

# Online Tutoring Module Instructions

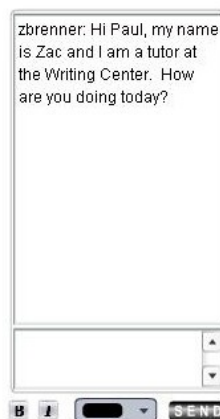
## *Initiating Appointments and Instant Messaging*

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- 1) When it's time for your scheduled appointment to begin, visit the Control Panel in WOnline. To initiate the Online Tutoring Module (OTM) and begin your appointment, simply click the red link that says "Meet Student Online." This will launch the OTM window, which contains everything you will need.

Please note:

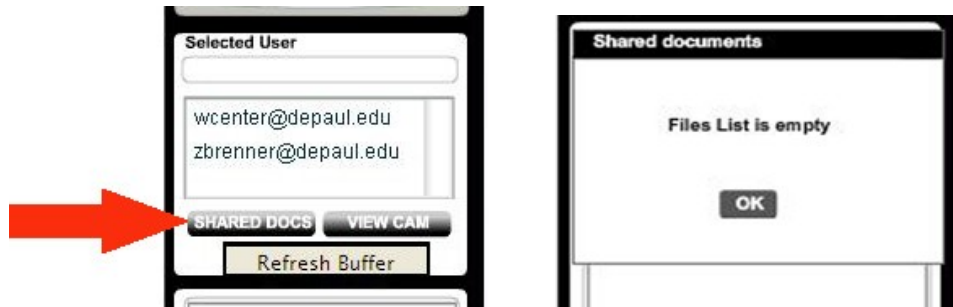
- **Once you have initiated your appointment and opened the OTM window, it is very important that you do not close the OTM window unless you absolutely must. If this happens, report it to the receptionist and they will contact the student with instructions.**
  - **If you want to conduct a test appointment with another tutor during downtime (which we encourage), one of you must log in using the "Student, Student" alias—the OTM won't function properly if you are both administrators. The "Student, Student" login and password are the same as the Writing Center Outlook email account. Please be sure to check with the receptionist before scheduling your test appointment.**
  - **You must use Internet Explorer to conduct online consultation, not Firefox.**
- 2) To begin the tutorial, contact the student via IM to introduce yourself and ask if they will be using a webcam. The IM box appears in the lower right corner of the OTM window. To respond and converse via IM, just click in the bottom section of the IM box and click "Send" or Enter when you are done typing.



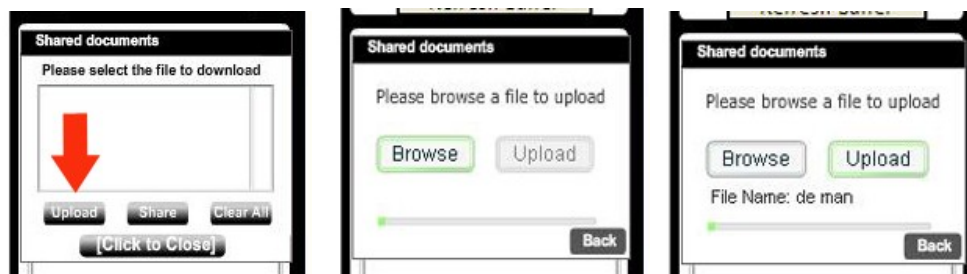
## Uploading a Document

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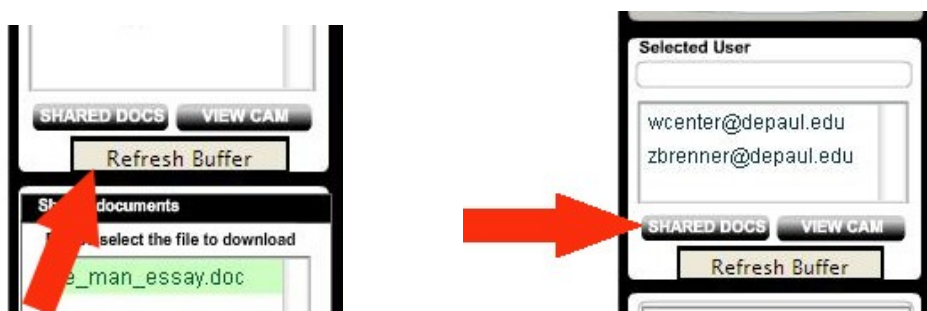
- 1) If the student has already written something and would like to discuss it, s/he can upload it directly into the OTM window as a Microsoft Word file. Familiarize yourself with this sequence so that you can respond to any questions and guide them through the process (these steps are provided in the language students will see to ensure that you understand how they are being instructed).
- 2) First, click “Shared Docs” above the IM box. Click “OK” when the Shared Documents box appears.



