



# TUTORING LAB

Wallace State Community College

**Student Resource Center**

# Fall 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



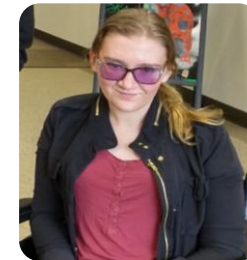
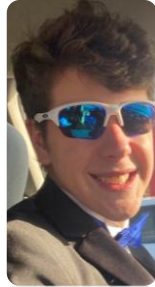
## LOCATION & CONTACT INFORMATION

- 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?

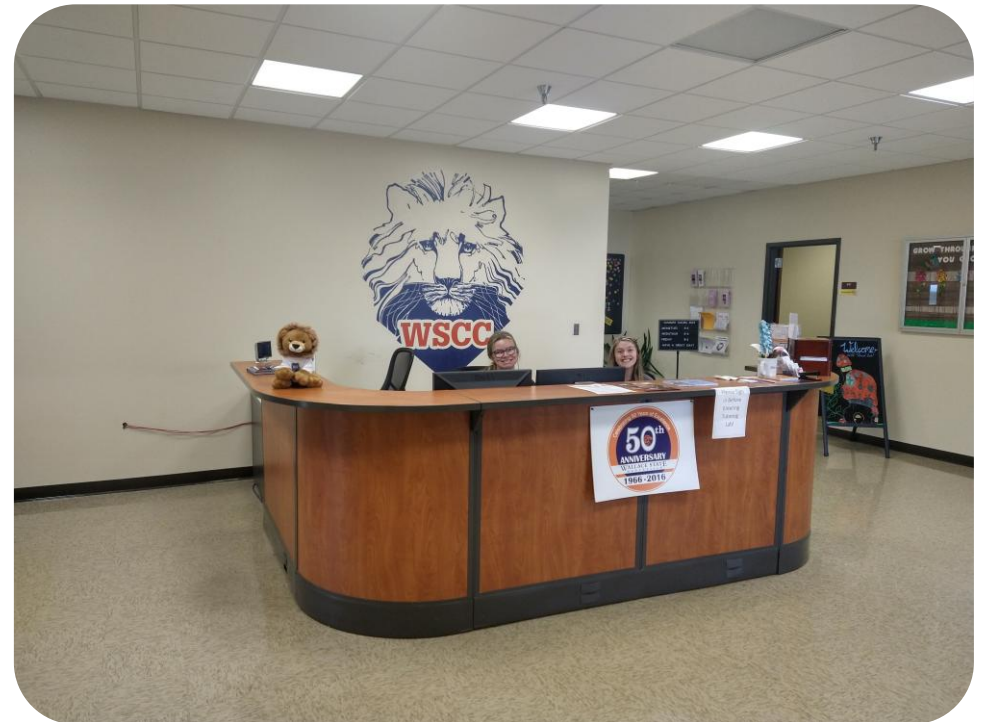
- **Free** tutoring service that is open to **ALL** Wallace State students
- Provide tutoring in English, History, Math, Psychology, Science, and Speech
- Staff: peer tutors, mentor tutor, full-time tutor coordinators, and the director



