



# TUTORING LAB

Wallace State Community College

**Student Resource Center**

# Fall Hours and Location

## HOURS OF OPERATION

Monday – Thursday: 8:00 AM – 6:00 PM

Friday: 8:00 AM – 2:00 PM



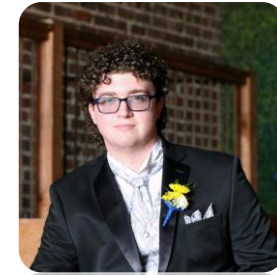
## LOCATION & CONTACT INFORMATION

- 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?

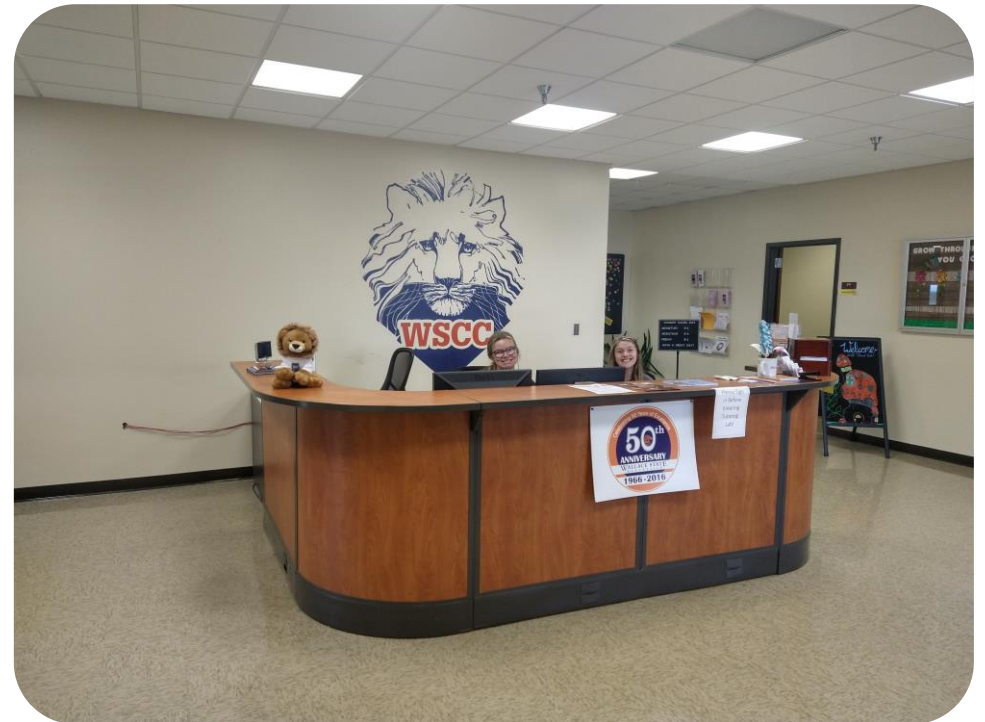
- Free tutoring service that is open to **ALL** Wallace State students
- Provide tutoring in English, History, Math, Psychology, Science, and Speech
- Staff: peer tutors, full-time tutor coordinators, and the director



