QRC Handbook on Tutoring Virtually for Fall 2020

This document includes instructions for how to both create slots for 1:1 appointments and mark that you will staff drop-in sessions. These should add up to no more than the number of hours you are hired to work for the QRC.

If you are also working on projects for DataSquad, you will need to account for that when scheduling hours so that you do not consistently work above your limit. The balance of appointment:drop-in hours is your preference! Two caveats:

1. If drop-ins are not being covered, I may ask you to reallocate some hours.

2. Help should be distributed throughout the week. If there are already appointments on Mondays, pick another day if possible. If there are only morning slots, offer afternoon or evening.

1. One-on-One Appointments

Making Appointments on Google Calendar

- Log into your Carleton Gmail account and go to Calendar.

- Click the 'Create' button in the top left corner.
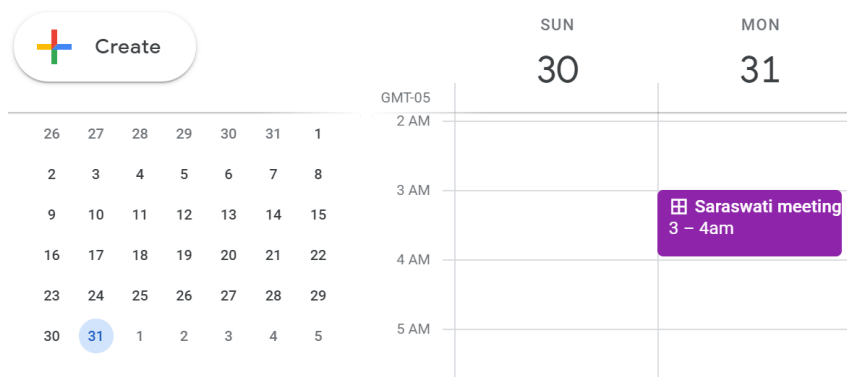
- When creating an event for appointments, be sure to use the '**Appointment Slots**' function (see below). *Please note, this is only available on a computer; you cannot currently create appointment slots on a mobile device.*

- **Be sure to have the QRC calendar highlighted as the calendar that is in use (you cannot change this later).** In the image below, the calendar that is selected is Saraswati's QRC demonstration calendar.
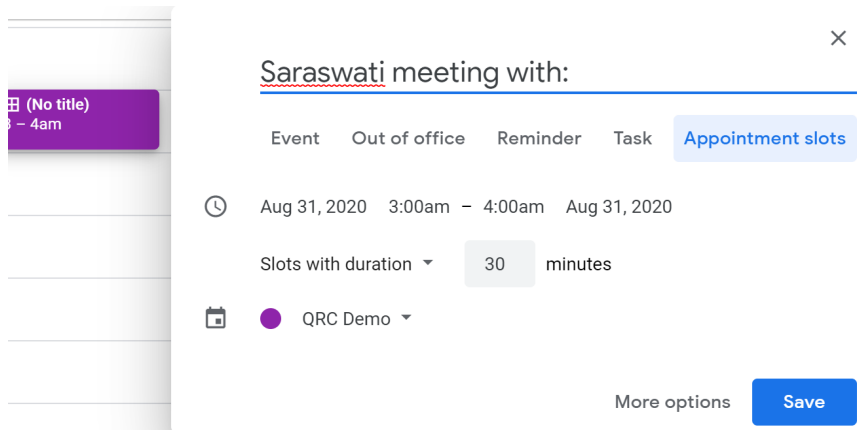
- You can select a long block and specify how long the slots should be, or you can make a bunch of individual slots. I recommend 30-minute time slots, and students can sign up for multiple appointments if needed. I also recommend finding an appointment buddy – someone with appointments on the calendar at the same time as you, so that pairs of you are running appointments in parallel. You will inevitably run into questions that you do not know or cannot find the answer to, and it is very helpful to have someone else online at the same time who you can talk to. You can also always message someone via the Slack workspace.

- For the event title, fill in your name, followed by *"meeting with:"*. Then when a student signs up for an appointment, it auto-fills their name after the colon. This

will allow students to choose particular people, a particular time slot, build rapport with a particular tutor, and keep the calendar as organized as possible.

- Click on '**More Options**'.

- In the description box, **list your specialties** (e.g., "Saraswati can help with R and Python") then the line "I would like help with:", so students signing up for the appointment can give detail. If you have taken Math 245, you may list statistical methods that you are comfortable helping with. If you are comfortable with spreadsheet programs like Excel and Google Sheets, please list these.

- Next to the meeting duration, you can select if you want the appointment to repeat every week. Recommended for QRC workers to keep a regular schedule.

Saraswati meeting with:

| Aug 31, 2020 | 3:00am | to | 4:00am | Au |

| Slots with duration ▾ | 30 | minutes |

Event Details   Find a Time

https://carleton.zoom.us/j/5637698202

- QRC Demo

Does not repeat

Daily

Weekly on Monday

Monthly on the last Monday

Annually on August 31

Every weekday (Monday to Friday)

Custom...

- Add yourself as a "Guest" so it will notify you when someone takes an appointment.

- Appointments does not add video conferencing automatically like other calendar events. Instead, you should **create a Zoom link for yourself that you can reuse**. Go to your desktop Zoom app and go to **Meetings**. Your Personal Meeting ID should be displayed in your **Upcoming Meetings.**

- Click on **Show Meeting Invitation.**

Start   📋 Copy Invitation   ✏ Edit

Show Meeting Invitation

- Copy the link underneath "Join Zoom meeting". Mine looks like this: https://carleton.zoom.us/j/5637698202

- This is the "location" where you will meet for appointments. Paste this link into your appointment slot under "location".

This is what everything should look like after these steps:

- When a student picks an appointment, it will autofill with their own information and look like the screenshot below.

