How to Book an Appointment with the Learning Resource Center



What is WCONLINE?

WCONLINE is a scheduling software used by academic resource centers across the world!

As of spring 2021, the Learning Resource Center at Urban College of Boston will use WCONLINE as its primary scheduling and virtual tutoring tool.

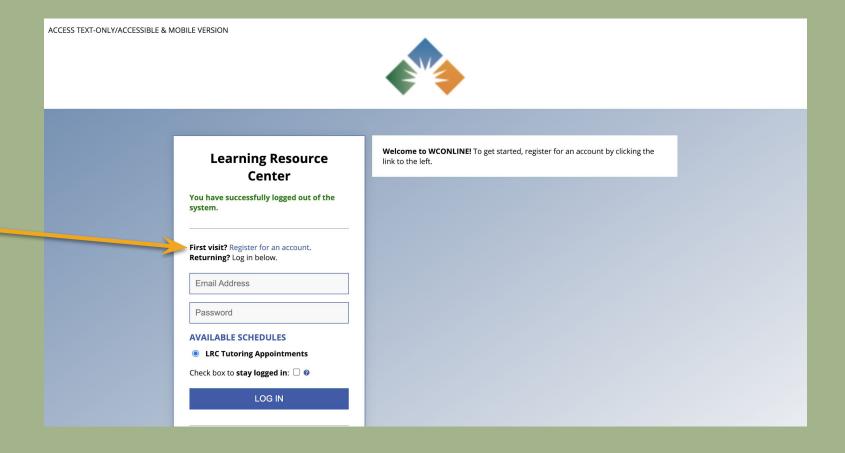
WCONLINE offers several tools to help Urban College students and LRC staff optimize the tutoring experience!

Where is the LRC's WCONLINE website?

You can access the LRC's WCONLINE page with this link:

https://urbancampus.mywconline.com/

Or, you can "Request an Appointment" on the LRC's webpage on the UCB website: https://www.urbancollege.edu/learning-resource-center The first time you use WCONLINE, you will need to register for an account. On the homepage, there is a link leading you to the registration page.



You will need to fill out some basic information in order to register for an account.

ACCESS TEXT-ONLY/ACCESSIBLE & MOBILE VERSION **Register for a New Account** Fill out the form below in order to create a new account on this system. Once you've successfully registered, you'll be able to log in to the system immediately. Questions marked with a * are required. Email Address * Last Name * First Name * Name * Email * Phone Number *

You will need to fill out some basic information in order to register for an account.

please select	•
ASSWORD	
Passwords must be ten or more characters long.	P P
Password *	Re-enter Password *
EMAIL PREFERENCES	
Send me an email when my appointments are made, modified or canceled:	Yes ○ NO
Send me an email with center announcements or other mass mailings:	
Send me an email to remind me of my upcoming appointments:	
Include iCal links with appointment confirmation messages?	○ YES ● NO
TEXT MESSAGING PREFERENCES	
You have the option of receiving appointment reminders and waiting list "appointment available" notion	es via text message instead of via email.
In order to enable text messaging, enter your ten-digit mobile phone number and select your carrier b	elow. Once saved, you can <u>test text messaging</u> by returning here and selecting the new "test" link
below.	
Depending on your mobile carrier and plan, you may incur charges for receiving text messages. to opt out of receiving future texts, simply remove your number and carrier below.	By entering your number below, you agreee to be responsible for those charges. In order
Mobile Number	Mobile Carrier:
Ten Digits, Numbers Only	please select v

After you create an account, you will be able to view the LRC's Tutoring Appointment Schedule. Timeslots in white are still available to be booked. Timeslots in green are booked by other students.

ACCESS TEXT-ONLY/ACCESSIBLE & MOBILE VERSION May 5 - May 10, 2021 LRC Tutoring Appoint > WELCOME, STEVIE ▼ ■ PREVIOUS WEEK | CURRENT WEEK ■ Q D 🖺 🗖 🗵 HELP? Limit to: -- please select --May 5: Wednesday 11:00am 12:00pm 1:00pm 2:00pm 3:00pm 4:00pm 5:00pm 6:00pm Ellie Wolf 🗸 ONLINE ONLY Erika Decklar 🗸 ONLINE ONLY Maggie Rosemond 🗸 ONLINE ONLY Sarah Horn 🗸 ONLINE ONLY

