Welcome to WCOnline!
WCOnline is a web-based application designed to provide scheduling, recordkeeping, and reporting services for academic centers. The Mary Beth O'Brien Tutoring Center has adopted WCOnline to better support Maria College students: With WCOnline, students can make appointments on Internet-connected devices, such as smart phones and laptops, and connect with the best tutors for a given focus of study. Appointments can even be made weeks in advance, which is helpful for when the Tutoring Center is at its busiest.

We kindly ask that all Maria College students take a few minutes to register and orient themselves with WCOnline. These instructions detail how to register with the software, scheduling an appointment with a tutor, and completing a post-conference survey form to improve our services.

1. Locate WCOnline
WCOnline can be accessed from any Internet-connected device.

1. Go to http://www.mariacollege.edu/
2. Hover over the "Student Support" tab on the ribbon
3. Click on "Academic Support"
4. Click on "Tutoring Services" located on the right-side of the screenp
5. Click on "Tutoring Appointments" for the log-in screen on WCOnline
6. Enter log-in information to enter the electronic scheduler

2. Register with WCOnline
Follow the link to the login page. First-time users will need to register with the system, which will prompt students to create a new account with a new password with their Maria College email. See Figure 1 below for a screenshot of the registration link.
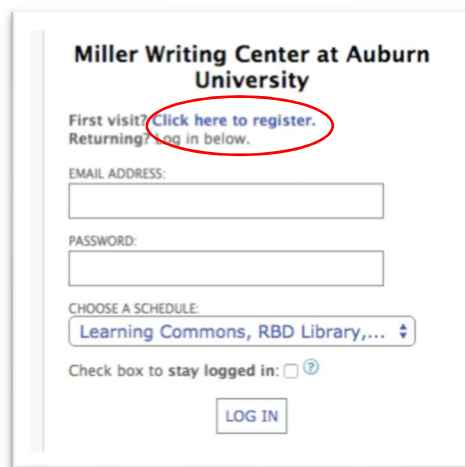

Figure 1. Screenshot of registration link.

1. Access the WCOnline login page and registration
2. Click the link "Click here to register"
3. Complete the Registration Form and create a password for your profile
4. Return to the login screen after completing form

Be sure to use your Maria College email addresses to register with the system. If there are any problems with registration, come see a tutor for help.

3.   Schedule an Appointment
After registering, students will be granted access to the schedule. The default schedule for WCOnline is the Tutoring Center Schedule; if students wish to make an appointment on another schedule, then they should select that schedule in the drop-down menu next to the calendar (see Figure 2 below).
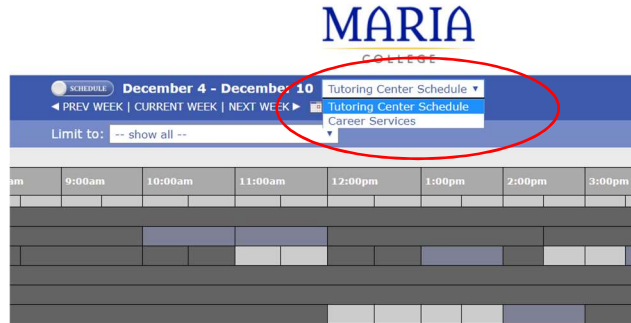

Figure 2. Screenshot of the schedule menu.

3.1 Choose a Date and Focus
There are two search tools available on the scheduler: Students can search via tutor focus (e.g., ESL, basic math, A&P, etc.) as well as by week in the semester. These tools are located at the top of the scheduler (see Figure 3 below). Please encourage students to schedule appoints in advance during busy times of the semester, such as around midterms and finals.
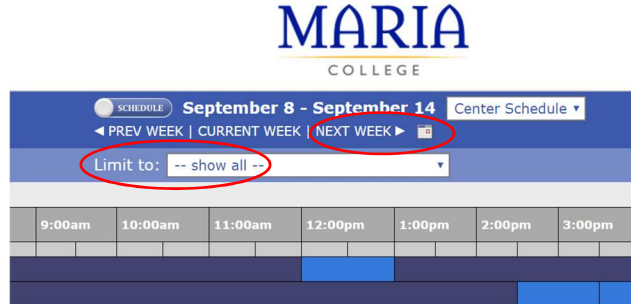

Figure 3. Screenshot of search tools.