- At this time, the student is also able to make comments in the 'Description', which will be saved and viewable for the tutors.

- You can see what students will see/check your work by two routes:
  On the event you have just created, you can follow the link entitled, '**Go to appointment page for this calendar**'.
  Or, you can go straight to the QRC appointment calendar using http://go.carleton.edu/QRC – this is what you should give to students if they ask how to contact you. Using the calendar is important to keep you sane and get you paid for your work! Note that the appointments are visible on the main QRC calendar, but Google keeps the actual appointments features on a separate calendar.

✏️ 🗑️ ✉️ ⋮ ✕

🟪 Saraswati meeting with:

Monday, August 31 · 3:00 – 4:00am, 30 minutes
appointment slots

🌐 Go to appointment page for this calendar

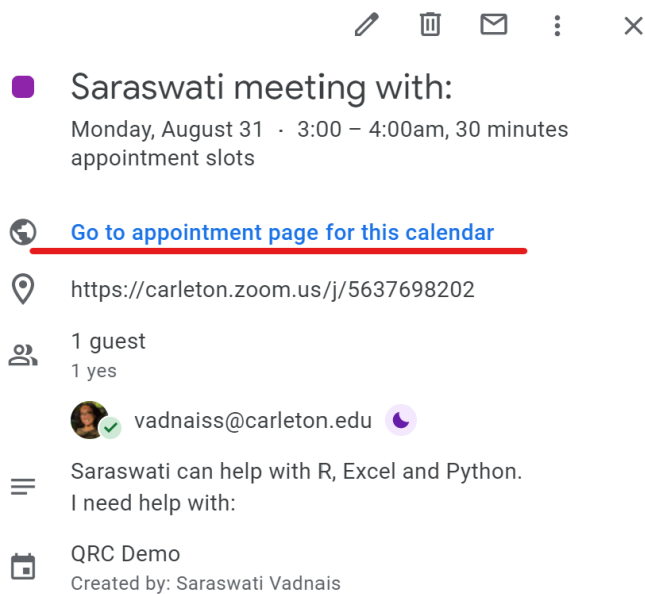📍 https://carleton.zoom.us/j/5637698202

👥 1 guest
1 yes

👤 vadnaiss@carleton.edu 🌙

☰ Saraswati can help with R, Excel and Python.
I need help with:

📅 QRC Demo
Created by: Saraswati Vadnais

- What if the student doesn't show up?
  o **Try email:** Copy your Zoom link into an email and send it to them with a polite reminder about their appointment.

- Students seeking to make an appointment can book an appointment using their mobile device, BUT as a reminder, appointments cannot be created using a mobile device.

Zoom Features for Appointments

When you meet with your tutee on Zoom, take advantage of the features Zoom has to offer, for instance **Share Screen** to show the tutee what you are looking at on your screen.

You can also use the **Whiteboard** feature to demonstrate the solving of a problem. On the whiteboard feature, **an option when you click on Share Screen**, you can draw shapes freehand, make rectangles, circles and diamonds, draw arrows, type, and use stamps such as check-marks, X's and question marks.

Using the **"Arrow"** or "Spotlight" feature, you can choose to use an arrow or a laser light as a pointer for explaining parts of your board. Because the "Spotlight" feature tends to lag on the viewer's end, it is recommended to use the arrow instead.

On Whiteboard, **your tutee can also draw or write at the same time as you**. You can also save the whiteboard for your tutee to reference later.
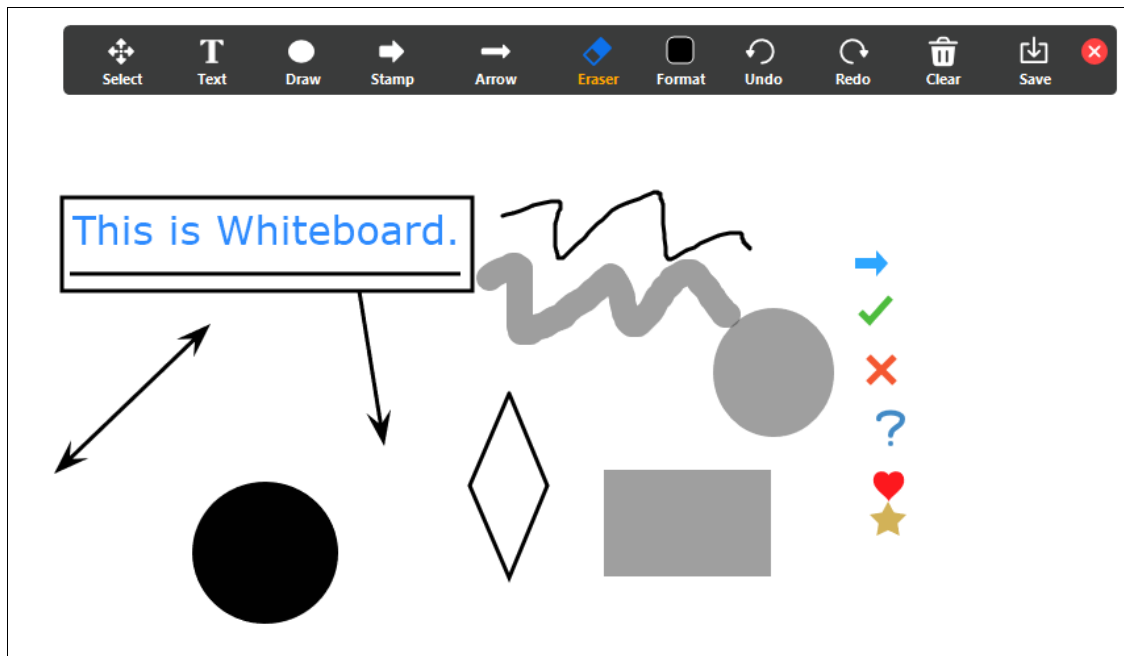
Another useful tool is the remote control. The tutee has the ability to give control of their mouse and keyboard to the tutor by clicking on **Remote Control**, then selecting the person they wish to give control to. The tutor can also request to control the tutee's screen share.

