



# TUTORING LAB

Wallace State Community College

**Student Resource Center**

# Spring Hours and Location

## HOURS OF OPERATION

Monday – Wednesday: 8:00 AM – 6:00 PM

Thursday: 8:00 AM – 4:30 PM

Friday: 8:00 AM – 2:00 PM



## LOCATION & CONTACT INFORMATION

- We are located on the 8<sup>th</sup> floor of the James C. Bailey Center
- Front Desk Number: 256-352-7821



# Who Are We?

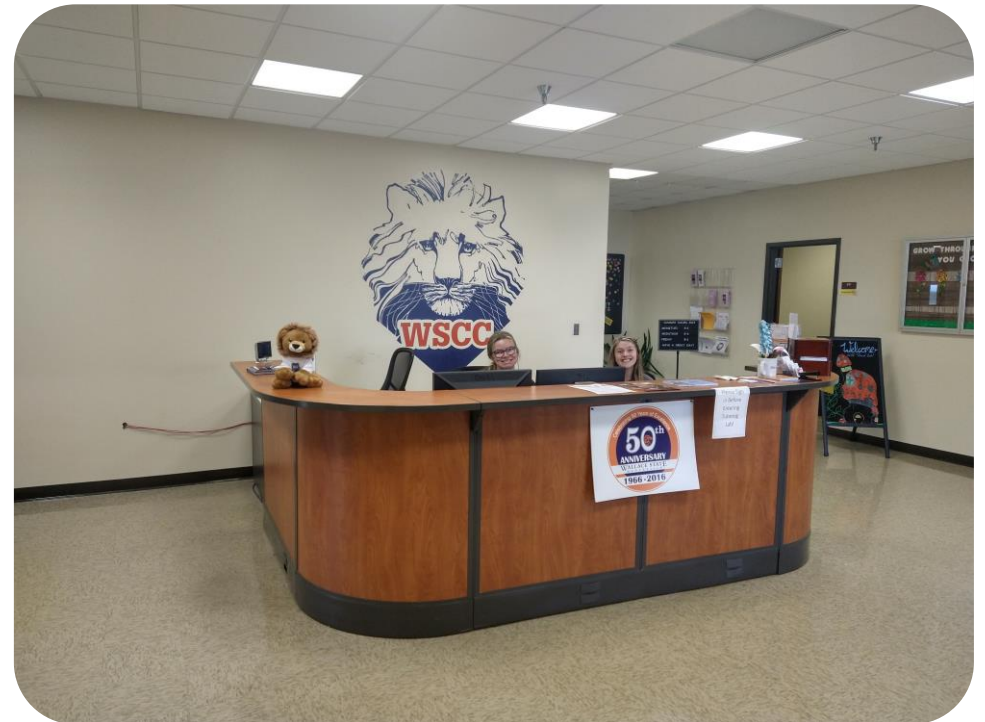
- Free tutoring service that is open to **ALL** Wallace State students
- Provide tutoring in English, History, Math, Psychology, Science, and Speech
- Staff: peer tutors, mentor tutors, full-time tutor coordinators, and the director



# What Students Can Expect

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- No appointment necessary – come by anytime we are open
- Once you arrive, you will be greeted by our front desk personnel who will sign you in and assign you a tutor
- No time limits



# Services Provided

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Explain  
Assignments

Assist with  
Homework

Teach Study  
Skills

Review  
Assignments

Clarify  
Unfamiliar  
Concepts

Help Understand  
Instructor  
Feedback

Help Revise  
Papers and  
Projects

Review for exams,  
midterms,  
and finals



# Other Services

- Computer Courtyard
- Students can use computers to do online work, type assignments, or get help in computer-based classes