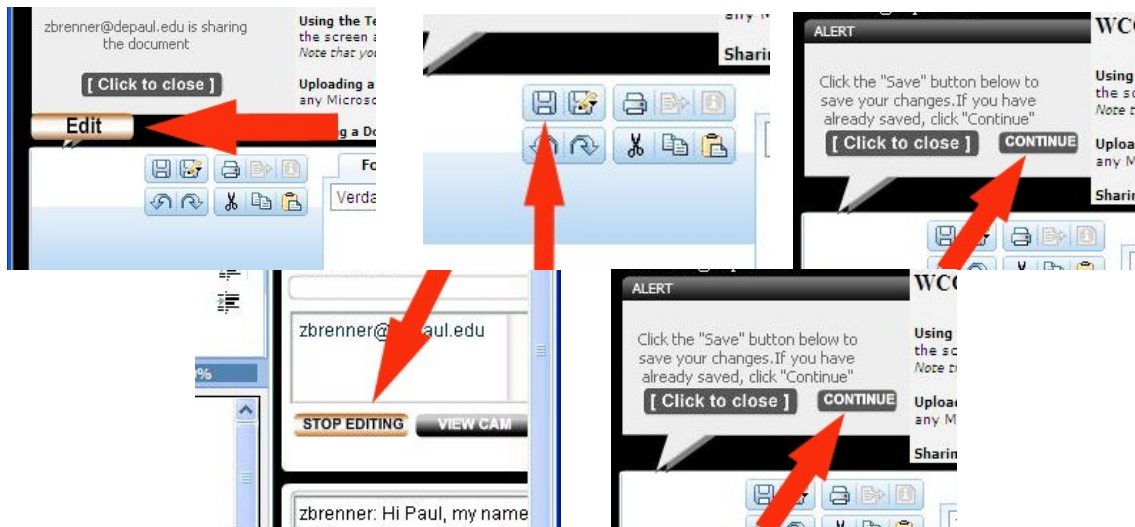
- 3) Next, click “Upload.” A new box will appear—click “Browse” to find and select your file. When you’ve done this, press “Upload.”



- 4) Click “Refresh Buffer,” then “Shared Docs.” Your file should now appear in the Shared Documents box. Select it and click “Share.” Your document will now appear in the white space in the lower left portion of the OTM window.



- 5) To edit the paper, click the yellow “Edit” button in the top left corner. You will now be able to make changes to the document as you would in Microsoft Word. When you are done making changes, click on the Save icon above the paper, then “Continue” in the dialogue box that appears. Then click the yellow “Stop Editing” button and “Continue” in the box that appears.



When you finish the session your paper will automatically be sent to you as an attachment, along with a transcript of your IM conversation. However, it is strongly recommended that you also save the document to your computer during the session when you've made changes. To do this, follow Step 5 above, but instead of clicking the Save icon use the Save As icon to save it to your machine.

