Creating a new WCOnline account:

In order to create and participate in GLC virtual tutoring appointments, you must log in through the WCOnline site at https://msu.mywconline.net/

Creating a New Account
- Go to https://msu.mywconline.net/
- Click on “Register for an account” and follow the directions.
- If you already have an account and you need to reset your password, click on “Reset your password” and follow the directions there.

Once your registration has been successfully completed, you will receive a confirmation email.

A new registration page will open. You must answer all required questions. Please use your MSU email address when registering.
Scheduling an appointment:

Once you are logged in, you will see appointments for the next seven days.

- If needed, use the week navigation arrows (in the red box) and the calendar option (in the yellow box) to schedule an appointment for a future date.

- Students can schedule appointments up to three weeks in advance. Same day appointments are not permitted. You must schedule an appointment a minimum of 48 hours in advance.

- Select your desired course from the dropdown menu (in the pink box). Only tutors who offer support in that course will be listed.

- Read over the directions located below the dropdown menu and scroll down to view the calendar.

- Select a white block to schedule an appointment at a particular time with a particular tutor.

- Gray squares indicate that the selected day/time is not available for scheduling (usually occurs with same day appointments, or appointments with start days/times less than 48 hours away).

- Purple squares indicate that the tutor does not have availability during that time. Yellow squares indicate appointments you have already scheduled.

- After clicking on the open time slot, a new window will pop up prompting you to enter further details about the appointment.
You will see contact information and a brief bio for the tutor you have selected.

GLC tutoring appointments are only offered in one-hour time slots.

Complete the appointment form. Questions with a red asterisk are required; others can be skipped.

You MUST agree to all 4 learning agreement terms.

When creating a tutoring appointment, use the file attachment option to upload a copy of your course syllabus, and/or any other supporting documents that will assist your tutor in preparing for your session.

Click the “Create Appointment” button at the bottom of the form.

Once you have successfully created your appointment you should receive a confirmation email and a yellow box should appear on the schedule on your screen, during the requested time slot.
Modify an appointment:

- Log into your WCOnline account
- Click the appointment you wish to modify. (Yellow squares indicate appointments)
- A new window will pop-up, titled ‘View Existing Appointment.’
- Scroll down and select ‘EDIT APPOINTMENT.’
- From here, you can edit the appointment time, the answers to your form response questions, or upload an attachment (i.e. Syllabus, class notes, homework assignment, etc.)
- Select ‘SAVE CHANGES’ once you have finished.

Cancel an appointment:

- Log into your WCOnline account
- Click the appointment you wish to modify. (Yellow squares indicate appointments)
- A new window will pop-up, titled ‘View Existing Appointment.’
- Scroll down and select ‘CANCEL APPOINTMENT.’

**NO-SHOW Policy**

An appointment is considered a “no-show” if a student does not show up after 15 minutes and has not made any attempt to contact the tutor and inform them of their anticipated absence/tardiness. You will receive an email when marked as ‘NO SHOW.’

Students who receive 3 or more NO-SHOWS will have their tutor appointment request privileges disabled, until they meet with the GLC Tutoring Program coordinator and/or assistant.
Joining your virtual GoBoard tutoring session:

- Tutoring sessions will be conducted using a system called GoBoard. All in-person tutoring sessions have been suspended until further notice. The GLC Tutoring GoBoard url is: msuengineering.goboard.com

- GoBoard is a free online tool, that combines video conferencing with an interactive canvas, designed to help students collaborate one-on-one, and serve as a tool to facilitate tutoring sessions.

- Prior to the start of your scheduled appointment, your assigned GLC tutor will send you an email containing the link to access GoBoard. This link will be the GLC Tutoring GoBoard url mentioned above, followed by six digits. The link provided is permanent and unique to you. This will allow you to access any pdfs shared and/or notes taken during your tutoring session, at your leisure.