# Tutorial Lab - Oneonta Campus

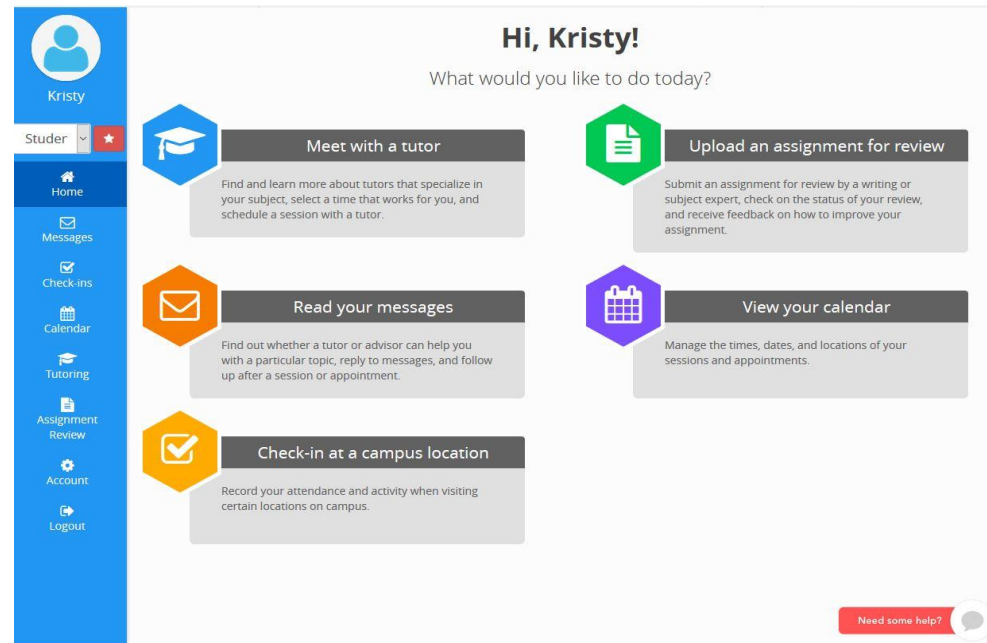
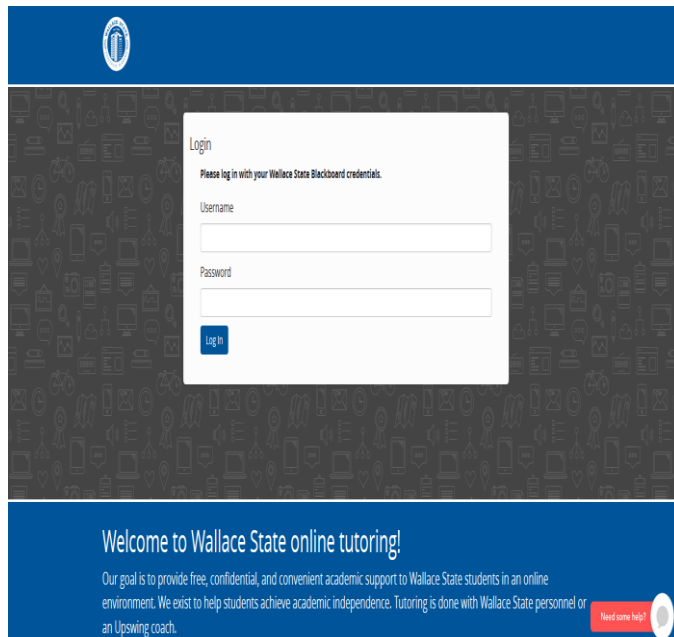
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Room #112 in the downtown building



# Online Tutoring

We offer both asynchronous (drop off a paper for review) and synchronous (live tutoring/chatting) tutoring.



Click these links to log on/get help  
[https://wallacestate.upswing.io/  
Getting Started with Upswing](https://wallacestate.upswing.io/Getting Started with Upswing)



# How to Access Upswing

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# Getting on Upswing

The screenshot shows a web browser window with the URL [wallacestate.upswing.io](http://wallacestate.upswing.io). The page features a blue header with the Wallace State logo. Below the header is a dark grey area with a pattern of educational icons. A white login form is centered in this area, containing the following text and fields:

Login  
Please log in with your Wallace State Blackboard credentials.  
Username  
  
Password  
  
[Log In](#)

Below the login form is a blue banner with the text:

Welcome to Wallace State online tutoring!  
Our goal is to provide free, confidential, and convenient academic support to Wallace State students in an online environment. We exist to help students achieve academic independence. Tutoring is done with Wallace State personnel or an Upswing coach.