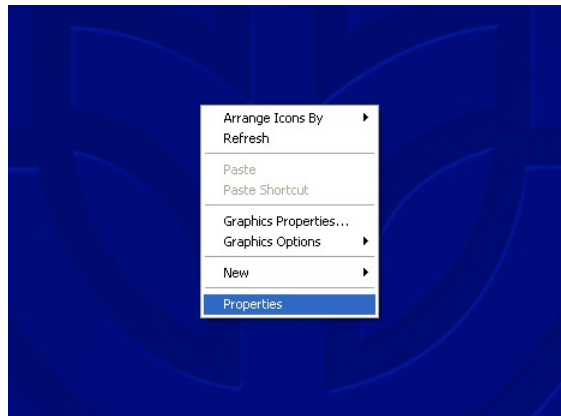


### ***Troubleshooting Common OTM Issues***

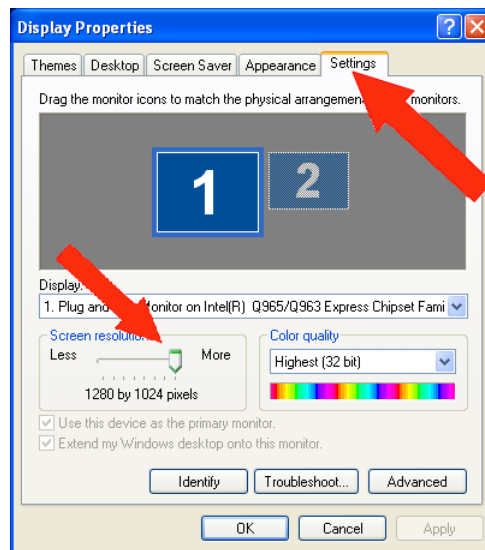
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- Q) The OTM window keeps “jumping”—scrolling up and to the left on its own—and I’m unable to type in the message box.

A) Alert the student that you're having trouble with the OTM and will need to leave the chat room temporarily. Close the window and go to your desktop. Right click on the desktop and select "Properties."

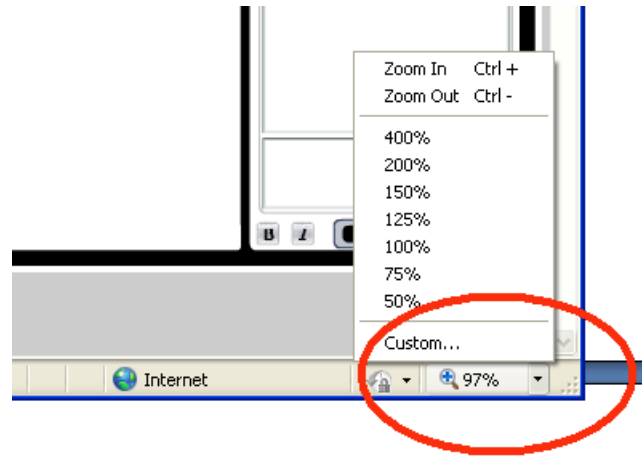


Select the "Settings" tab. Adjust the screen resolution to its *maximum*. Click "Apply," and using WOnline, re-enter the OTM session with your tutor.

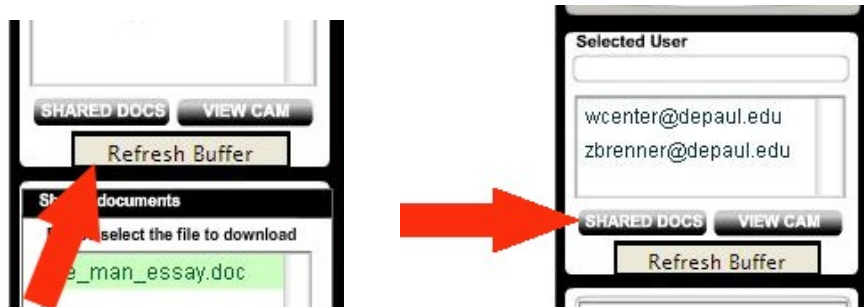


Q) How do I resize the OTM window to fit without scrollbars?

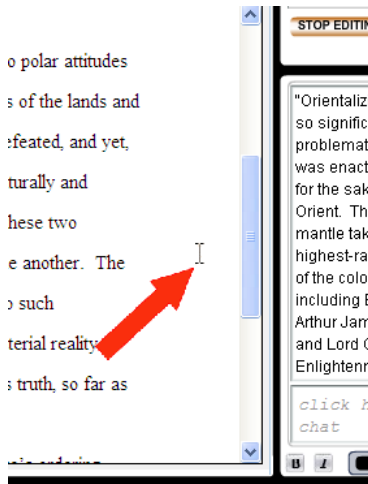
A) Ordinarily, you won't be able to see the OTM screen all at once (i.e., without scrollbars). If this is a problem, use the "Zoom" function in the lower-right-hand corner. Select "custom" from the menu. A value between 90% and 100% should be adequate.



- Q) The document disappeared. Did I delete it? What should I do?
- A) If the document has disappeared, click “Refresh Buffer” once and then click “Shared Docs.” Select the document from the list, and click the middle “Share” button (*not* “Upload”). Allow the OTM to load the document, and it should reappear momentarily.