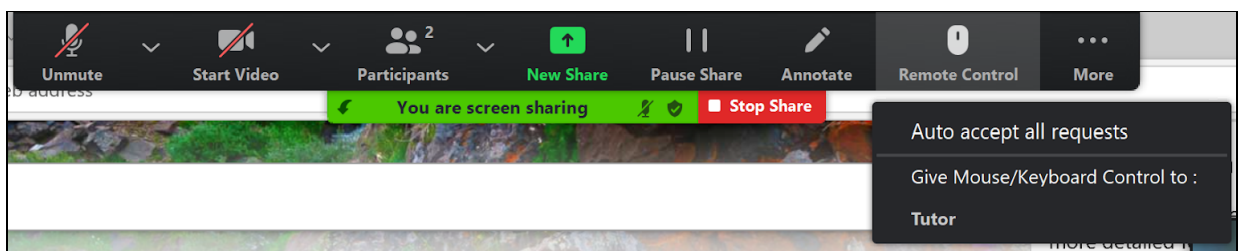When giving remote control to someone else, they can only control the window that you have shared. You can turn off their control at any time. Make sure that you are not providing access to confidential or personal information.

In addition to remote control, the tutor or tutee can annotate the screen share using the **Annotate** button. However, these annotations will only be present within Zoom, during that call. You or the tutee may decide to take screenshots of these annotations in order to have them for future reference. They will also be visible in a recording of the meeting.
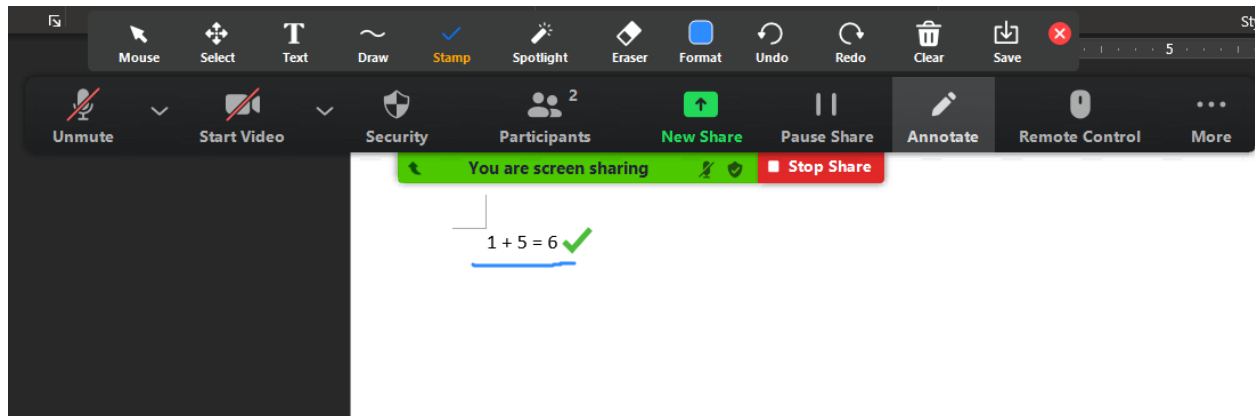
Recording One-on-One Meetings

Your tutee may want to record your Zoom session, so that they can have a record of what you worked on together. Tell the student at the beginning of the session that they may choose to record all of or part of the meeting. Giving the control to the tutee at this point will give them less pressure to have to tell you whenever they would like to start
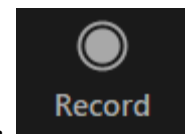

recording. Direct them to the **record button** at the bottom of the screen, and tell them to click it when they would like to record. Tell the tutee to "**record to cloud**" when they record the meeting so that it:

1. Will be accessible on any device
2. Will not take up space on their personal computer.

The tutee may pause recording by pressing the **pause button**, which will appear in the top left corner of the screen once recording has begun, and then resume recording at any time by pressing the resume button.
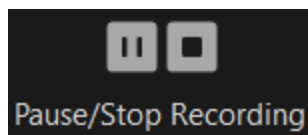
They may also press the **stop button** to complete the recording, at which point it will be saved to the cloud.

The meetings recorded on the cloud will be accessible through the Zoom homepage on the app, under the category "**Meetings**", and in the section titled "**Recorded**".
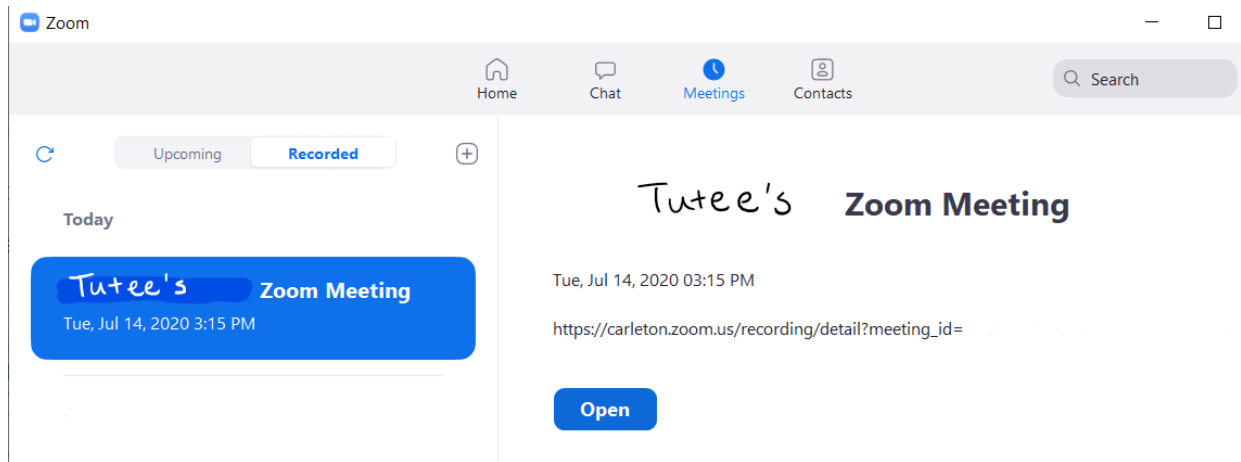
If you want to write out reasoning and explanations for a problem, you may want to share a **Google Doc/Sheet** with the student, and add to it together in real time. You would not share your screen in this case, as you will want the tutee to be engaging on the same document. This can be advantageous because it is a more organized record of your work together.