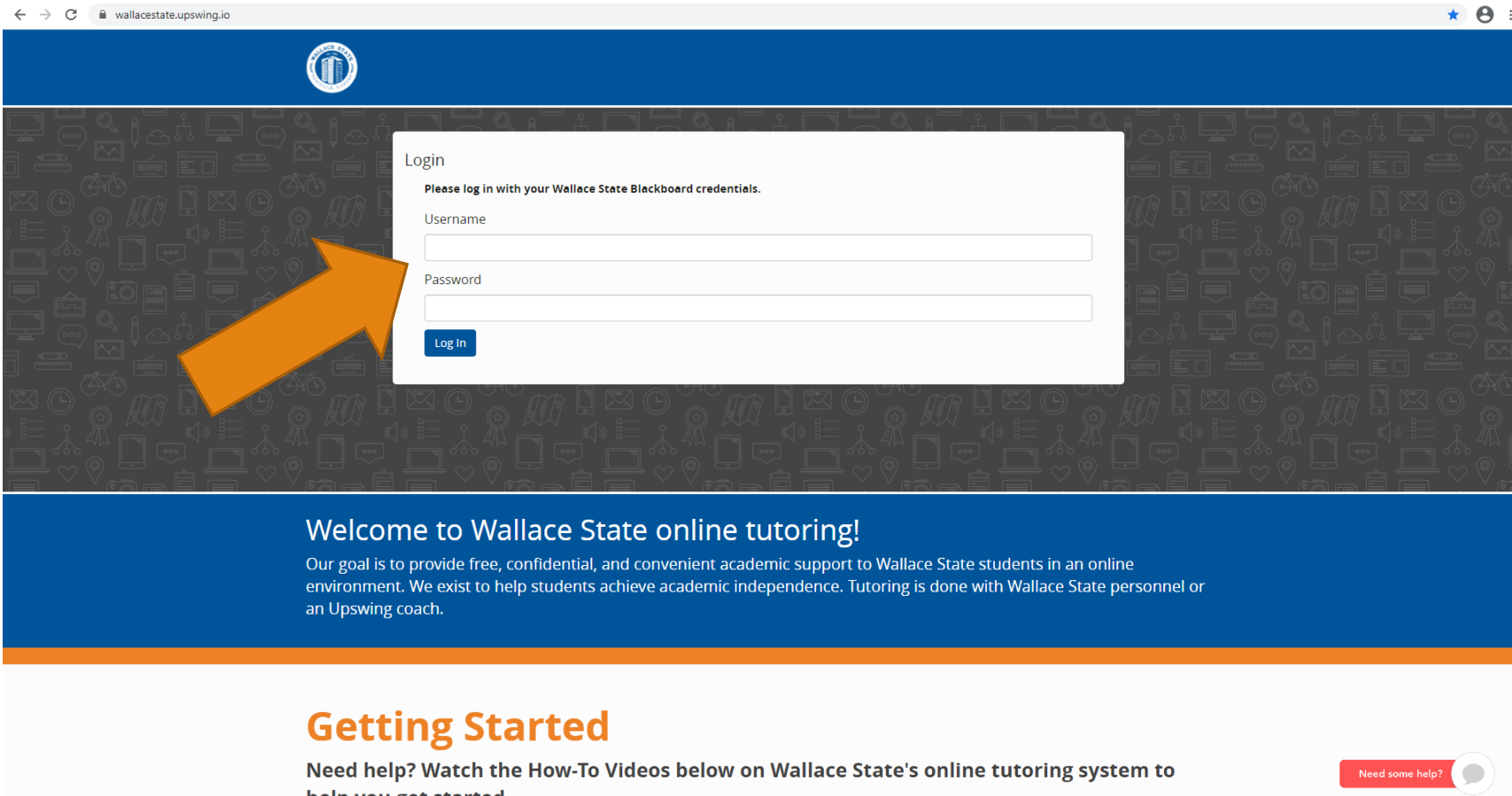
At the bottom of the page, there is a white section with the heading "Getting Started" and the text:

Need help? Watch the How-To Videos below on Wallace State's online tutoring system to help you get started.


In the bottom right corner of the page, there is a red button that says "Need some help?" next to a speech bubble icon.

Do a web search for  
[wallacestate.upswing.io](http://wallacestate.upswing.io)

# Getting on Upswing



← → ↻ wallacestate.upswing.io



Login

Please log in with your Wallace State Blackboard credentials.

Username

Password

[Log In](#)

Welcome to Wallace State online tutoring!