Document disappearances are easy to avoid. The cause usually has to do with where you might leave the cursor before typing in the chat box. Suppose you are messaging the student, and when you press backspace to edit your message and rephrase what you are going to say, you notice the document itself has vanished. This is likely because the cursor was left to rest upon the document, like so:



Although you may not be editing the document, it is still possible to delete it by pressing backspace. However, you can easily recover the document by following the above steps of refreshing the buffer and re-sharing the document.

- Q) While editing the document, I tried to change the color of a piece of text and now I can't get back to the document. What should I do?
- A) It may seem as if the OTM has frozen when it comes to editing text colors. The problem actually has to do with the fact that the color palette's "OK" button can be difficult to find.



After choosing your color and clicking "OK," you should be able to return to editing the document. However, if this does not work, unfreeze the module by clicking "Refresh Buffer" and then open the "Shared Docs" list. Select the document and then press "Share" (*not* "Upload"). This should allow you to continue editing. (Tip: If you would like to emphasize a part of the document by differentiating it from the rest of the text, try using the bold, italics, and underline functions.)

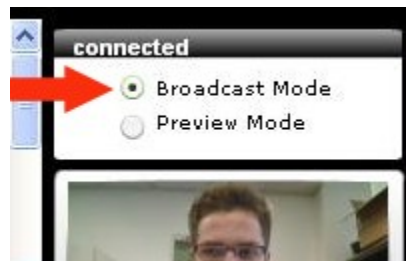
## Using a Webcam

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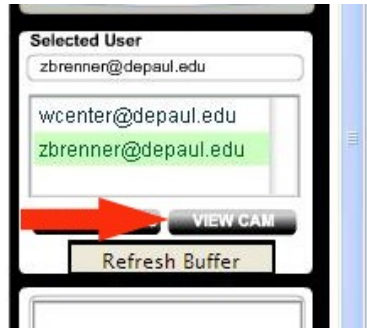
- 1) If your student indicates that s/he would like to use a webcam when you initially contact him or her, follow these simple steps to set up the audio and video. **Be sure to follow the A/V configuration below if you have not already done so before the session (you should be in the habit of running through those steps before every online consultation).**
- 2) When your webcam and headset/microphone are connected properly, click on the “Preview Mode” button in the top right corner of the OTM window. This will bring up a dialogue box asking you to give the OTM access to your camera—click “Allow.”



- 3) Make sure that the image appears correctly (you should see the image from your own webcam). If it looks OK, click on “Broadcast Mode.” This will allow your student to see you and talk with you.



- 4) When your student has also clicked “Broadcast Mode” (use IM to verify this), click on his or her email address below the camera box and select “View Cam.” You should now be able to see and talk with the student.