- Your GoBoard url for ALL of your sessions is ALWAYS going to exactly the same and unique to you. It will be msuengineering.goboard.com followed by a total of six characters, 00 and the last 4 digits of your MSU PID. For example, if the last 4 digits of your MSU PID are 1234, you will always use the following GoBoard url, and will be able to access notes from all tutoring sessions: msuengineering.goboard.com/001234.

- If there are issues accessing the GoBoard url mentioned above, your tutor will simply create a different one and send you a link.

- We suggest you get on GoBoard a few minutes before the start of your session, to ensure your microphone and video are enabled and working properly.

- GoBoard works best when using the Google Chrome internet browser (It is, however, also accessible via the Firefox and Safari browsers).

- You can access GoBoard using a laptop or a tablet internet browser (There is not a GoBoard app at this time).

- GoBoard will NOT work on your cell phone.

- Each GoBoard session is video recorded; this video recording is used only for GLC monitoring. The GLC Tutoring Program Coordinator will occasionally watch the videos as a way to provide feedback to tutors. Videos will NOT be used for other purposes.

- You will be emailed a PDF of your session at the end of each appointment.

- You will be sent a feedback survey to complete the day after each GoBoard session. That survey can always be accessed at this url: https://msu.mywconline.net/survey.php

- If you have questions or issues using GoBoard you can email help@goboard.com or glctutoring1109@gmail.com.

For more detailed instructions on how to use GoBoard, you can review the GoBoard User Guide Manual, which can be found here: http://bit.ly/gbusermanual
<table>
<thead>
<tr>
<th>How do I schedule an appointment?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create a WCOnline account and follow the directions to request a tutor. Please refer to pages 1-3 of the <em>GLC WCOnline Student Account Directions</em> document.</td>
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<tr>
<th>Can I schedule an appointment for the same day?</th>
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<tbody>
<tr>
<td>No. We do not permit same day appointment requests. Appointments must be made at least 48 hours in advance. Please refer to page 2 of the <em>GLC WCOnline Student Account Directions</em> document.</td>
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<table>
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<tr>
<th>For how long and how frequently can I meet with my tutor?</th>
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<tbody>
<tr>
<td>All GLC tutor sessions are 1 hour in length. You can meet with your tutor 1-3 times per week, during the semester. If you want to set-up a repeating weekly appointment, ask your tutor to set it up.</td>
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<tr>
<th>Can I cancel or reschedule my scheduled tutoring appointment?</th>
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</thead>
<tbody>
<tr>
<td>Yes. You can make changes; however, we ask that you aim to give your tutor <em>at least</em> 24 hours advance notice if you need to cancel or change an appointment. Please refer to page 4 of the <em>GLC WCOnline Student Account Directions</em>.</td>
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<tr>
<th>Why can’t I schedule a tutoring appointment?</th>
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<tbody>
<tr>
<td>a.) You might be trying to access a day/time that is unavailable for scheduling (ie. Same day appointments)</td>
</tr>
<tr>
<td>b.) You are attempting to schedule an appointment more than three weeks in advance.</td>
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<tr>
<th>What happens if I miss my tutoring appointment?</th>
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<tbody>
<tr>
<td>A missed appointment, without prior notice will result in a ‘NO SHOW.’ If a student receives three or more ‘NO SHOWS’ in a semester, you risk losing your GLC tutoring privileges. Please refer to page 4 of the <em>GLC WCOnline Student Account Directions</em>.</td>
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<tr>
<th>How can I prepare for my tutoring appointment?</th>
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<tbody>
<tr>
<td>Be sure you have uploaded any syllabi, course assignments/notes, etc. to your appointment request form, for your tutor to review/prep. Prepare a specific list of questions and concepts you don’t understand, to share with your tutor during the session. Have all materials nearby during your session: notes, study guides, assignment guidelines, textbooks. If these items are in .pdf format, you will be able to upload and share them in the virtual GoBoard room.</td>
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