Our goal is to provide free, confidential, and convenient academic support to Wallace State students in an online environment. We exist to help students achieve academic independence. Tutoring is done with Wallace State personnel or an Upswing coach.

## Getting Started

Need help? Watch the How-To Videos below on Wallace State's online tutoring system to help you get started.

[Need some help?](#)

Use your A# and Blackboard password to login

# Getting on Upswing

The screenshot shows a user interface for a student named Daniel. On the left is a blue sidebar with navigation icons for Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, and Logout. The main content area is light gray and features a greeting "Hi, Daniel!" and the question "What would you like to do today?". Below this are six action cards, each with a colored icon and a description: "Meet with a tutor" (blue graduation cap), "Upload an assignment for review" (green document), "Read your messages" (orange envelope), "View your calendar" (purple envelope), and "Check-in at a campus location" (yellow checkmark). A red "Need some help?" button with a speech bubble icon is located at the bottom right of the main content area.

**Hi, Daniel!**  
What would you like to do today?

- Meet with a tutor**  
Find and learn more about tutors that specialize in your subject, select a time that works for you, and schedule a session with a tutor.
- Upload an assignment for review**  
Submit an assignment for review, check on the status of your review, and receive feedback on how to improve your assignment.
- Read your messages**  
Find out whether a tutor or advisor can help you with a particular topic, reply to messages, and follow up after a session or appointment.
- View your calendar**  
Manage the times, dates, and locations of your sessions and appointments.
- Check-in at a campus location**  
Record your attendance and activity when visiting certain locations on campus.

[Need some help?](#)

Welcome to  
Upswing!

# **How to get a Paper Reviewed**

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# How to get a Paper Reviewed

**Hi, Kristy!**  
What would you like to do today?

- Meet with a tutor**  
Find and learn more about tutors that specialize in your subject, select a time that works for you, and schedule a session with a tutor.
- Upload an assignment for review**  
Submit an assignment for review by a writing or subject expert, check on the status of your review, and receive feedback on how to improve your assignment.
- Read your messages**  
Find out whether a tutor or advisor can help you with a particular topic, reply to messages, and follow up after a session or appointment.
- View your calendar**  
Manage the times, dates, and locations of your sessions and appointments.
- Check-in at a campus location**  
Record your attendance and activity when visiting certain locations on campus.

Need some help?

On the home page, click **“Upload an assignment for review.”**

# How to get a Paper Reviewed



## Assignment Review

Need to submit an assignment, paper, or essay for review? Enter a title for your document and upload it using the instructions below. Your current and previous submissions are listed below on the right.

**Submit an Assignment for Review**

Subject\*:  
Please choose a subject ▼

Title\*:  
Enter Title Here

Paper line spacing\*:  
▼

Number of Pages (not including cover page)\*:  
▼

Main File Upload (Please select a subject first)\*:  
Browse... No file selected.

Supporting File(s) Upload (Please select a subject first):  
Browse... No files selected.

Description\*:  
What are you supposed to do?

Reason\*:  
What do you need help with?

\* required field

Submit

**Current Submissions**

You currently have no work items.

**Previous Submissions**

<b>Date:</b> 04/30/2018 01:39 PM	<b>Title:</b> dinner with loved ones	<b>Subject:</b> Writing	View
<b>Date:</b> 04/30/2018 09:44 AM	<b>Title:</b> dinner with loved ones	<b>Subject:</b> Writing	View
<b>Date:</b> 04/24/2018 08:16 AM	<b>Title:</b> The Ultimate Gift Essay	<b>Subject:</b> Writing	View

Fill in the appropriate information.

Once you hit submit, it will go in the **“current work”** folder.

In **72 hours or less**, it will be reviewed and returned. The paper will appear in the **“Previous Submissions”** folder when it is finished.

# How to get a Paper Reviewed

Once your paper is completed, **download the attachment** by clicking **“activity”** in submission information to see the tutor’s comments.

# **How to Make an Online Appointment**

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# How to Make an Online Appointment

Hi, Daniel!

What would you like to do today?

- Meet with a tutor**  
Find and learn more about tutors that specialize in your subject, select a time that works for you, and schedule a session with a tutor.
- Upload an assignment for review  
Submit an assignment for review, check on the status of your review, and receive feedback on how to improve your assignment.
- Read your messages  
Find out whether a tutor or advisor can help you with a particular topic, reply to messages, and follow up after a session or appointment.
- View your calendar  
Manage the times, dates, and locations of your sessions and appointments.
- Check-in at a campus location  
Record your attendance and activity when visiting certain locations on campus.