# What Students Can Expect

---

- 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

---

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

---

## Hours of Operation:

Monday: 9:00 AM – 2:00 PM

Tuesday – Wednesday: 8:00 AM – 4:00 PM

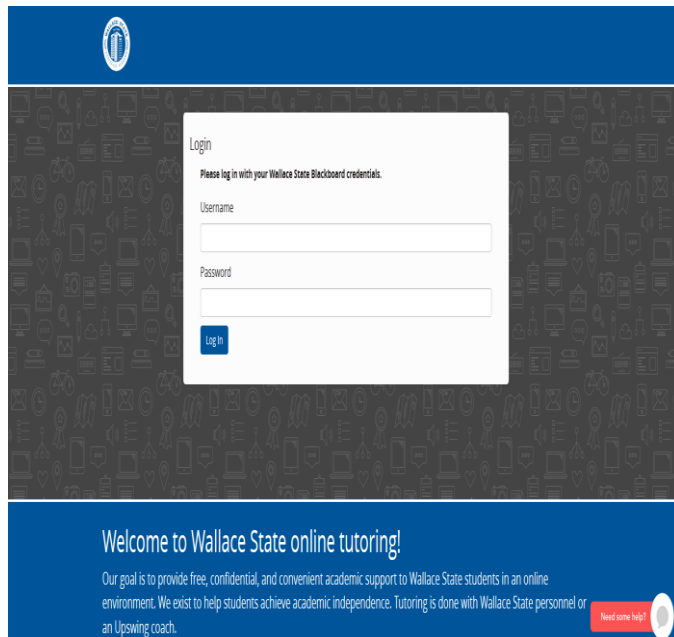
## Location:

Room #112 in the downtown building

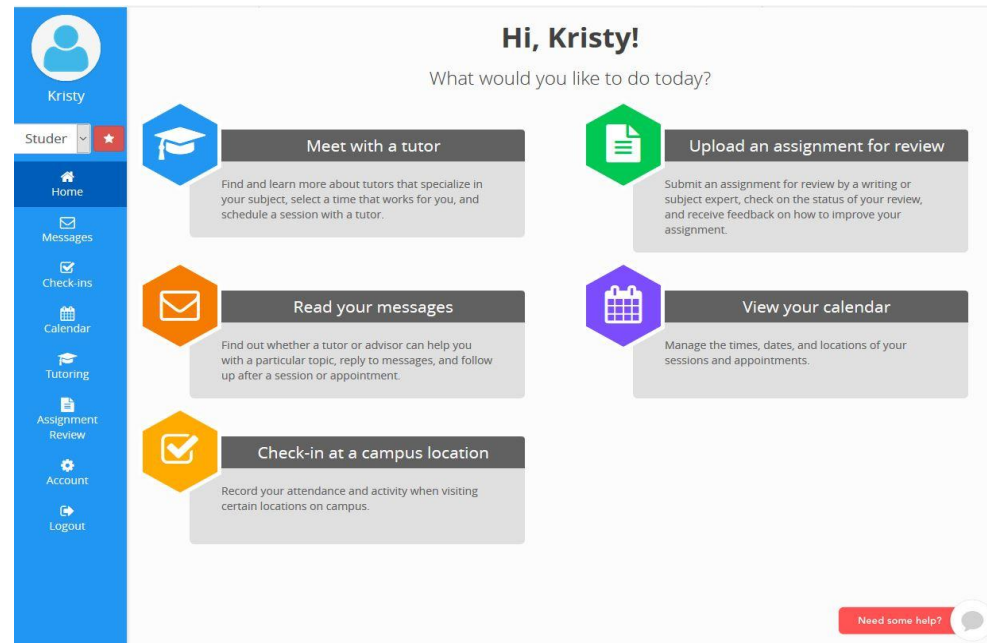


# Online Tutoring

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



The login page features a blue header with the Wallace State logo. The main area has a dark background with a pattern of icons. A white login box contains the text "Login" and "Please log in with your Wallace State Blackboard credentials." Below this are input fields for "Username" and "Password", and a blue "Log In" button. At the bottom, a blue banner says "Welcome to Wallace State online tutoring!" followed by a paragraph about the service's goal and a "Need some help?" link with a speech bubble icon.