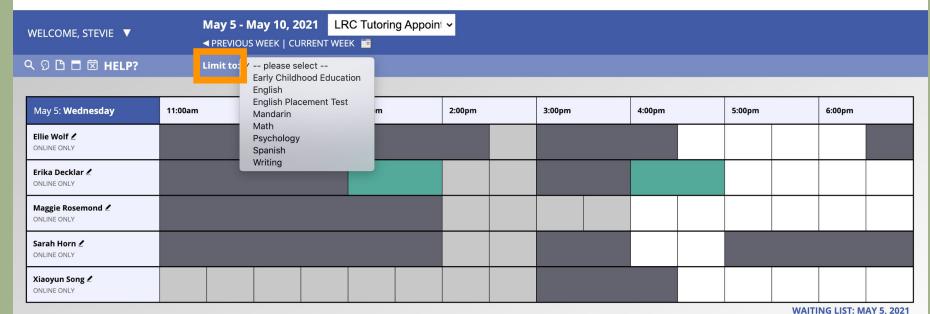
Xiaoyun Song

✓
ONLINE ONLY

WAITING LIST: MAY 5, 2021

With the "Limit To" drop down menu, you can filter available appointment times by focus area. For example, if you need assistance in a Psychology course, select "Psychology" to see appointments with tutors who specialize in Psychology. If you need support in a language other than English, please select either "Spanish" or "Mandarin" to see the availability of tutors who speak that language.





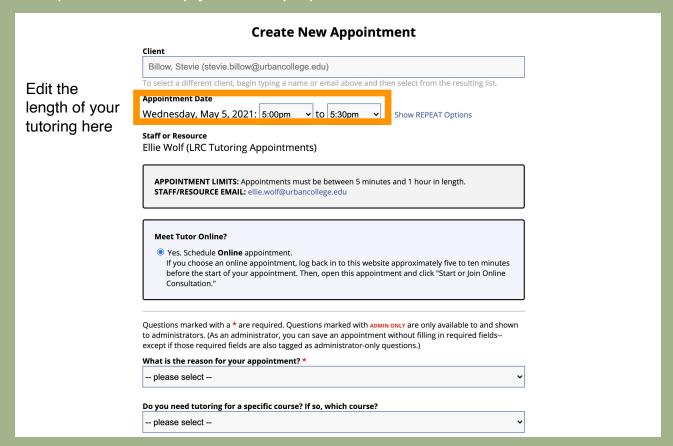
Here is an example of what happens when I choose to filter appointments by focus area. Since I selected "Spanish" as the focus area, WCONLINE now *only* shows me tutors who speak Spanish and their availability.

ACCESS TEXT-ONLY/ACCESSIBLE & MOBILE VERSION May 5 - May 10, 2021 LRC Tutoring Appoint ~ WELCOME, STEVIE ▼ → PREVIOUS WEEK | CURRENT WEEK

□ Q D 🖺 🗖 🗵 HELP? Limit to: Spanish May 5: Wednesday 11:00am 12:00pm 1:00pm 2:00pm 3:00pm 4:00pm 5:00pm 6:00pm Erika Decklar 🗸 ONLINE ONLY Maggie Rosemond 🗸 ONLINE ONLY WAITING LIST: MAY 5, 2021 If you want to reserve an appointment with a tutor, you click the white box during the time and day that you want to meet.

ACCESS TEXT-ONLY/ACCESSIBLE & MOBILE VERSION May 5 - May 10, 2021 LRC Tutoring Appoint > WELCOME, STEVIE ▼ ■ PREVIOUS WEEK | CURRENT WEEK ■ Q D 🖺 🗖 🗵 HELP? Limit to: -- please select --May 5: Wednesday 11:00am 12:00pm 1:00pm 2:00pm 3:00pm 4:00pm 5:00pm 6:00pm Ellie Wolf 🗸 ONLINE ONLY Erika Decklar 🗸 ONLINE ONLY Reserve 5:00pm on May 5. Maggie Rosemond 🗸 ONLINE ONLY Sarah Horn 🗸 ONLINE ONLY Xiaoyun Song 🗹 ONLINE ONLY