However, this method might not be ideal for certain problems you may encounter.

2. <u>Drop-In Sessions</u>

<u>Claiming Drop-In Sessions on Google Calendar</u>

- For virtual drop-ins, Lin Winton will provide you a Zoom link. This will be the same for all drop-in office hours. Lin will designate all tutors as Alternative Hosts, so that you can start the meeting and have host controls.
- Whichever tutor is the first to enter the Zoom call will have host privileges.
- In order to claim a drop-in slot, enter your name after "**Drop-Ins with**"
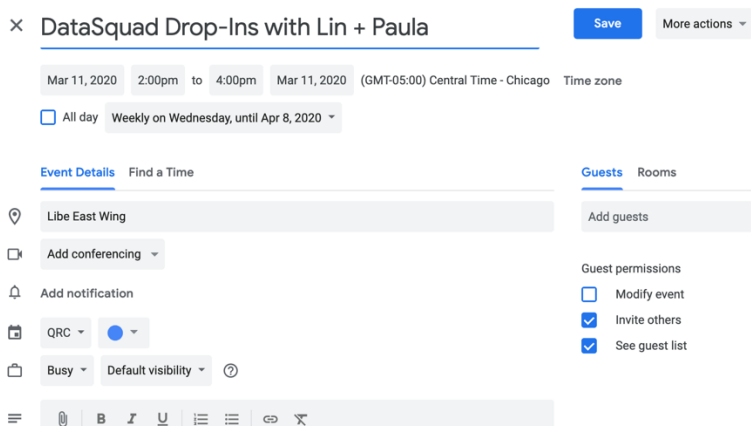
- Add yourself as a "guest" so it will be added to your calendar. If you have a buddy, make sure they are added as a guest too.

When it is time for your drop-in sessions:
- Go to the event in your calendar and click on the Zoom link.

- You should also know how to share your screen or walk your tutee through sharing their screen – this will be very helpful when troubleshooting R code.

- If you have trouble with any of these options due to bandwidth or anything else, please let Lin or Paula or someone else in academic technology know.

- You should be joined by your drop-in buddy. When a student drops into the Zoom session, you and your buddy can work together to understand the student's question and decide who would be best to help them.

Be present in Zoom a couple minutes before your office hours begin so that you have time to modify settings and set up if necessary.

Drop-Ins: One Tutor

If you are the only tutor present in the Zoom room, you should be tutoring one student at a time. When you log into Zoom using your own link during office hours, you will be the host of the meeting.
- At the bottom of the screen, click on **Security.**
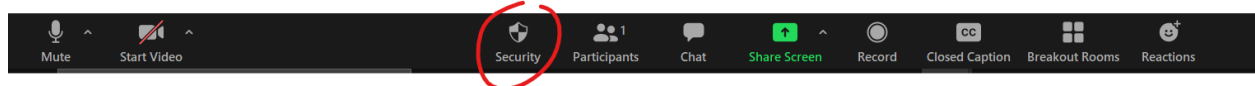

- Make sure "**Enable waiting room**" is checked. This will ensure that other students coming in will not interrupt if you are working with someone else at that moment.
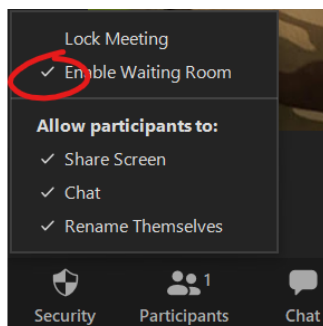
- When a student comes in, you will see **"1 person is waiting"** in the Participants section, along with the name of that student. Hover over their name and you will see options to **admit** or remove that person.

- You will also see a pop-up stating that someone has entered the Waiting Room. You can admit someone through here, but this pop-up may disappear after some time while the waiting room in the participants section will remain available.
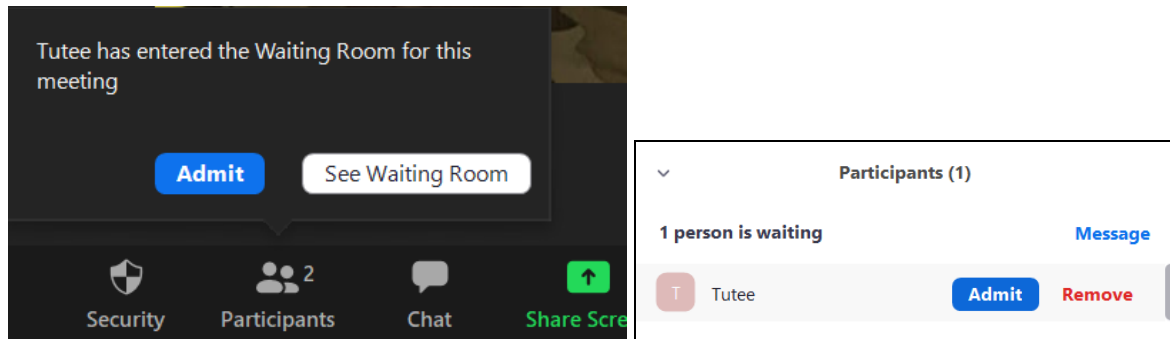
When you are ready, click **admit.**

Drop-Ins: Two or More Tutors

Either tutor will be able to start the meeting, but whoever starts it will be the host.
- The host has the ability to let students in from the waiting room and create break-out rooms.