# 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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Open

Tuesday – Thursday: 8:00 AM – 2:30 PM

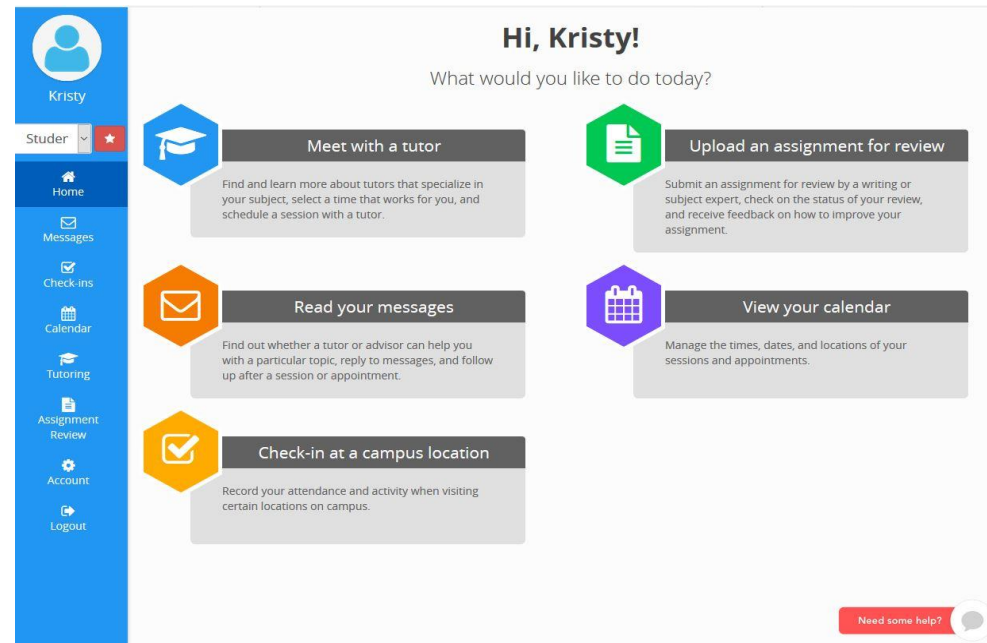
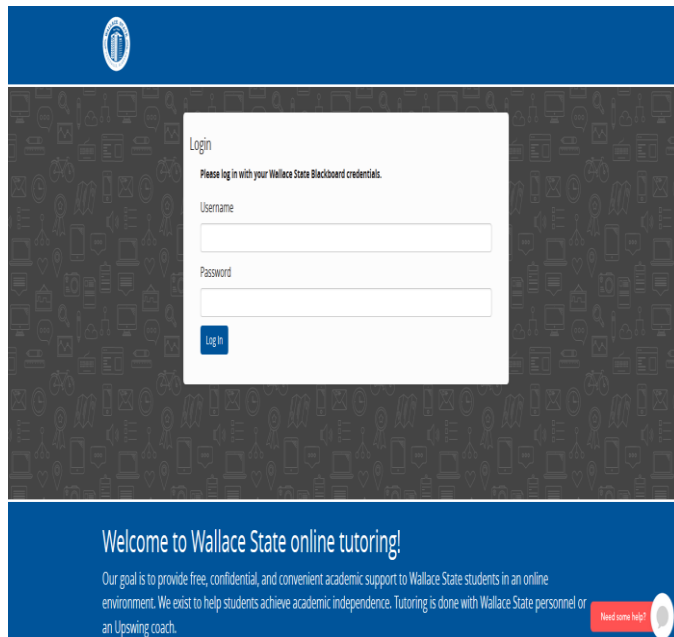
Room #127 in the downtown building

Phone: 205-762-0625



# 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`. 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, containing the text "Login" and "Please log in with your Wallace State Blackboard credentials." It includes input fields for "Username" and "Password", and a blue "Log In" button. Below the login form is a blue banner with the text "Welcome to Wallace State online tutoring!" and a paragraph explaining the service's goal. At the bottom, there is a section titled "Getting Started" with the text "Need help? Watch the How-To Videos below on Wallace State's online tutoring system to help you get started." and a red button labeled "Need some help?" with a speech bubble icon.

← → ↻ 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? 

Do a web search for  
`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?](#)

Login using your Blackboard username and password to log in

# 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 five action cards, each with a colored icon and a description: "Meet with a tutor" (blue graduation cap icon), "Upload an assignment for review" (green document icon), "Read your messages" (orange envelope icon), "View your calendar" (purple envelope icon), and "Check-in at a campus location" (yellow checkmark icon). 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

The screenshot shows a student dashboard for Kristy. On the left is a blue sidebar with navigation options: Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, and Logout. The main content area is white and features a greeting "Hi, Kristy!" and the question "What would you like to do today?". Below this are five action cards, each with an icon and a description. A large orange arrow points from the "Meet with a tutor" card to the "Upload an assignment for review" card. At the bottom right, there is a red button labeled "Need some help?" next to a speech bubble icon.