Need some help?

To schedule an appointment to chat with a tutor, click “Meet with a Tutor” on the homepage

Please try to **schedule appointments an hour or two in advance!** This ensures a much better chance of you getting time with a tutor.



# How to Make an Online Appointment

The screenshot shows the 'Tutoring' section of a user interface. At the top left, there is a user profile for 'Daniel' and a 'Studer' dropdown menu. The main heading is 'Tutoring' with a subtext: 'Keep track of your upcoming sessions, and leave feedback on previous sessions. Need to schedule a session? Search for a coach or subject by using the search bar.' Below this is a search bar with the placeholder text 'Search for a subject or tutor!'. An orange arrow points to the search bar, which contains the text 'Search by Subject (Algebra) or Tutor (Mary Jones)'. A dropdown menu is open below the search bar, listing various subjects: MTH 080: Mathematics Laboratory, MTH 090: Basic Mathematics, MTH 098: Elementary Algebra, MTH 100: Intermediate College Algebra (highlighted), MTH 103: Introduction to Technical Mathematics, MTH 110: Finite Mathematics, MTH 112: Precalculus Algebra, MTH 113: Precalculus Trigonometry, MTH 116: Mathematical Applications, MTH 120: Calculus and Its Applications, and MTH 125: Calculus I. Below the search bar, there are sections for 'Tutoring Notifications' and 'Upcoming Sessions', both indicating that the user has no new notifications or sessions.

Search for the subject that you are needing help with by using the course abbreviation (e.g. ENG 101)

Then, select the Tutor that you would like to work with.

The screenshot shows the search results for 'MTH 100: Intermediate'. The search bar at the top right contains the text 'MTH 100: Intermediate'. Below the search bar, there is a filter section with a toggle switch for 'Filter results by date, time, type, and location to schedule a session.' and a text prompt: 'Connect with one of the coaches listed below. You can either schedule a session at a time that is convenient for you and your coach or receive immediate assistance if the tutor is online now.' The main content area displays a calendar for August 2020. To the right of the calendar, there are two tutor profiles. The first profile is for 'Jennifer Stanley', a Wallace State Tutor, with a 5-star rating and an 'About Me' section. An orange arrow points to her profile. The second profile is for 'Ziya Ogron', an Upswing Tutor, also with a 5-star rating and an 'About Me' section. Below each profile are buttons for 'Schedule', 'Message', and 'View Profile'.

# How to Make an Online Appointment

The current week will then pop up and online location will be selected by default. Choose the day you wish to make an appointment on by clicking “select a time.”

The screenshot shows the user interface for scheduling an appointment with Jennifer Stanley, Wallace State Tutor. The interface includes a sidebar with navigation options (Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, Logout) and a main area displaying the tutor's availability for August 2020. The 'Online' tab is selected, and the calendar shows availability for August 5th through 11th. A blue arrow points to the 'Online' tab, and another blue arrow points to the 'Select a time' button for Friday, August 7th.

Choose the subject, time, duration (30 minutes or hour), and upload the assignment sheet (if you have one).

The screenshot shows the same interface as the previous one, but with a modal window open for scheduling an online session. The modal window is titled "Schedule an online session with Jennifer Stanley" and contains the following fields: Subject (MTH 100: Intermediate Colleg...), Date (Aug 6, 2020), Time (8:00 AM), Duration (30 minutes), and Location (Virtual Learning Center (Online)). There is an "Upload Files +" button and a "Schedule" button at the bottom. Blue arrows point to the Subject, Time, Duration, and Schedule buttons.

# How to Make an Online Appointment

The screenshot shows a web browser window with the URL <https://wallacestate.upswing.io/up/dashboard/tutoring>. The page title is "Tutoring" and the user is logged in as "Daniel". The dashboard includes a search bar for subjects or tutors, a "Tutoring Notifications" section with a notification about an approved session, and an "Upcoming Sessions" section. The "Upcoming Sessions" section displays details for a session: Subject: MTH 100: Intermediate College Algebra, Tutor: Devanada Reddy Yannam, When: Mar 13, 2018 6:00 AM, Where: Online, Duration: 1 hour, Status: Approved, and Uploaded Files: None. Below these details are two buttons: "Cancel" and "Go to Room". An orange arrow points to the "Go to Room" button. Below the buttons is a file upload section with a "Choose Files" button and a text input field for "What should I expect during an Upswing session?".