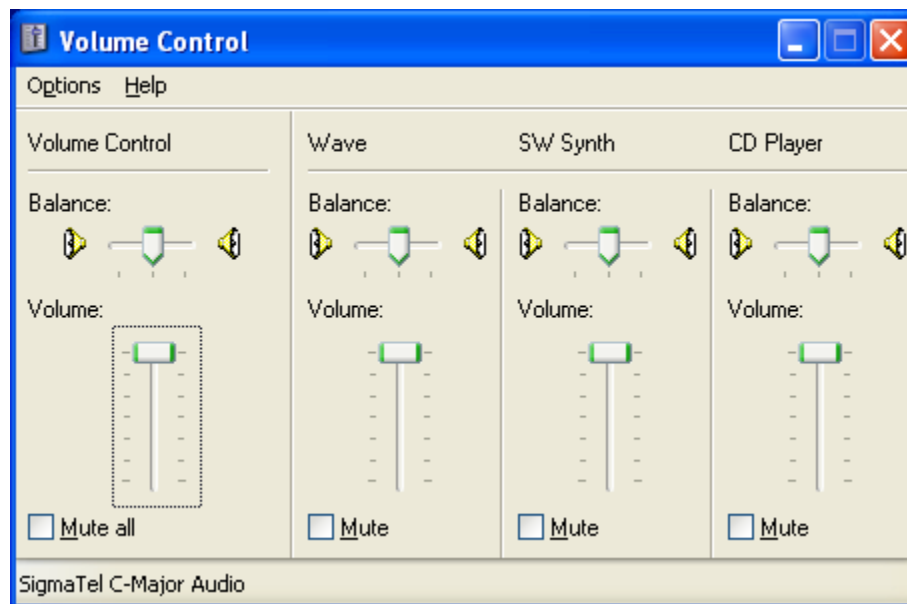


### ***Configuring and Troubleshooting A/V Settings for IM/Webcam Appointments***

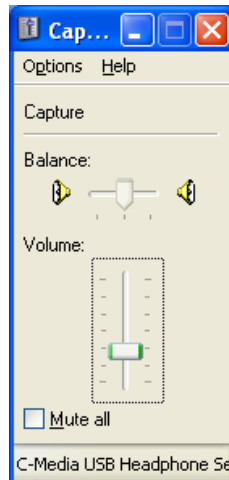
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Tutors should use these instructions before an IM/Webcam appointment to double-check the computer's settings, and they should keep them on hand during the appointment for troubleshooting purposes.

- 1) Double-click the speaker in the taskbar to bring up the volume control panel (or select Start→Settings→Control Panel→Sounds and Audio Devices).
- 2) Make sure that all of the volume bars are set at the top level and none of the "Mute" boxes are checked.



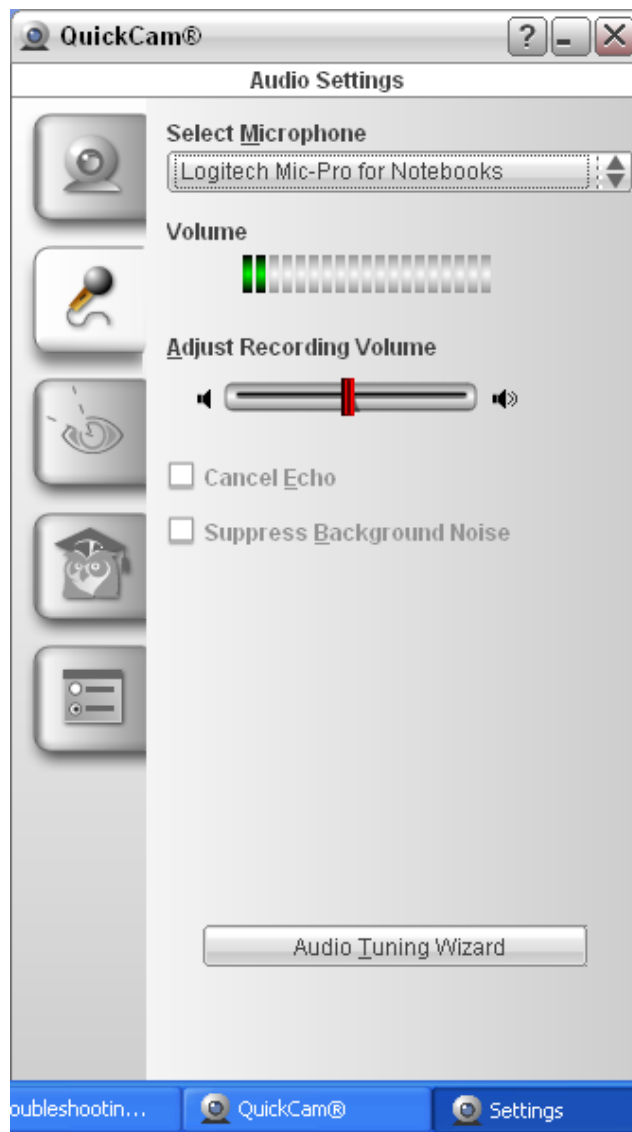
- 3) Under "Options" select "Properties."
- 4) Select "Recording" and press OK. Make sure that the volume is set about ¼ of the way up from the bottom and the "Mute all" box is not checked. Close the window.



- 5) Open the Logitech QuickCam software by double clicking the webcam icon on the desktop or in the taskbar.
- 6) If you are asked to perform the Audio Tuning Wizard, click Cancel and Finish.
- 7) On the thin vertical menu bar, make sure that the round microphone picture on the bottom does not have a red line through it. If it does, click it and the line will go away.



- 8) Now click the image of two gears to open the Settings menu. Click on the microphone tab on the left, and at the bottom of this window click Audio Tuning Wizard.



- 9) Follow the instructions to proceed through this setup wizard. On the second screen you will be asked to select the Communications Microphone, Communications Speakers, and Media Speaker Device—make sure that “C-Media USB Headphone Set” is selected for all three.



- 10) After you have proceeded through the wizard, leave the vertical menu bar open and minimized during your appointment.