

## Schedule Your Appointments On-Line!

**User Name:** \_\_\_\_\_  
Student ID- [LBCC: X00...; OSU (DPP): 93...]

**Password:** \_\_\_\_\_  
Birthdate- [YYYYMMDD]

### To log-in to TutorTrac:

- 1) Enter the following, exactly as written, into the address bar of your web browser:  
**tutortrac.linnbenton.edu.**  
(Do **NOT** put [www](http://www) in front and DO NOT use a search engine like Google, Yahoo, or Bing).
- 2) Login using your ID and password (see above). The first time you log in, you will need to, "Confirm your Bio"; please change your password to something more secure. Confirm that your phone number is correct. After you click on "Confirm," the page will reload, but won't close. Click on the red X in the upper right corner to continue.

### To schedule an appointment:

- 1) Choose "Search Availability" on the left side of the webpage.
- 2) Click on the small arrow, beside "Center;" you will see several centers listed. Choose the appropriate center from the drop down menu.
- 3) For "Section: CHOICE REQUIRED," click on the small arrow and select the subject or class you want to work on in your session (use the wheel on your mouse to scroll through class sections (subjects).
- 4) The program is set to show you appointment availability for the week (you may schedule appointments up to 10 days in advance). You can choose specific days by changing the dates shown or by clicking on the days of the week.
- 5) When you find the appointment that you would like, click on the appointment time and follow the program instructions to reserve your appointment.
- 6) You will receive an email confirmation each time you schedule or cancel appointments.

### To cancel an appointment:

Please limit your cancellations! Your tutor has made a commitment to be there for you, and the cancellation may occur too late to be filled by another student. If you must cancel an appointment, do so at least **two hours** ahead of the appointment time, preferably a day in advance.

- 1) On-line, using [TutorTrac](#)
  - Click on the  at the end of the appointment listing in the **Upcoming Appointments** on the Main Menu. You will receive an e-mail confirmation of the cancellation.
- 2) In person at the Learning Center
- 3) Call the Learning Center Information Counter, **(541) 917-4684**. You can leave a message if we are closed or away from the desk.

### Helpful Hints

- If you forget to log out after a session, the computer will log you out and you will receive a message that says "Session Terminated." It does not mean you are ineligible, but only that the program noted that you logged in and logged you out. However, for accurate records, **please log out after every session.**
- If you have questions or problems, please visit [www.linnbenton.edu/tutoring-center](http://www.linnbenton.edu/tutoring-center). You may also call (541) 917-4684 or come by the Learning Center Information Counter for assistance during open hours.
- Remember: you need to schedule appointments 24 hours in advance.

# LBCC Tutoring Program and Writing Center Registration Agreement Guidelines

## Tutoring Program Guidelines

- I agree to attend class and I will not schedule tutoring appointments during class.
- I understand that the Tutor Coordinator may contact my instructor in order to verify my class attendance.
- I agree to not schedule more than one appointment per day unless it is for a different subject and a different tutor. I understand appointments are made at least 24 hrs. in advance.
- I agree to arrive on time. I understand that if I am more than five minutes late, my appointment will then be considered a **no-show** and my appointment may be given to someone else.
- I agree to cancel my tutoring appointments at least two hours in advance. I understand that not attending a tutoring appointment without canceling is a **no-show**. I understand that after **one no-show**, I will lose my tutoring eligibility for **TWO WEEKS** (*you will be notified by email of your ineligibility status*).
- I agree to bring my textbook and course materials to each tutoring session. I also agree to let my tutor know how to help me most effectively, including what topics I would like to cover.

## LBCC Albany Writing Center Guidelines

- I agree to log in on the Writing Center kiosk every time I use the Writing Center, whether for drop-in help or a 30-minute appointment.
- I agree to bring my assignment when I visit the Writing Center and to think about how the Writing Assistant can help me most effectively.
- I agree to not schedule more than **one appointment per day** or more than **three appointments per week** (drop-in sessions and usage of the online writing lab (OWL) are not limited).
- I agree to arrive on time for a 30-minute appointment. I understand that if I am more than five minutes late, I will lose the appointment time and the Writing Assistant will work with drop-in students.
- I agree to cancel my Writing Center appointments at least two hours in advance. I understand that not attending a tutoring appointment without canceling is a **no-show**. I understand that after **one no-show** I will be ineligible to set up a Writing Center appointment for **TWO WEEKS** (*you will be notified by email of your ineligibility status*).
- I understand that if I am ineligible to use the appointment services, I will still be able to drop-in to use the Writing Center and/or submit work to the Online Writing Lab (OWL).

If you are registered with the Center for Accessibility Resources, submit a copy of your accommodations plan to Sheri McIntyre, Tutoring Program Coordinator, in WH 229 **before** using Tutoring or Writing Center services.