- **One tutor should be tutoring one student.** You will therefore be using breakout rooms. This will make tutoring go more smoothly and enable you to have privacy with your student. Click on **breakout rooms.**
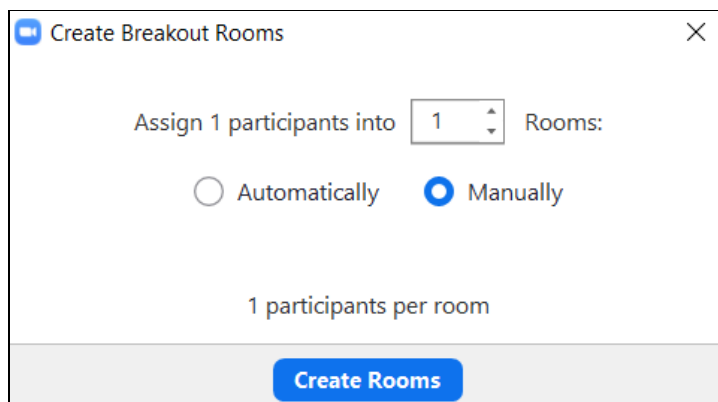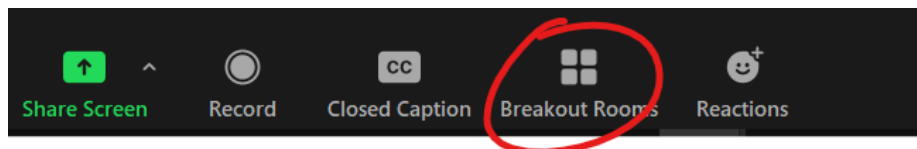
- Set to "manually". Create one room if there are two tutors. Click on **Create Rooms.**
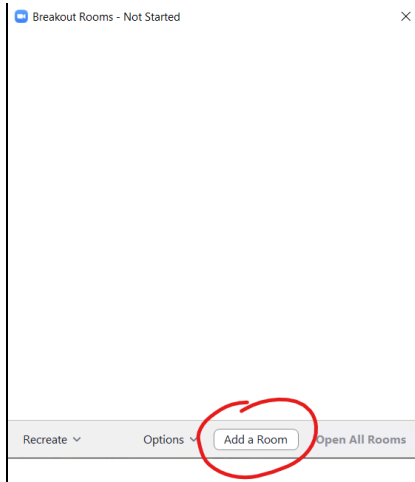
- In the pop-up window, click on **Add a Room.** The host will then be able to assign people to that room manually.
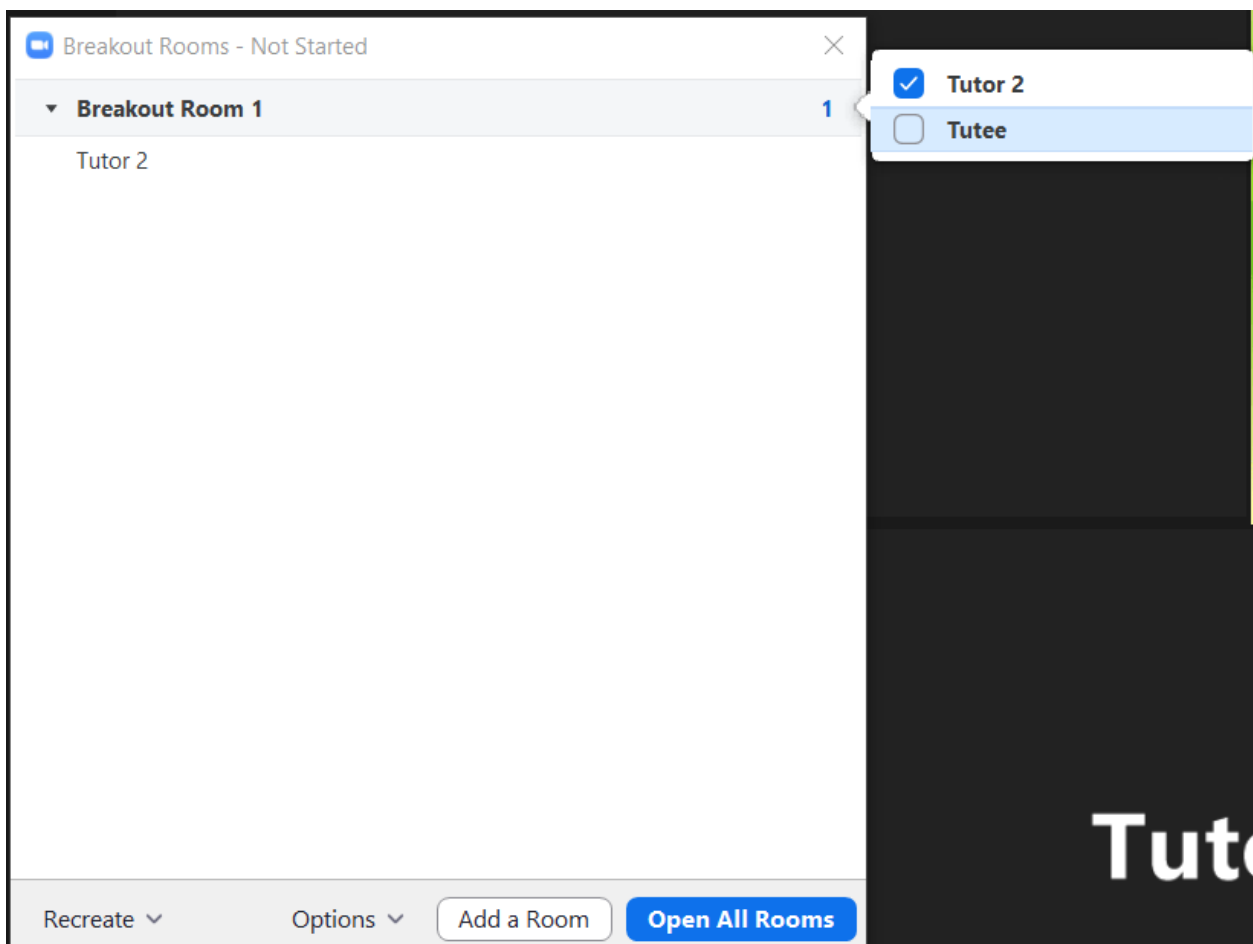
- The host will assign the second tutor to the breakout room by clicking the box next to their name.