When it is time for your appointment, go back to the “meet with a tutor” section on the homepage.

At the appointment time, a “**Go to the Room**” button will appear. Click on this to enter the appointment.

To cancel the appointment, click “cancel.”

# **How to Make an In-Person Appointment**

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# How to Make an In-Person Appointment

Hi, Daniel!

What would you like to do today?

- Meet with a tutor**  
Find and learn more about tutors that specialize in your subject, select a time that works for you, and schedule a session with a tutor.
- Upload an assignment for review**  
Submit an assignment for review, check on the status of your review, and receive feedback on how to improve your assignment.
- Read your messages**  
Find out whether a tutor or advisor can help you with a particular topic, reply to messages, and follow up after a session or appointment.
- View your calendar**  
Manage the times, dates, and locations of your sessions and appointments.
- Check-in at a campus location**  
Record your attendance and activity when visiting certain locations on campus.

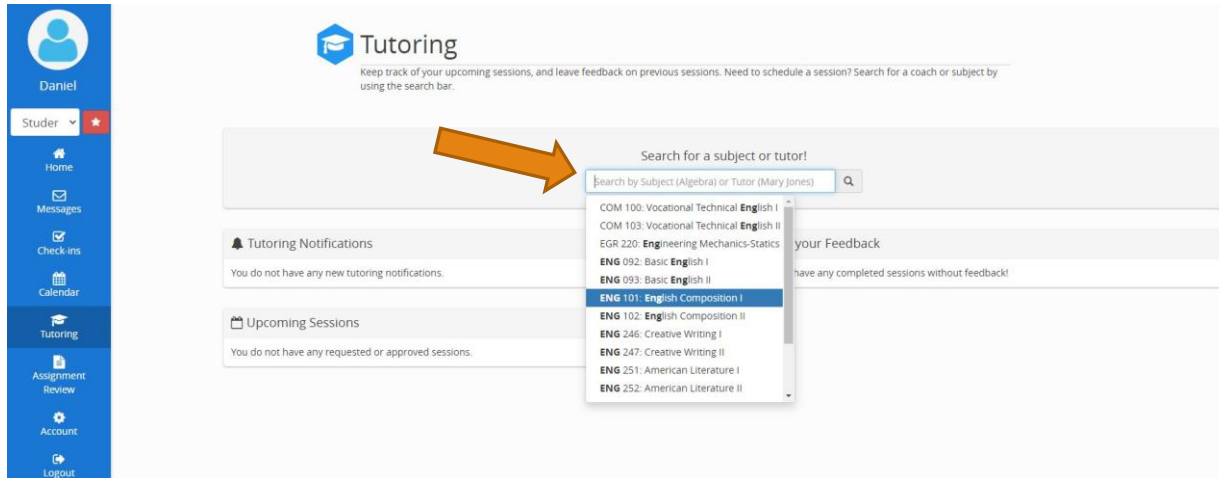
Need some help?

To schedule an in-person appointment with a Wallace State Tutor, click “Meet with a Tutor” on the homepage

Please try to **schedule appointments an hour or two in advance!** This ensures a much better chance of you getting time with a tutor.