**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	<a href="#">View</a>
<b>Subject:</b> Writing		
<b>Date:</b> 04/30/2018 09:44 AM	<b>Title:</b> dinner with loved ones	<a href="#">View</a>
<b>Subject:</b> Writing		
<b>Date:</b> 04/24/2018 08:16 AM	<b>Title:</b> The Ultimate Gift Essay	<a href="#">View</a>
<b>Subject:</b> Writing		

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

Upswing Essay Review  
Powered by AskUp

Hi, [redacted] Thanks for sending your essay to Upswing. My name is Kristy I'm a Wallace State Tutor. In this review, I'll walk you through your **Hamlet Essay's strengths**, the areas that need more attention, and any other points that you requested with your submission.

[redacted]

Mrs. Haley Nix

English 102

April 5, 2018

**Hamlet** Essay

[redacted] Ophelia

In the play, *Hamlet*, the character Ophelia is Prince Hamlet's girlfriend and after Hamlet goes crazy and tries to kill Claudius, Polonius and the rest of her family disapprove of her relationship with Hamlet. After Hamlet accidentally stabbed Ophelia's Father **mistaking it for Claudius**, Ophelia starts to have a mental breakdown, **and which** ultimately leads to her death. In the **short story**, "Hamlet," the character Ophelia struggles with her love for Hamlet after he feels that Ophelia betrayed him, her family constantly tells her to leave Hamlet for he is just using you; and finally, Ophelia is not treated the same at her burial after everyone assumes she committed **suicide**.

**Kristy Burkart**  
Because this is the name of a play, it needs to be in italics

**Kristy Burkart**  
Can you think of a stronger title?

**Kristy Burkart**  
This phrase needs to be offset by commas because it is interrupting the flow of the sentence, giving it more information. So, we put commas around it to show that. If I see any more like this, I will highlight it in yellow for you to revise.

**Kristy Burkart**  
Read this out loud. Do you think you need "and" there or will "which" work?

**Kristy Burkart**  
Play – not short story

**Kristy Burkart**  
Let's talk about the thesis: I have read the entire paper, and this reads less like a character analysis of Ophelia and more of a summary of the play/somewhat of a characterization of Hamlet.

To analyze Ophelia's character, think about a word that describes her. What is her role in the play? What does she represent? Finish the sentence, "Ophelia is characterized as \_\_\_\_\_ in the play by/because/through \_\_\_\_\_."

Is she a victim of circumstance? A sweet, innocence and easily manipulated character?

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

The screenshot shows a student dashboard for a user named Daniel. On the left is a blue navigation sidebar with icons for Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, and Logout. The main content area is titled "Hi, Daniel!" and "What would you like to do today?". It features five action cards:

- Meet with a tutor** (blue graduation cap icon): 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. An orange arrow points to this card.
- Upload an assignment for review** (green document icon): Submit an assignment for review, check on the status of your review, and receive feedback on how to improve your assignment.
- Read your messages** (orange envelope icon): 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** (purple envelope icon): Manage the times, dates, and locations of your sessions and appointments.
- Check-in at a campus location** (yellow checkmark icon): Record your attendance and activity when visiting certain locations on campus.

At the bottom right of the dashboard is a red button labeled "Need some help?" next to a speech bubble icon.

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 graduation cap icon. Below it, a search bar is labeled 'Search for a subject or tutor!' and contains the text 'Search by Subject (Algebra) or Tutor (Mary Jones)'. An orange arrow points to this search bar. A dropdown menu is open below the search bar, listing various math courses: 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.