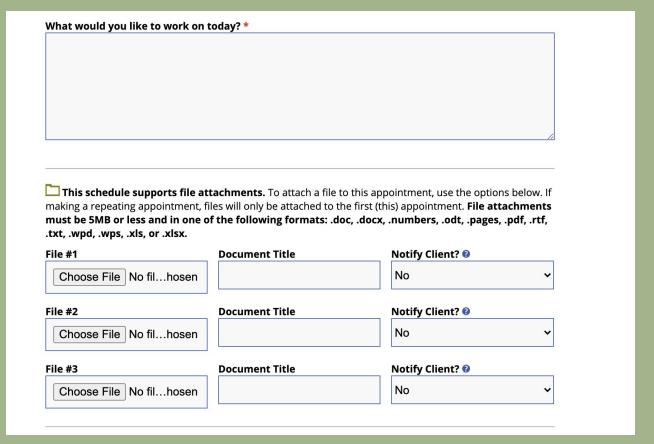
Once you've clicked the timeslot you want to schedule your appointment for, you will need to fill out some information on the "Create New Appointment" page. Here, you can edit the length of your tutoring session and answer some questions to help your tutor prepare for the session.



You will be required to answer the following questions on the "Create New Appointment Page". The first question is about *why* you are requesting an appointment and the second will be what language you want the session to be held in. You may also tell your tutor the specific course you need help with if you want!

Questions marked with a * are required. Questions marked with ADMIN ONLY are only available to and show to administrators. (As an administrator, you can save an appointment without filling in required fieldsexcept if those required fields are also tagged as administrator-only questions.)	√n
What is the reason for your appointment? *	
English	~
Do you need tutoring for a specific course? If so, which course? ART202	~
Language *	
Spanish	~

Additionally, you have the opportunity to write a brief message to your tutor or upload specific documents for them to assist you with. Giving your tutor specific information on what you need help with enables you to get the most out of your session.



Once you create your appointment, this announcement will pop up at the top of the screen and you will be redirected from the "Create New Appointment" page to the "View Existing Appointment" page.

View Existing Appointment

The appointment was saved successfully. Continue working with the appointment below or close this window if finished.

Your appointment will be visible on the LRC's Tutoring Schedule. You and your tutor will receive a confirmation email once the appointment is scheduled.

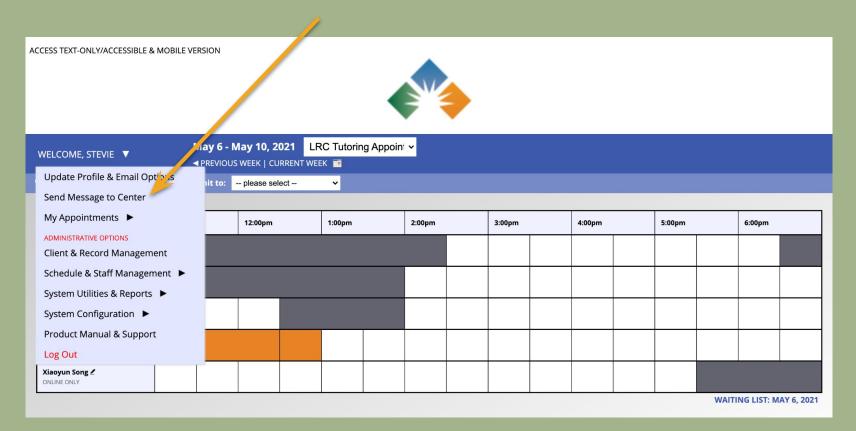
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The tutor will send you an online meeting invitation before the appointment. Check your Spam/ Junk Email if you don't see the link. You may also email your tutor for any assistance before the meeting.

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Sarah Horn 🗹 ONLINE ONLY										
Xiaoyun Song & ONLINE ONLY										
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If you want to ask the LRC a question, but *don't* want to make a tutoring appointment, you can send our staff a message with the "Send Message to Center" function.



After clicking "Send Message to Center" in the drop down menu, a text box will appear where you can write and send your message to the LRC staff.

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Questions?

If you have any questions about using WCONLINE, please feel free to email the LRC at urbancollegetutors@gmail.com

FAQs

Q: Why is the LRC using WCONLINE?
A: WCONLINE functions as a schedule management system, record keeper, and tutoring tool in one. Using this platform will help LRC staff better understand when and how to serve UCB students.

Q: Can I still make appointments via email?
A: You can still contact the LRC via email, yes, but we will ask all tutoring appointments be scheduled in WCONLINE for our records. Remember, if you need help setting up WCONLINE, just ask us!