3.2 Complete the Appointment Form
Here, students select an available tutor and complete an Appointment Form. Figure 4 below is a screenshot from a sample schedule with a sample appointment form.
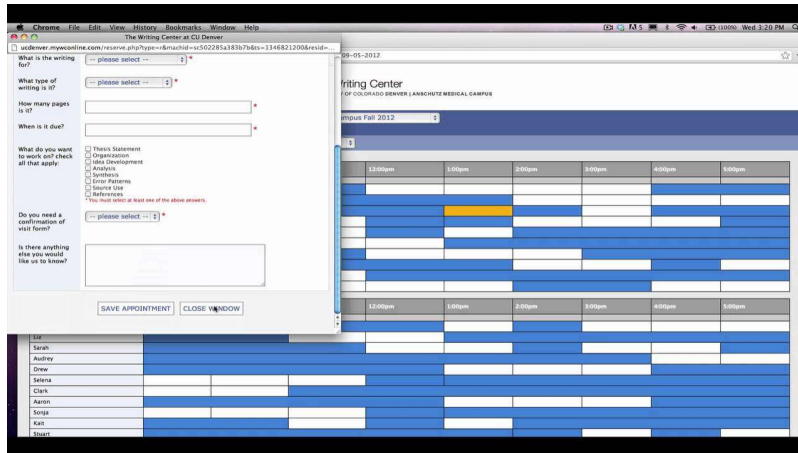
Figure 4. Screenshot of sample schedule and appointment form.

Once the Appointment Form is completed, students will have reserved an appointment with one of the tutors.

3.3 Use the Waiting List

The Waiting List tool allows for clients to queue up appointments if the schedule is already full or there are no available appointments for a given time. Notifications are automatically sent to students when someone cancels, or an appointment is made available. The Waiting List operates on a first-come, first-served policy. To be placed on the Waiting List, click on the Stopwatch Icon next to the date on the left-side of the schedule. Students complete the pop-up box and will be notified by email when an appointment becomes available. See Figures 5 and 6 below for screenshots of the Waiting List.
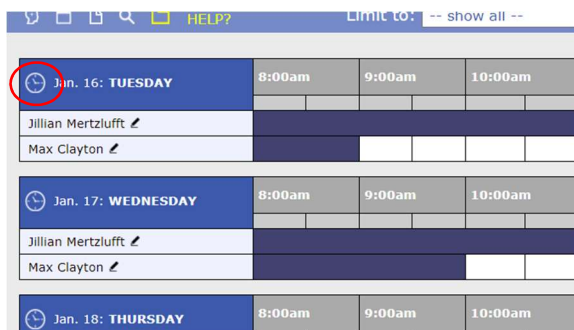

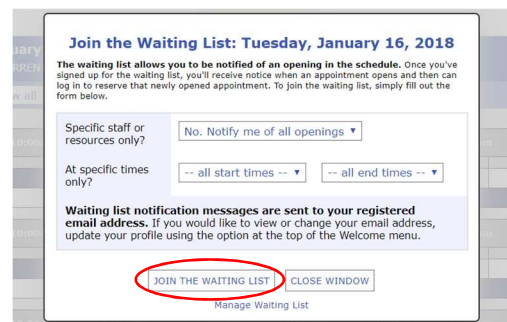Figure 5. Screenshot of the Waiting List icon.

Figure 6. Screenshot of the Waiting List.

1.   Access the Tutoring Center Schedule via the Maria College home page
2.   Enter your email address and password to access the Tutoring Center schedule
3.   Select the desired schedule (default schedule is the Tutoring Center)
4.   Choose an area of focus
5.   Determine an appointment for an available tutor at an available time
6.   Note that appointments can be made weeks in advanced by clinking the Calendar icon
7.   Complete the Appointment Form to finish scheduling an appointment
8.   Join the Waiting List if no appointment is available with a particular tutor or date

If an appointment needs to be canceled or amended, simply click the appointment (the blue blocks) to bring up the Appointment Form and make the necessary changes. Appointments can be no longer than 60 minutes, and a student can schedule only two appointments per day.

If a student wants more than two conferences in a single day, a professional tutor will need to make the appointment on the schedule.

4. Attend the Conference
The Mary Beth O'Brien Tutoring Center is located in the Frank O'Brien Student Support Center in Mercy Hall, which is located east of the main building and north of the back parking lot. (Mercy Hall has a small playground next to it.) Please arrive early enough so that you have time to prepare for your conference: having the assignment instructions handy and your laptop updated and ready to go will save you precious minutes during your conference.

Remember that these conferences are not garages to simply drop off your paper to be fixed. Rather, tutors are trained to develop better writers. Tutors are not permitted to write on students' work (but students may copy any notes written by the tutors).

Note that a 30- or 60-minute conference is only 25- or 50-minutes of tutor-student contact time, respectively. These last few minutes of the conference is set aside for tutors to complete paperwork or take a break. The Tutoring Center staff kindly requests that students do not pressure tutors to start early or tutor pass the 25 or 50 minutes.

5. Complete the Post-Conference Survey
After the conference, your tutor will complete a client report online. This will generate an automatic email containing a link to a survey; this survey is an opportunity for students to express how they feel about the conference and provides us with valuable insight in improving our services. We strongly encourage all students to complete this short survey.

Wrap-Up
The sooner you register with WCOnline, the sooner we can assist you in becoming a successful student. Although computers can be intimidating, WCOnline is designed to be user-friendly. If you have any questions, just ask one of the tutors for help.