## Contents

- Introduction ........................................................................................................................................... 3
- Checking In ........................................................................................................................................... 3
- Checking Out ......................................................................................................................................... 3
- Scheduling a Follow Up Appointment ................................................................................................. 3
- Viewing Past and Future Appointments ............................................................................................... 5
- Following Up with Students who No-Show ....................................................................................... 5
- Marking Appointments as No-Shows ................................................................................................. 6
- Completing a Tutor Report ................................................................................................................ 6
- Cancelling/Deleting Appointments ..................................................................................................... 6
Introduction
This guide addresses GradesFirst usage for tutors in the Center for Academic Success. Many functions will work the same in other tutoring centers. Always check with your supervisor for policies and procedures in your office.

Checking In
The sign in/out computer(s) are located in the tutor center just as you enter from the main hallway. At these stations, GradesFirst Tutor Center will be brought up each morning by a Center for Academic Success staff member. The screen should look like this...

If the screen does NOT look like this, let the tutoring coordinator or a front desk staff member know.

The student can swipe an ID card, type in the ID number, or type in a name and select the correct student (there may be students with the same name who appear).

On the next screen click Check-in for the appointment. Do NOT click this link more than once. Doing so will likely check your student both in AND out.

Repeat this process to sign yourself in.

Checking Out
The checking out process is the same as the check in process. Just click Check-out instead.

Scheduling a Follow Up Appointment
To schedule a follow up appointment see the bottom of the screen. In the Choose a box, click the drop-down menu labeled Course and select the correct course. Tutors are NOT to make
appointments for students other than follow up appointments for the same course. If a student wants to make an appointment with a different tutor and/or for a different subject, he or she needs to do so at the front desk.

Next, a calendar of available tutors will appear at the bottom of the screen.

Availability will show up as a light gray box labeled as **Open**. The picture below shows all dark gray boxes with no words, which means that there is no availability for this specific subject on this day. So, to navigate to a different day, click the arrow next to the date link.

Scroll through until you find an opening that works for your student. Click the **Open** block for the selected time to reveal a **Create Appointment** dialog box.
By default, **Send Me an Email** and **Send Me a Text** should be marked already to send you and the student reminders. Once you verify that both buttons are clicked, click **Submit**.

**Viewing Past and Future Appointments**
You have access to view your history of tutoring appointments in addition to any upcoming appointments that have been scheduled. To do this, log into your GradesFirst account (you can access through your UWG portal) and click the **Tutor Info** tab under **Home**. Under this tab, you will be able to see your **Recent Tutoring** as well as your **Upcoming Tutor Appointments**.

**Following Up with Students who No-Show**
Tutors are expected to email students who do not show up for a scheduled session. To do this, locate the appropriate appointment under your **Tutor Info** tab.

Click on the student’s name.

Click **Send a Message** on the right side of the screen.

The **Send E-mail** button should be selected in the dialog box that will appear. If it isn’t, select that button.

For the **Subject**, type **Missed Tutoring Appointment**. For the message, use this form email:

```
Hi [student name],

This is [tutor name] from the Center for Academic Success. We had a/an [subject] tutoring appointment scheduled for today at [time]. I regret you weren’t able to attend. Please email me or call the center at 678-839-6280 so we can quickly schedule another appointment for you.

I look forward to working with you soon!

[tutor name]

Click **Send Message**.
```
Note: By clicking on a student’s name, you navigate to their profile page. As a result, you may see the student’s schedule, email address, and/or other information. Misuse of student information is a violation of UWG policy, including but not limited to breach of confidentiality and FERPA violations, and will result in immediate termination of employment and possible additional disciplinary action.

Marking Appointments as No-Shows
To mark a student as a no-show, click the Tutor Info tab and locate the missed appointment.

Click the radial button for that specific appointment. Then, click Mark No-Show.

A Create a Tutor Report dialog box will appear. By default, the This person attended is unchecked for the tutee because you have chosen to Mark No-Show. Be sure this checkbox remains unchecked.

Include the following in the Summary box under Appointment Summary and Reminders: “Follow-up email sent on (date). See student’s conversations for email.”

Click Save this Report. Upon doing so, the Not Yet should be replaced with the green NO SHOW box.

Completing a Tutor Report
To complete a report on an attended session, click on Add Tutor Report instead of Mark No-Show. Complete all sections and make sure the arrival and departure times are correct. Once you’re done, click Save this Report.

Cancelling/Deleting Appointments
Tutors are NOT allowed to delete or cancel appointments. If you schedule an appointment in error, please ask the tutoring coordinator or a front desk staff member to assist you.