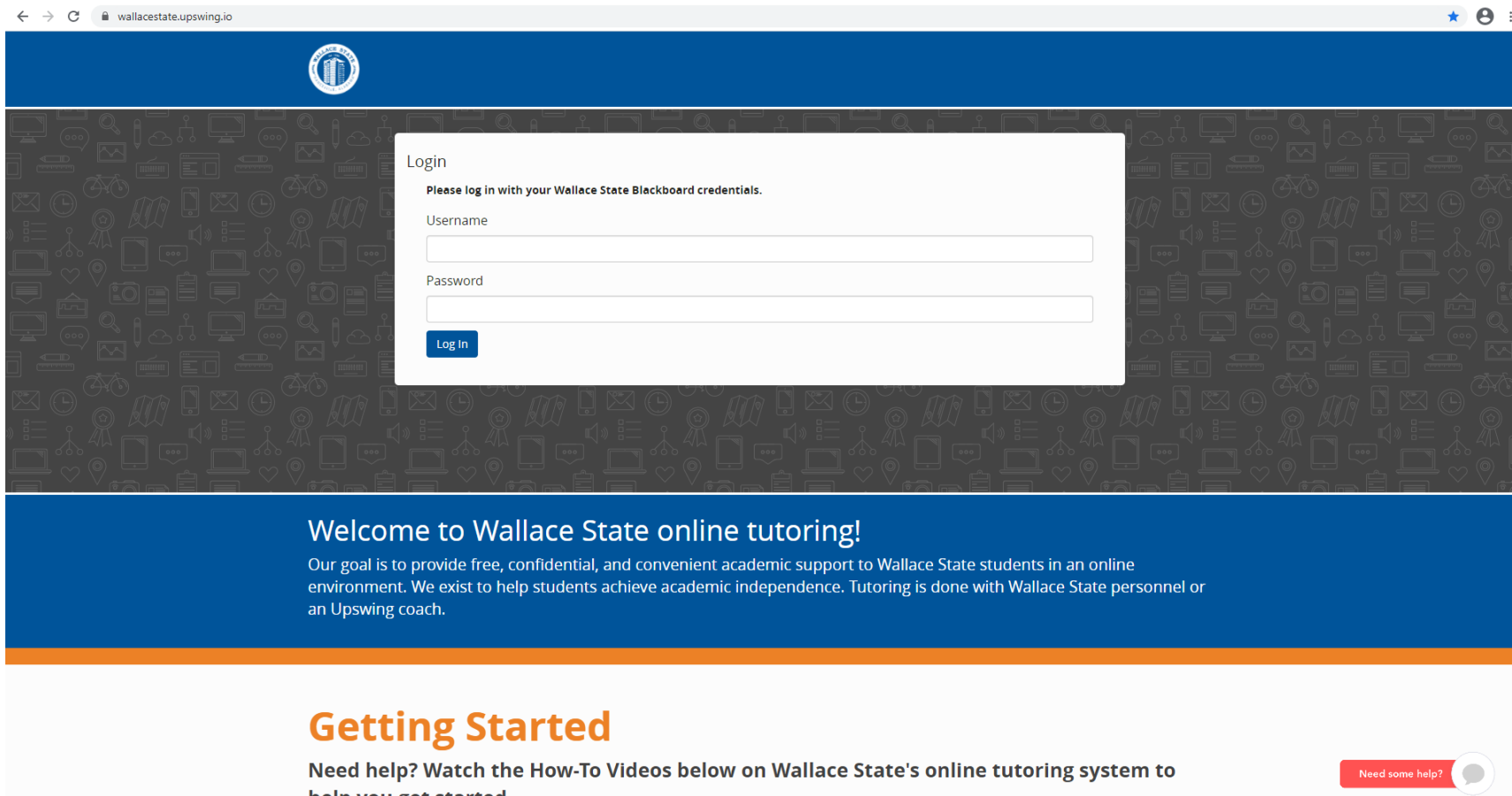
The dashboard for user Kristy has a blue sidebar with a profile icon and a list of navigation links: Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, and Logout. The main area is titled "Hi, Kristy!" and "What would you like to do today?". It contains six action cards: "Meet 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 calendar icon), and "Check-in at a campus location" (yellow checkmark icon). Each card has a brief description of the action. A red "Need some help?" button with a speech bubble icon is at the bottom right.