- When a student arrives, decide among yourselves which tutor shall tutor them. Based on that, either keep the student in the main room or assign them to the same room as the second tutor. Then, in the breakout room menu, click on **open all rooms**.

- The host will always remain in the main Zoom call in order to let people in from the waiting room and tutor one student in the main room.

While you are with your tutee, you may need to ask the other tutor a question. You can do this over Slack.

Time Limits During Drop-Ins

- If people start arriving in the waiting room during your tutoring session, limit your time with each student to around 15 minutes, or until you make another breakout room for another student.

Recording Drop-In Meetings

Before opening breakout rooms, the host of the meeting will first have to allow recordings for the tutee. This can be done in the participants menu.
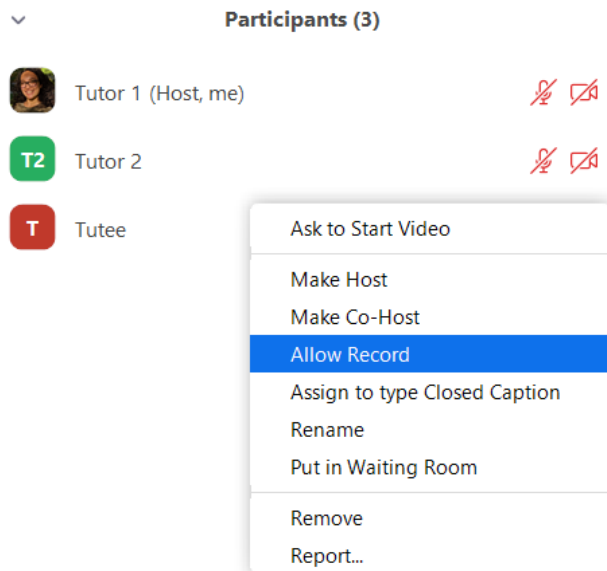
After opening breakout rooms, the tutee will be able to record the session. Tell the tutee that they should only be recording when in a one-on-one with the tutor (either in the main

room or break-out room). They should not be recording when other tutees are present for any reason.

<u>If You Can't Make It To Scheduled Drop-Ins</u>

If the link is for your own Zoom meeting, have the tutor who is replacing you switch the link in the meeting description on Google Calendar to their own meeting link.

3. **Using Slack**

<u>Open Channels for Students</u>

Slack will be used as a tool for students to be able to easily reach out to tutors, and for tutors to have more flexibility as to which medium they and the student want to work in for that session.

All tutors are members of the QRC Slack workspace. The link to this workspace is available for students to access on the front page of the QRC website.

Slack will be staffed by tutors during QRC office hours for synchronous help, but students can ask questions anytime and receive asynchronous assistance.

When clicking on the Slack link, students will be instructed to sign in with their Carleton gmail account. Students **do not need to have downloaded the Slack app** in order to use Slack.

Students will arrive on the **#general** channel in the workspace. On this channel, they will see a pinned message on how to use Slack. Additional channels provide more specificity if the student knows what kind of help they are looking for, e.g. **#R**, **#statistics**, **#comps**, **#graphscharts.**

- Pinned at the top of each channel will be a schedule of when it is staffed, and a blurb on what to expect and what to do.

- If the student's question fits into one of these categories, they may ask it in that specific channel. This will ensure that the tutors who are most comfortable with that topic have easier access to the question.

- If the student does not know which category their question is, they may simply ask it in the **#general** channel.
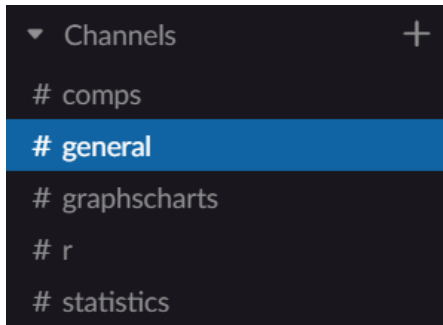
In each channel, tutors should say hello and tell students until what time they are available when they log in.
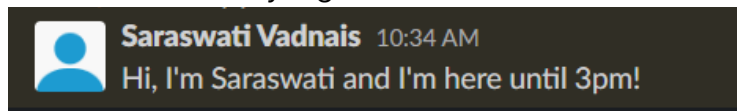
This indicates to students who will be answering their questions.