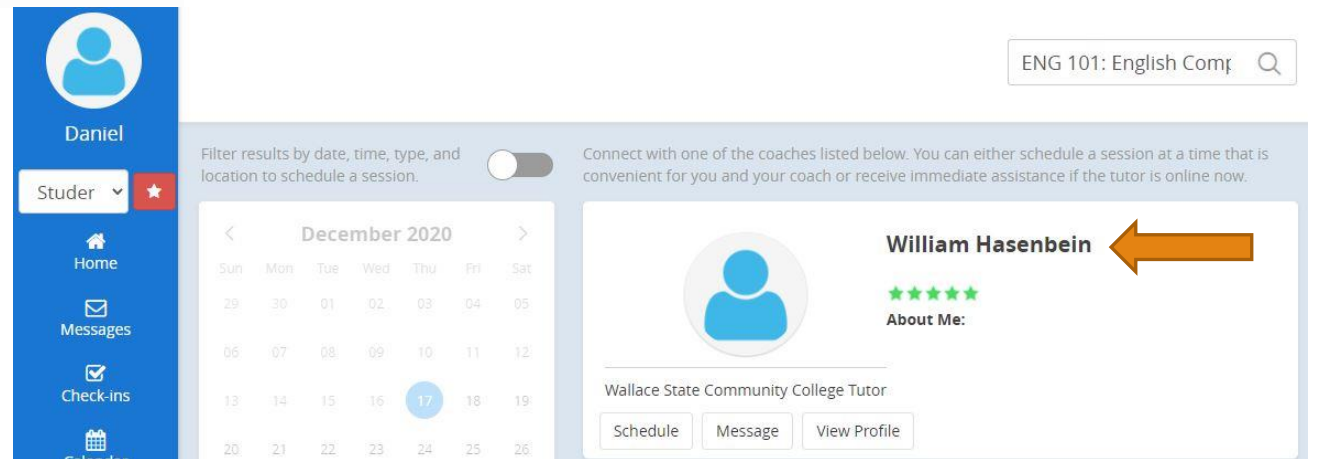


# How to Make an In-Person Appointment



Search for the subject that you are needing help with by using the course abbreviation (e.g. ENG 101)

Then, select the Wallace State Tutor that you would like to work with.



# How to Make an In-Person Appointment

The screenshot shows a user interface for a tutor named William Hasenbein, Wallace State Community College Tutor. The interface includes a navigation sidebar on the left with options like Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, and Logout. The main content area displays the tutor's availability for December 2020. At the top, there is a 'Rating' section with five stars and a 'Status' section showing 'Offline'. Below this is an 'Availability' section with a calendar view for December 2020. The calendar shows days from Thursday (17) to Wednesday (23). A dropdown menu is open, showing options for 'Online', 'In-person', 'One-on-One', and 'Group'. The 'In-person' option is selected. Below the calendar, there are three rows of availability slots: 'TODAY' (December 17, 2020) with a slot from 9:15 AM to 4:30 PM in Hanceville; 'FRIDAY' (December 18, 2020) with a slot from 8:00 AM to 2:00 PM in Hanceville; and 'SATURDAY' (December 19, 2020) and 'SUNDAY' (December 20, 2020) where the tutor is unavailable. Each available slot has a 'Select a time' button. Two orange arrows point to the 'In-person' option and the 'Select a time' button for the 9:15 AM - 4:30 PM slot.

Next, select the In-person option and then choose the “Select a time” option on the day that you would like to meet