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

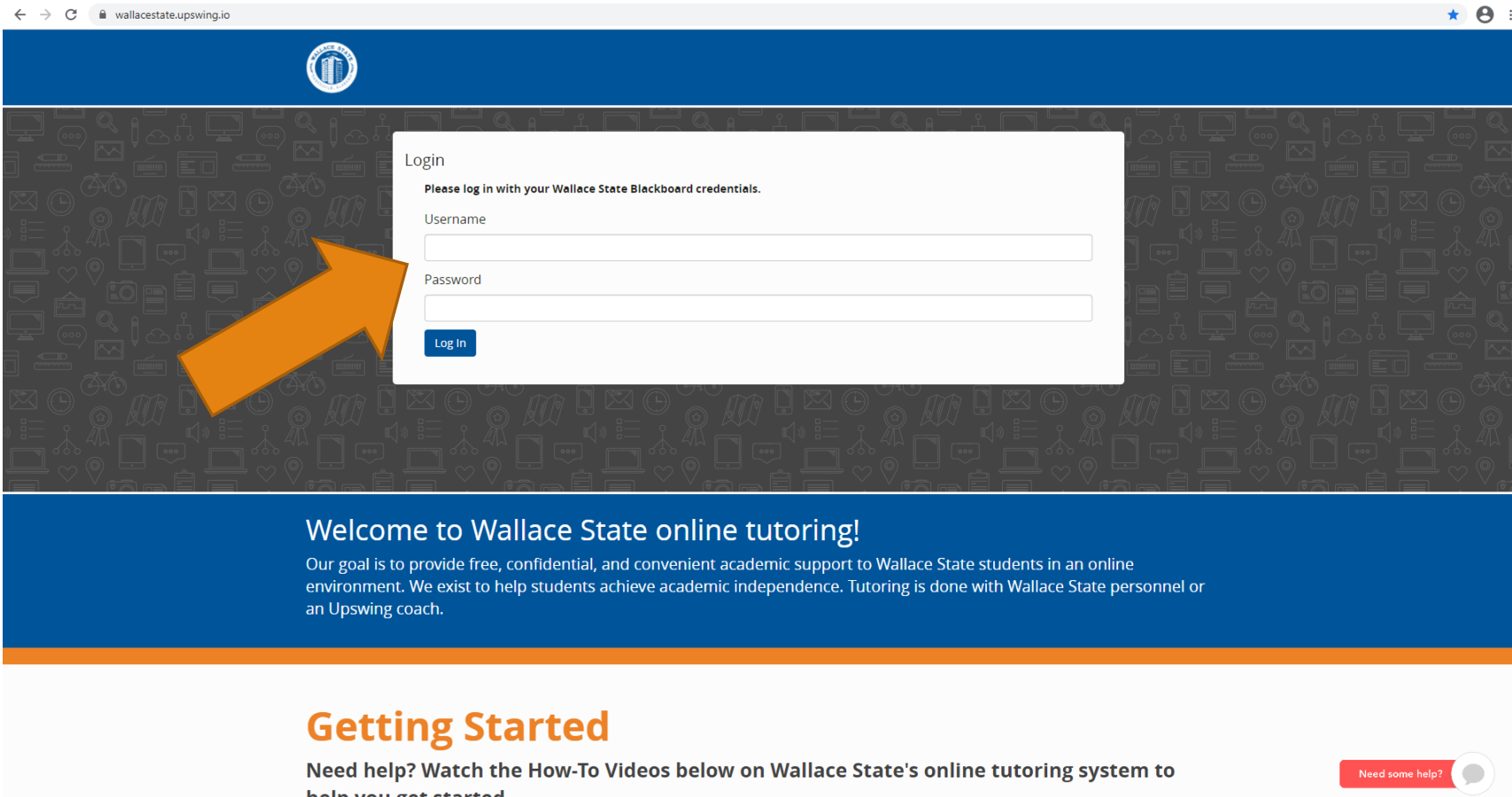
---

# Getting on Upswing

A screenshot of a web browser displaying the login page for Wallace State's online tutoring system, Upswing. The browser's address bar shows the URL "wallacestate.upswing.io". The page has a blue header with the Wallace State logo. The main content area has a dark background with a repeating pattern of educational icons. A white login box is centered, containing the title "Login", the instruction "Please log in with your Wallace State Blackboard credentials.", and fields for "Username" and "Password". A blue "Log In" button is at the bottom of the box. Below the login box, a blue banner reads "Welcome to Wallace State online tutoring!" followed by a paragraph about the service. At the bottom, a white section titled "Getting Started" in orange text includes a link to "Need help? Watch the How-To Videos below on Wallace State's online tutoring system to help you get started." and a red "Need some help?" button with a chat icon.

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? 

Use your A# and Blackboard password to login

# Getting on Upswing



Daniel

Studer ▾ ★

Home

Messages

Check-ins

Calendar

Tutoring

Assignment Review

Account

Logout

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.



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.



Check-in at a campus location