<u>Direct Messaging Tutors</u>

Tutors will be recognized by changing their display name to **"Name (Tutor)"**. To do this, go into **People & user groups,** find your profile and click on **Edit**. In this window, change your display name. You can also change **"What I do"** to "Tutor", but it is more important to have your display name say that you are a tutor.
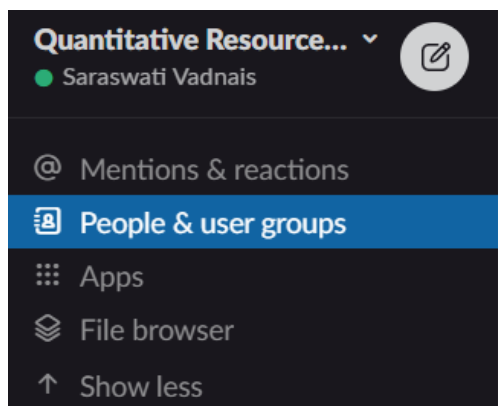
Students may choose to **direct message a tutor** if they feel comfortable doing so, by clicking the "**+**" beside "**Direct messages**" on the left-hand side of the screen, then typing in the name of the tutor they know in the pop-up window. .
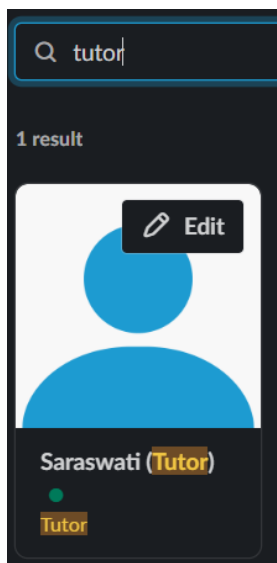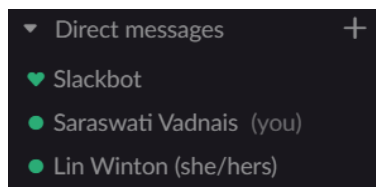
If the student does not know who the tutors are, but still wants to DM someone, they can go into **People & User Groups** and search for "tutor". All the tutors should come up. The student can then click on a tutor's name, and on the right-hand side of the screen, one of the options that will come up will be to **message** the tutor.
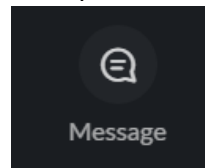
If a student messages a tutor via DM, they will be notified when the tutor responds. If a student leaves a message in a channel, the tutor should reply to the student in a **thread.** This makes the channels less clogged up and allows students to easily see their conversation in one place.

<u>Notifications</u>
By default, Slack is set to notify you of all new messages, and the notifications are set to turn off at night. You may change this at any time by going into the **Preferences** menu under the name of the workspace.

At the top of this menu, students and tutors can elect to be notified for all messages, only DMs and mentions, or nothing.

This is particularly important for students coming into the QRC for help to know. They should set their notifications to "Direct messages, mentions and keywords".

You may also change the notification schedule in the same menu.
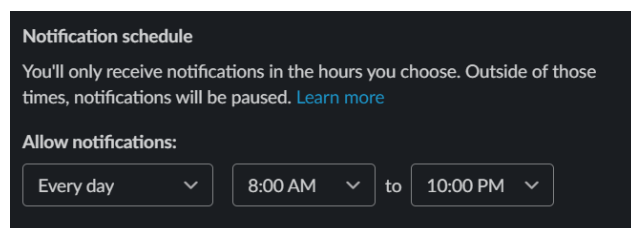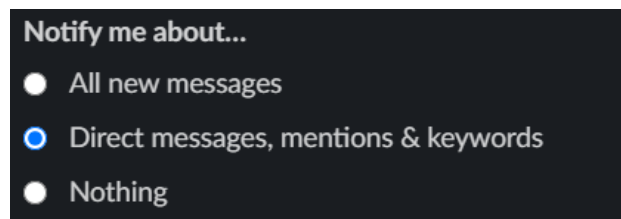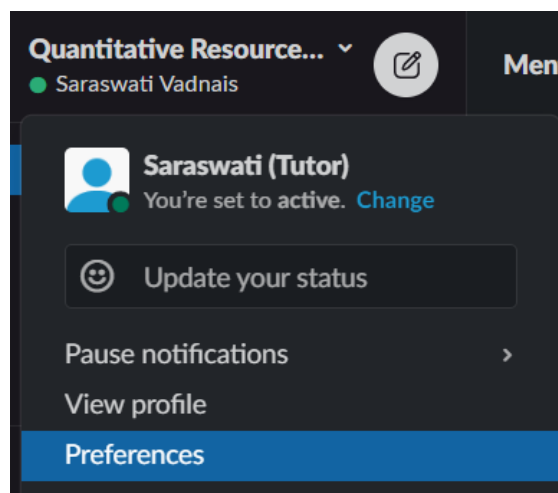

