ins, Appointments, and/or Campaigns
3. Dates
4. Location
5. Subjects
6. Services
To save time for creating additional tutoring availability for the same tutor, it is advisable to use the Copy Time button to first copy an existing availability and then edit on the necessary parts. For instance, if a single tutor can tutor many courses and/or offer multiple services, it can be time consuming to enter all them for each availability.

Finally, sometimes tutors have more times slots available than they want to work in a week. That is, they may list availability that spans 15 hours but only want to work 12. You can set the Max Hours Preference (1) and then Save Tutor Settings (2) to provide the maximum time slot availabilities to students while accommodating the wishes of the tutor.

Appointments
There is more than one way to schedule a tutor appointment depending on the settings for your Location, Services, and tutors. Options include scheduling from the student’s Profile, soliciting appointments via a Campaign, and using the Tutoring Center.
Creating Appointments Option 1: Appointments from the Profile

From a student’s Profile page in GradesFirst, either click on Schedule Tutor Appt. next to the appropriate course or Schedule Appointment.

GradesFirst automatically includes the organizer in the appointment if you choose Schedule Appointment, so you’ll need to click the Remove link if the student will not be meeting with you.

On the left side of the screen, ensure the Type of appointment in the drop-down menu is set to Tutor Appointment.
Select the **Reason(s)** for the visit. These are potential Services. Use Ctrl + left-click to select multiple reasons. Then choose the **Location** in the drop-down menu.
Select a Tutor among those available at the location by clicking the radial button (1). Then Select a Date for the appointment on the calendar on the left (2). When the Availabilities populates, you can click the box to select a time (3). By default, GradesFirst will send both email and text Reminders to the student (4).

Finally, choose if the appointment repeats and click the Save Appointment button at the bottom.
Creating Appointments Option 2: Tutoring Campaigns
A Tutoring Campaign sends selected students an email prompting them to set an appointment during a predetermined range of dates. It is a fast way to try to schedule many students for appointments. To use this advanced feature, contact Danny Gourley, campus administrator for GradesFirst.

Creating Appointments Option 3: Tutoring Center
At the bottom right of the screen, click Tutor Center.

Next, choose your Location from the list.

From the next screen, you can search for a student by name or student ID. Then follow the directions to make an appointment.
**Tutor Kiosk**

The Tutor Kiosk allows you to set up a computer for a receptionist or a standalone computer for students to sign in for tutoring. Select **Tutor Kiosk** at the bottom right of the screen. Then pick your Location and what types of sign ins will occur at this station. For best results, consult Danny Gourley, campus administrator for GradesFirst, before using this feature.

**Note:** When activating a Kiosk, GradesFirst logs the user out in the background so that the station can be left unattended and not compromise student records. Students can sign in by typing their student IDs or swiping cards.

**Tutor Reports**

To file a report on a tutoring session, the tutor must check in the student through the Tutor Center. At the bottom right of the screen, click **Tutor Center**.

Next, choose your **Location** from the list.
From the next screen, you can search for a student by name or student ID. Click the green Check In button to check in the student for the tutoring session.

When the session is complete, the tutor returns to the Tutor Center and searches for the student by name or student ID. Now click the Check Out link.
From the tutor’s home page, the tutor can click **Tutor Info** and then **Add Tutor Report** or **Mark No-Show** buttons as appropriate.

The tutor may need to alter times if recording the exact timing of the appointment is important for reporting purposes.
At the bottom of the report is a **Summary** box where the tutor can enter notes. The **Save this Report** button completes the tutor report.
GradesFirst Reports

GradesFirst features a number of useful reporting tools to track students and their participation in services. Click on the Reporting link in the menu.

Most commonly, Tutor Coordinators will use Tutor Reports or Student Services Reports. Different reports count in various ways, so consult Danny Gourley, campus administrator for GradesFirst to determine which report(s) best address(es) your needs.