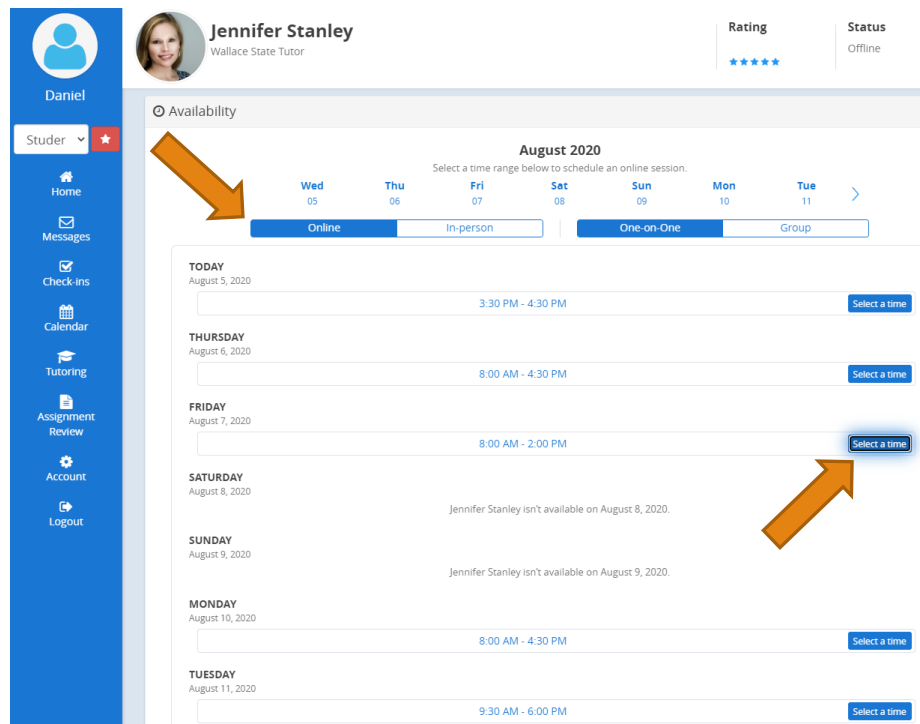
Search for the subject that you are needing help with by using the course abbreviation (e.g. ENG 101)

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

This screenshot shows the search results for 'MTH 100: Intermediate'. The search bar at the top right contains 'MTH 100: Intermediate'. Below the search bar, there are filter options for 'Filter results by date, time, type, and location to schedule a session.' and a toggle switch. A calendar for August 2020 is visible, with the 05th highlighted. Below the calendar, there are two tutor profiles. The first profile is for 'Jennifer Stanley', a Wallace State Tutor with a 5-star rating. An orange arrow points to her profile. The second profile is for 'Ziya Ogron', an Upswing Tutor with a 5-star rating and a bio: 'I am a math teacher at West Boca Raton High School. I have taught Algebra I and II, Geometry, Pre-Calculus, and Statistics.' Buttons for 'Schedule', 'Message', and 'View Profile' are present for each tutor.

# 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.”

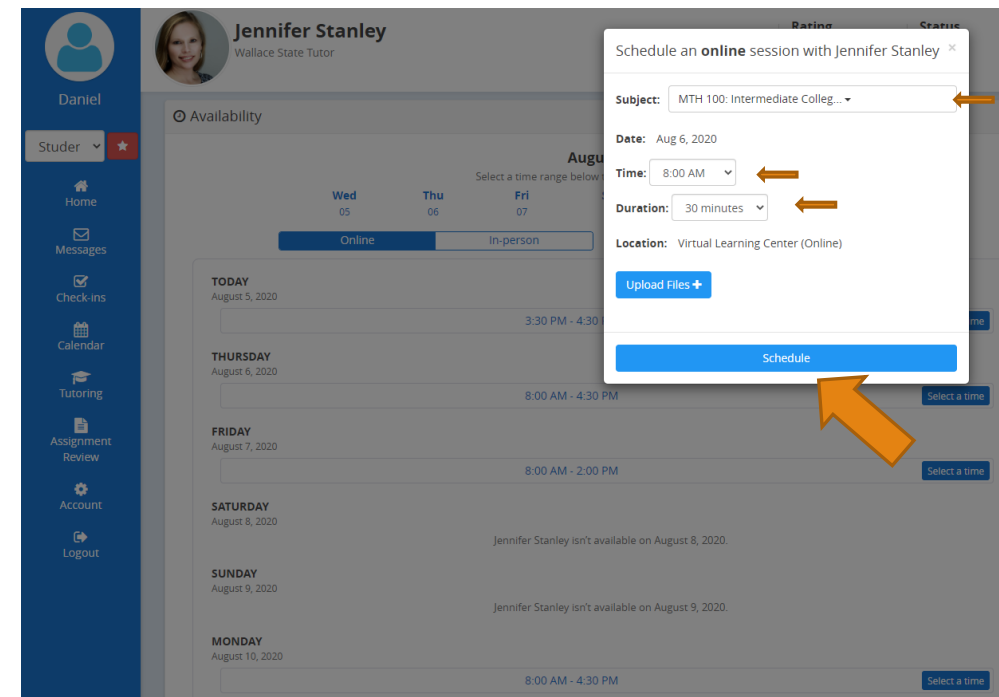


The screenshot shows the user interface for scheduling an appointment with Jennifer Stanley, Wallace State Tutor. The interface includes a sidebar with navigation options (Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, Logout) and a main area displaying the tutor's availability for August 2020. The calendar shows the following availability slots:

Day	Time	Action
TODAY (August 5, 2020)	3:30 PM - 4:30 PM	Select a time
THURSDAY (August 6, 2020)	8:00 AM - 4:30 PM	Select a time
FRIDAY (August 7, 2020)	8:00 AM - 2:00 PM	Select a time
SATURDAY (August 8, 2020)	Jennifer Stanley isn't available on August 8, 2020.	
SUNDAY (August 9, 2020)	Jennifer Stanley isn't available on August 9, 2020.	
MONDAY (August 10, 2020)	8:00 AM - 4:30 PM	Select a time
TUESDAY (August 11, 2020)	9:30 AM - 6:00 PM	Select a time

Orange arrows point to the 'Online' tab, the 'Select a time' button for Friday, and the 'Select a time' button for Monday.

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



The screenshot shows the 'Schedule an online session with Jennifer Stanley' dialog box. The fields are as follows:

- Subject: MTH 100: Intermediate Colleg...
- Date: Aug 6, 2020
- Time: 8:00 AM
- Duration: 30 minutes
- Location: Virtual Learning Center (Online)

Orange arrows point to the Subject field, the Time dropdown, the Duration dropdown, and the Schedule button.

# 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?". A "Need some help?" chat button is visible in the bottom right corner.

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?

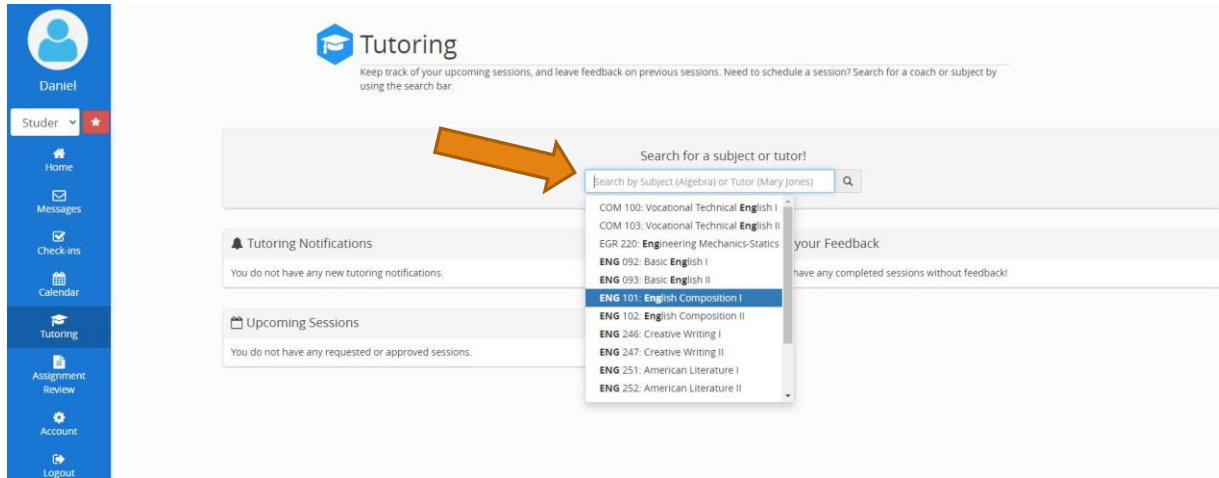
- Meet with a tutor**  
Find and learn more about tutors that specialize in your subject, select a time that works for you, and schedule a session with a tutor.
- Upload an assignment for review**  
Submit an assignment for review, check on the status of your review, and receive feedback on how to improve 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