<u>Zoom Plug-In for Slack</u>

Each tutor should install the **Zoom plug-in for Slack** individually. Doing so enables the tutors to begin a Zoom call easily within Slack.
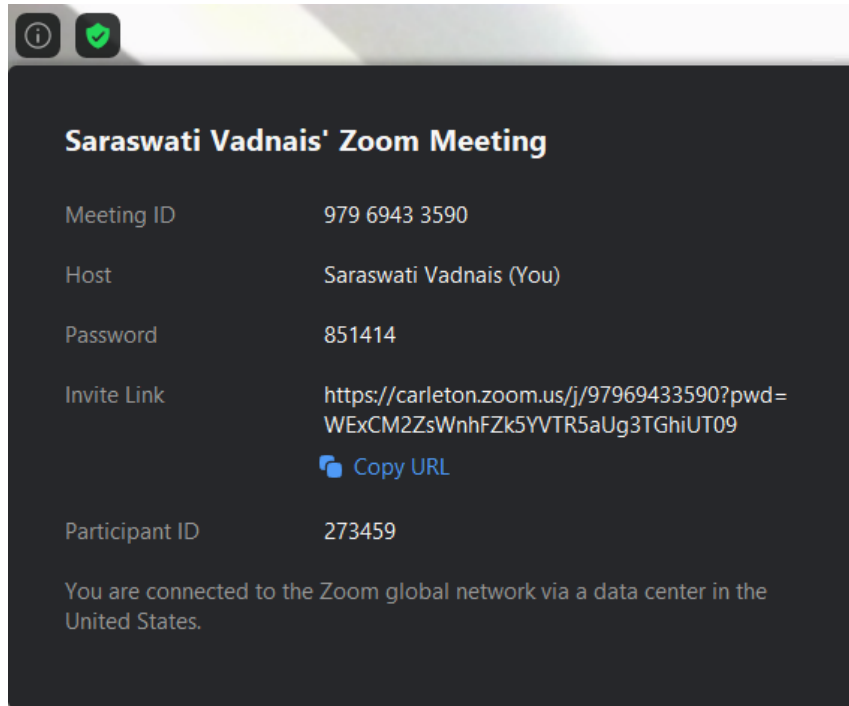
If a student is asking a question and decides that it would be better to talk over a call, the tutor can then make a Zoom meeting by typing "**/zoom**" in their DM with the student.

If the student decides that they want a longer appointment with the tutor later, that can also be arranged over Slack.

Other functions of the Zoom plug-in for Slack are available in the **Apps** section, under **Zoom**.
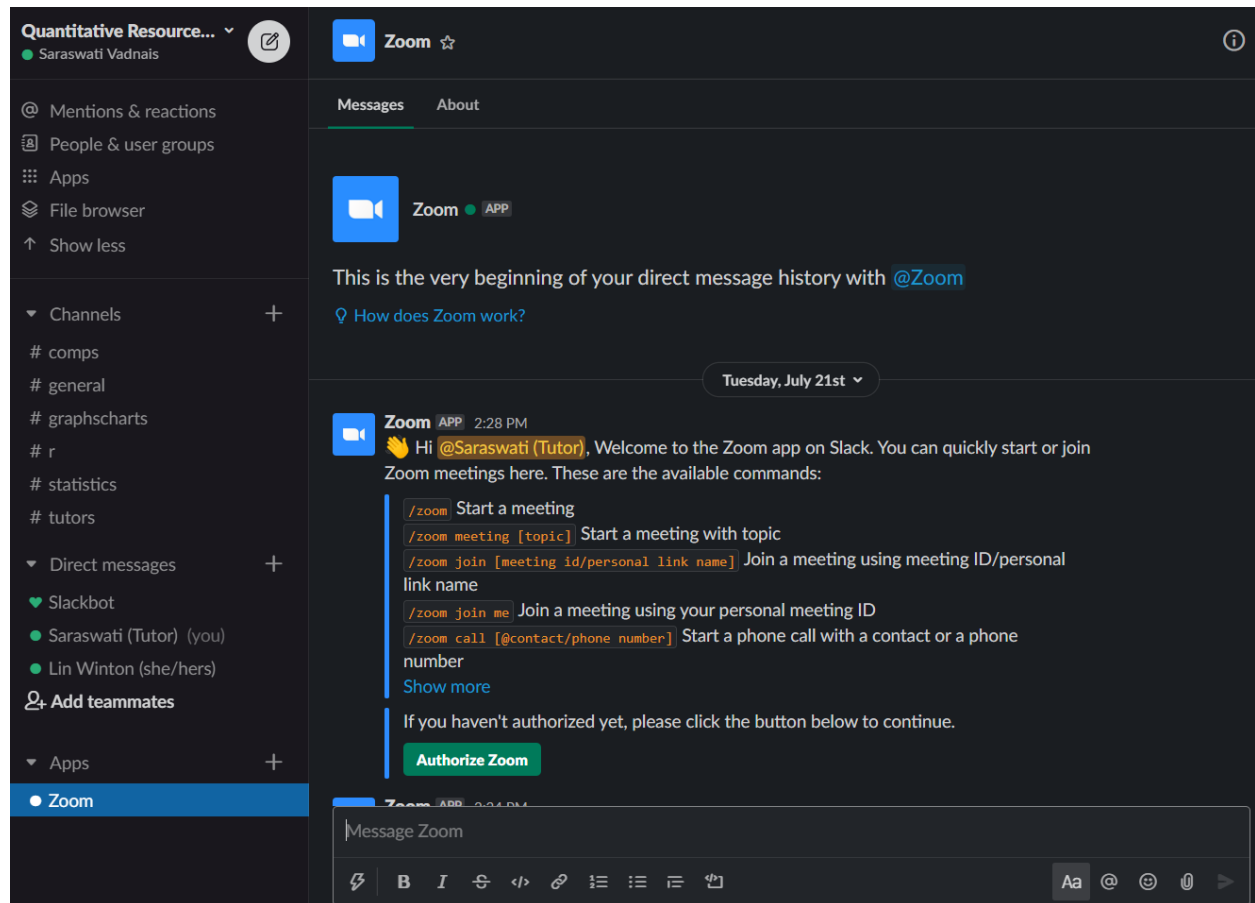
An invite link to a Zoom meeting can also be found in the top left corner of the Zoom call, if you are inviting a student to a meeting that has already begun.

Saraswati Vadnais' Zoom Meeting

Meeting ID	979 6943 3590
Host	Saraswati Vadnais (You)
Password	851414
Invite Link	https://carleton.zoom.us/j/97969433590?pwd=WExCM2ZsWnhFZk5YVTR5aUg3TGhiUT09
	Copy URL
Participant ID	273459

You are connected to the Zoom global network via a data center in the United States.

The **#tutor** Channel

This channel is open only to QRC tutors and supervisors. Tutors can use it to reach out to each other for advice or assistance.

You may use it to find someone who is more fit to answer a student's question.