# How to Make an In-Person Appointment

Schedule an **in-person** session with William Hasenbein

**Subject:** ENG 101: English Composition... ▾

**Date:** Dec 17, 2020

**Time:** 12:00 PM ▾

**Duration:** 30 minutes ▾

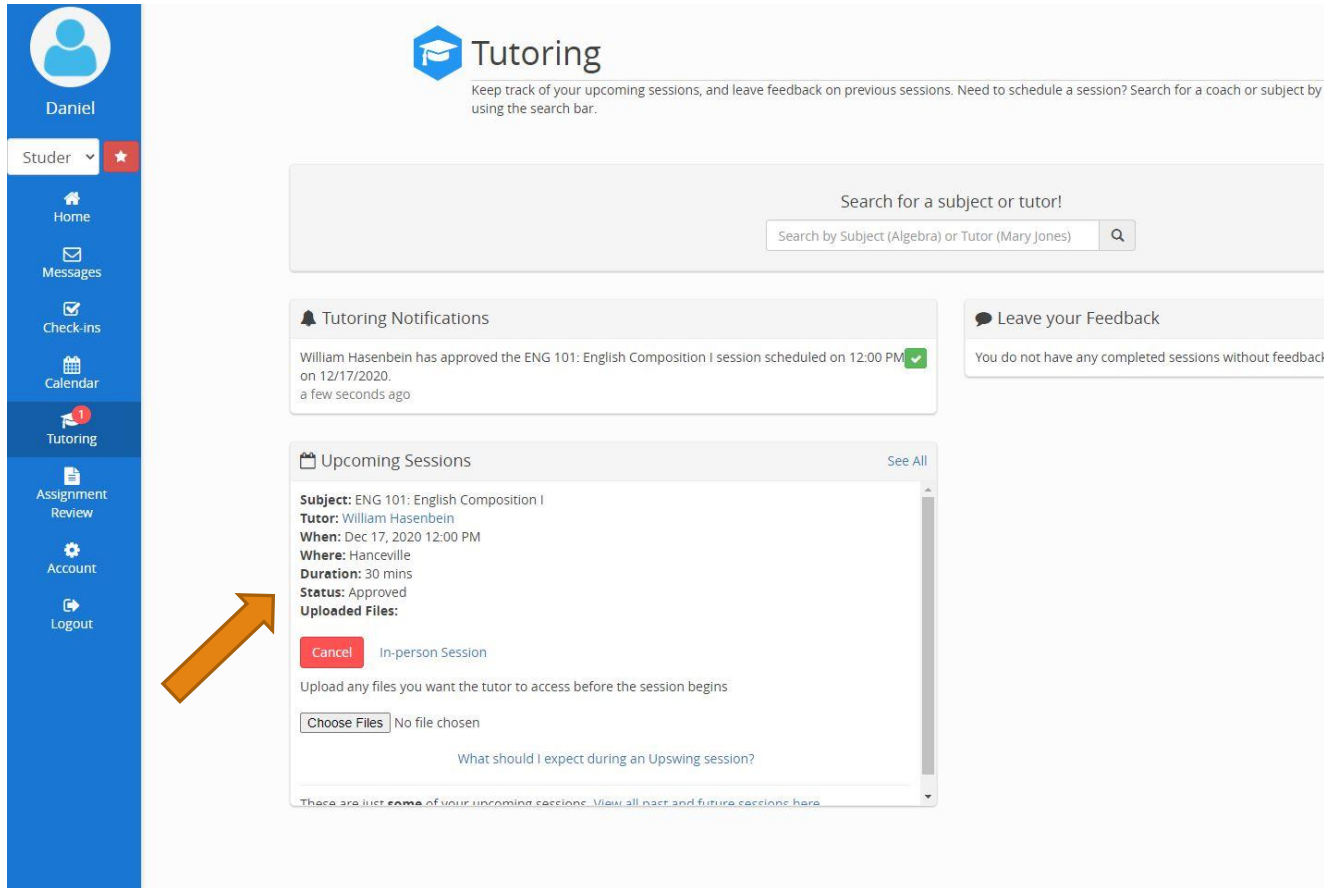
**Location:** Hanceville

Upload Files +

Schedule

Finally, choose the exact time you would like the appointment to occur and the duration of the appointment. Then, select the “Schedule” option.

# How to Make an In-Person Appointment



The screenshot shows the Tutoring interface for a user named Daniel. The left sidebar contains navigation options: Home, Messages, Check-ins, Calendar, Tutoring (highlighted), Assignment Review, Account, and Logout. The main content area features a search bar for subjects or tutors, a 'Tutoring Notifications' section with a message from William Hasenbein, and a 'Leave your Feedback' section. The 'Upcoming Sessions' section is expanded, showing details for an 'ENG 101: English Composition I' session on Dec 17, 2020, at 12:00 PM in Hanceville. The session status is 'Approved'. Below the session details, there is a red 'Cancel' button and a link to 'In-person Session'. An orange arrow points to this 'In-person Session' link. Below the link, there is a file upload section with a 'Choose Files' button and a text input field for 'What should I expect during an Upswing session?'. At the bottom, there is a link to 'View all past and future sessions here'.

Your appointment will show up under the “Tutoring” tab. You can check whether the tutor has approved the appointment here.

Once your appointment has been approved, your next step will be to arrive at the tutorial lab about 5 minutes before your scheduled appointment time!

# **How to Make an Appointment**

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**You can also give us a call at 256-352-7821  
to schedule an appointment.**

# Got Questions?

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Contact Natalie Freeman for English Tutoring: [natalie.freeman@wallacestate.edu](mailto:natalie.freeman@wallacestate.edu)

Contact Ian Wisener for Math Tutoring: [ian.wisener@wallacestate.edu](mailto:ian.wisener@wallacestate.edu)

Contact Daniel Young for Science Tutoring: [daniel.young@wallacestate.edu](mailto:daniel.young@wallacestate.edu)