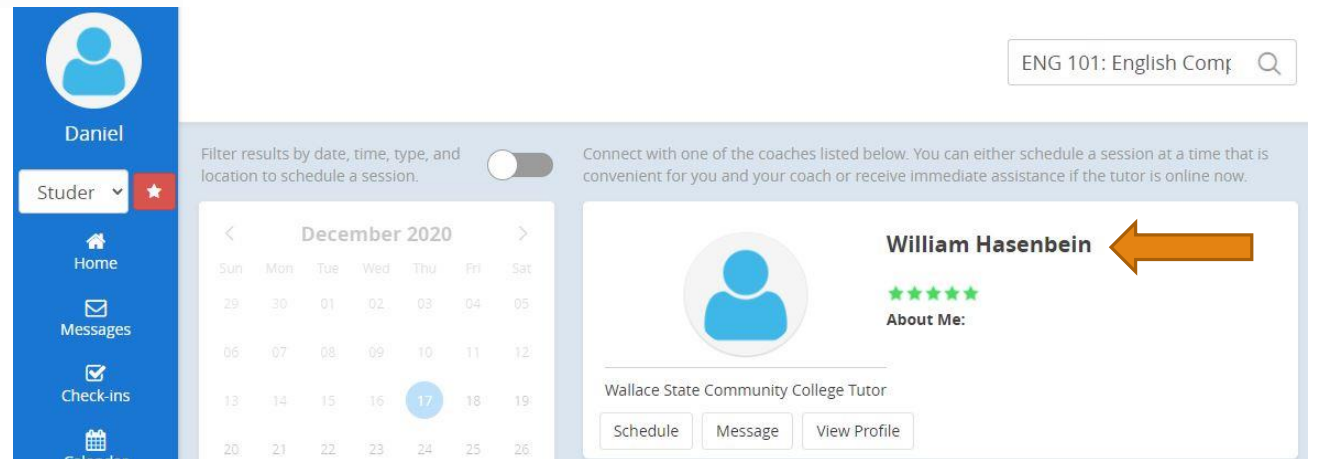
Please try to **schedule appointments an hour or two in advance!** This ensures a much better chance of you getting time with a tutor.

# 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 profile, including a rating of five stars and a status of 'Offline'. Below this is the 'Availability' section for December 2020. A calendar view shows the days from Thursday to Wednesday. The 'In-person' option is selected in the appointment type filter. The availability for Thursday, December 17, 2020, is shown as '9:15 AM - 4:30 PM Hanceville' with a 'Select a time' button. An orange arrow points to the 'In-person' filter, and another orange arrow points to the 'Select a time' button. The availability for Friday, December 18, 2020, is shown as '8:00 AM - 2:00 PM Hanceville' with a 'Select a time' button. The availability for Saturday, December 19, 2020, and Sunday, December 20, 2020, is marked as 'William Hasenbein isn't available on December 19, 2020.' and 'William Hasenbein isn't available on December 20, 2020.' respectively.