Record your attendance and activity when visiting certain locations on campus.



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.



View your calendar

Manage the times, dates, and locations of your sessions and appointments.

Need some help? 

Welcome to  
Upswing!

# **How to get a Paper Reviewed**

---

# 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.

**Navigation Menu:**  
Kristy  
Studer  
Home  
Messages  
Check-ins  
Calendar  
Tutoring  
Assignment Review  
Account  
Logout

**Help:** Need some help?

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

# How to get a Paper Reviewed



Kristy

Studer ▼ ★

Home

Messages

Check-ins

Calendar

Tutoring

Assignment Review

Account

Logout



## 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

Date: 04/30/2018 01:39 PM  
Title: dinner with loved ones  
Subject: Writing

View

Date: 04/30/2018 09:44 AM  
Title: dinner with loved ones  
Subject: Writing

View

Date: 04/24/2018 08:16 AM  
Title: The Ultimate Gift Essay  
Subject: Writing

View

Need some help?



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

Armstrong Comments 4\_11\_18 - Word

FILE HOME INSERT DESIGN PAGE LAYOUT REFERENCES MAILINGS REVIEW VIEW

Clipboard Font Paragraph Styles

**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 \_\_\_\_\_."

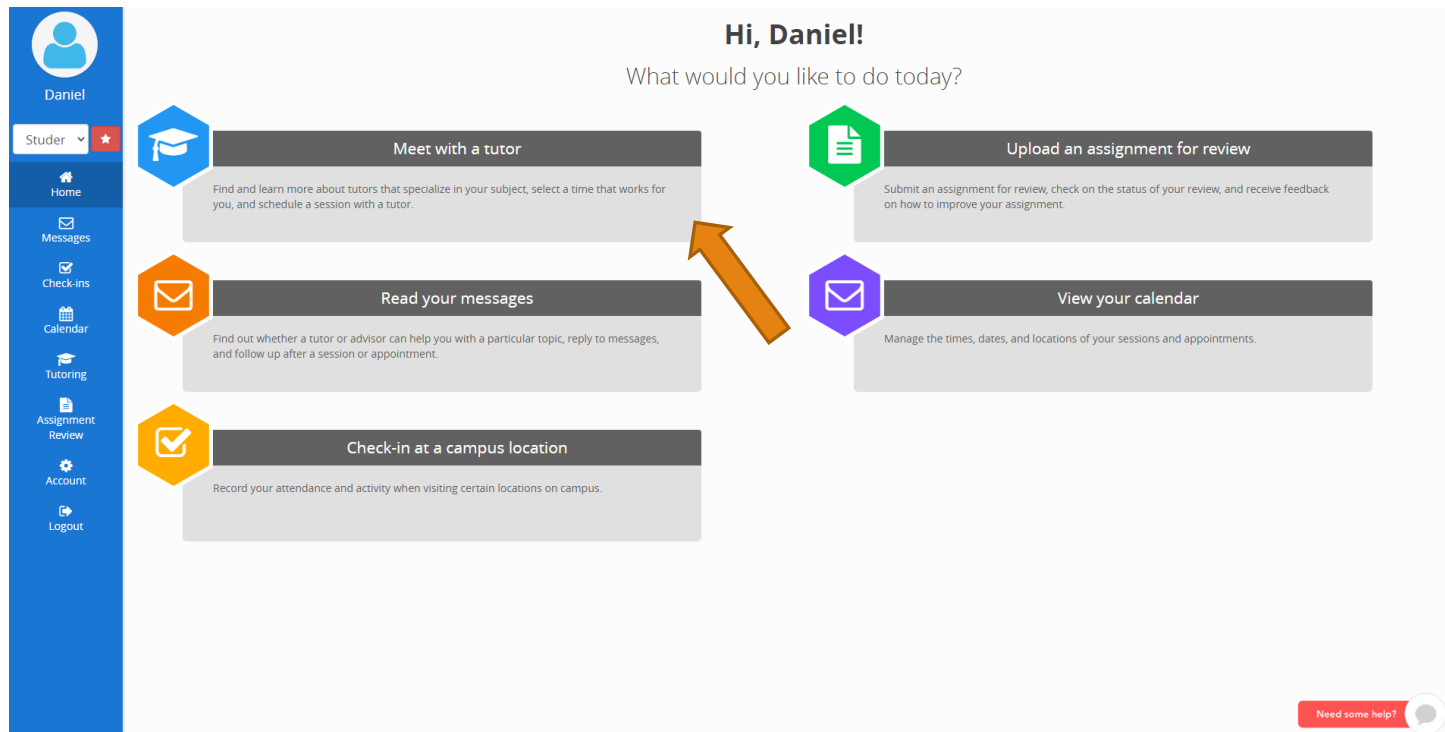
Is she a victim of circumstance? A sweet, innocence and easily manipulated character?