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 ▾

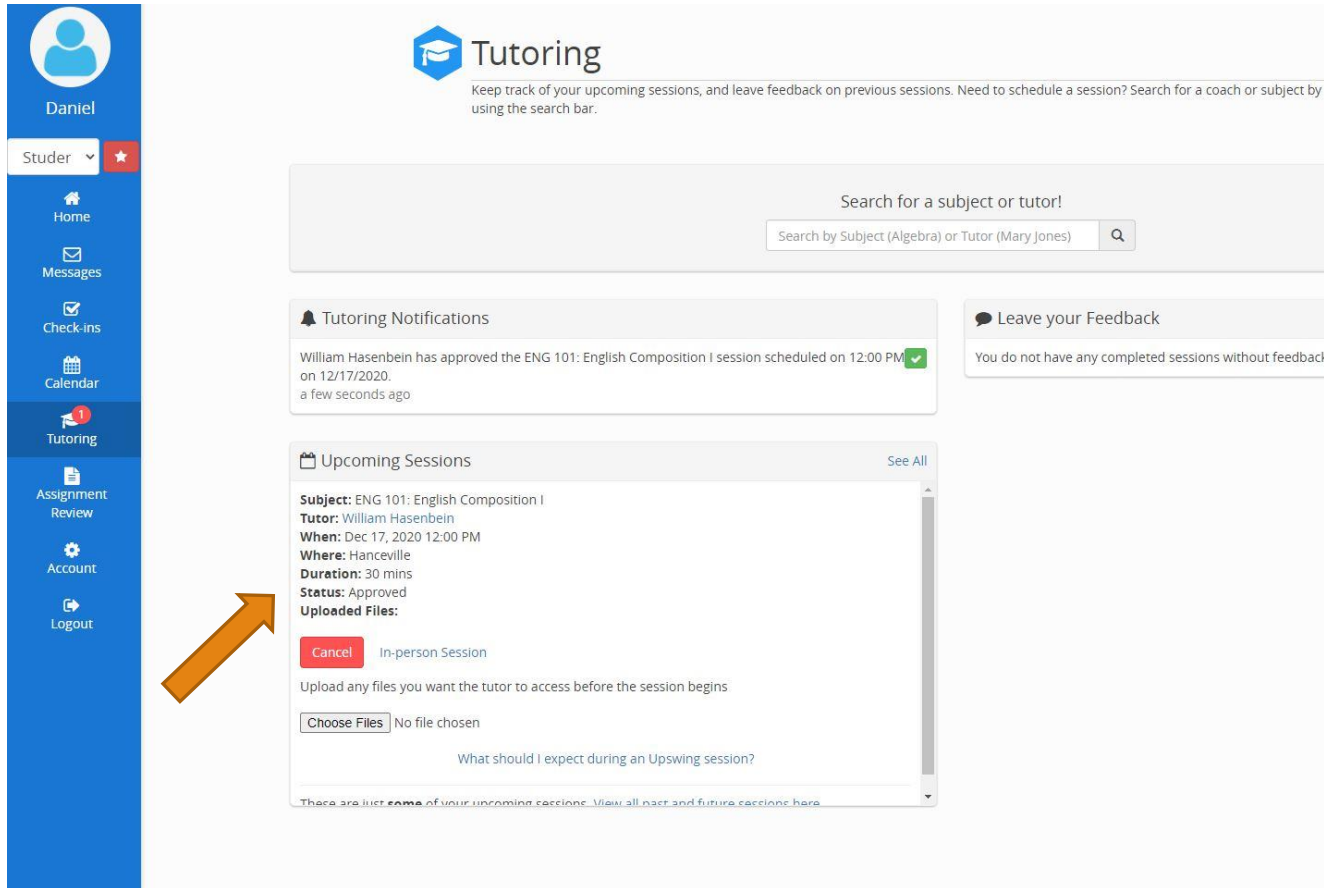
**Location:** Hanceville

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. On the left is a blue sidebar with navigation options: Daniel (user profile), Studer (dropdown), Home, Messages, Check-ins, Calendar, Tutoring (highlighted with a red notification badge), Assignment Review, Account, and Logout. The main content area has a header with the Tutoring logo and a search bar. Below the search bar are two notification boxes: 'Tutoring Notifications' and 'Leave your Feedback'. The 'Upcoming Sessions' section is expanded, showing details for an 'ENG 101: English Composition I' session. An orange arrow points to the 'In-person Session' button in the modal.

**Tutoring**  
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.

Search for a subject or tutor!  
Search by Subject (Algebra) or Tutor (Mary Jones)

**Tutoring Notifications**  
William Hasenbein has approved the ENG 101: English Composition I session scheduled on 12:00 PM on 12/17/2020. a few seconds ago

**Leave your Feedback**  
You do not have any completed sessions without feedback!

**Upcoming Sessions** See All

**Subject:** ENG 101: English Composition I  
**Tutor:** William Hasenbein  
**When:** Dec 17, 2020 12:00 PM  
**Where:** Hanceville  
**Duration:** 30 mins  
**Status:** Approved  
**Uploaded Files:**

**Cancel** In-person Session

Upload any files you want the tutor to access before the session begins

**Choose Files** No file chosen

What should I expect during an Upswing session?

These are just some of your upcoming sessions. 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.**

# Come See Us Today



# Got Questions?

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

Contact William Hasenbein for English Tutoring: [william.hasenbein@wallacestate.edu](mailto:william.hasenbein@wallacestate.edu)