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**

---

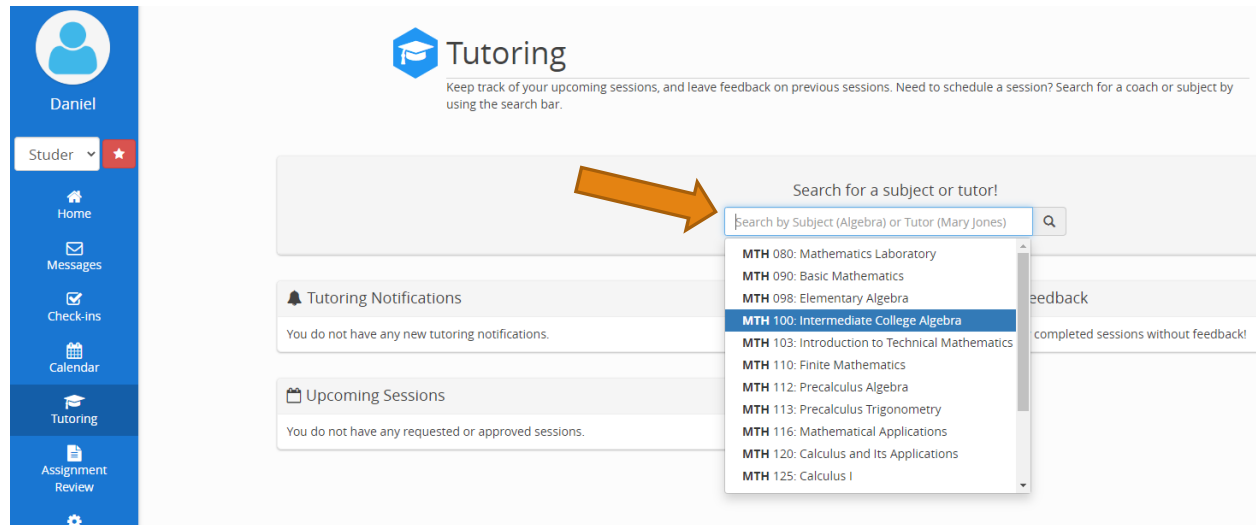
# How to Make an Online Appointment



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.

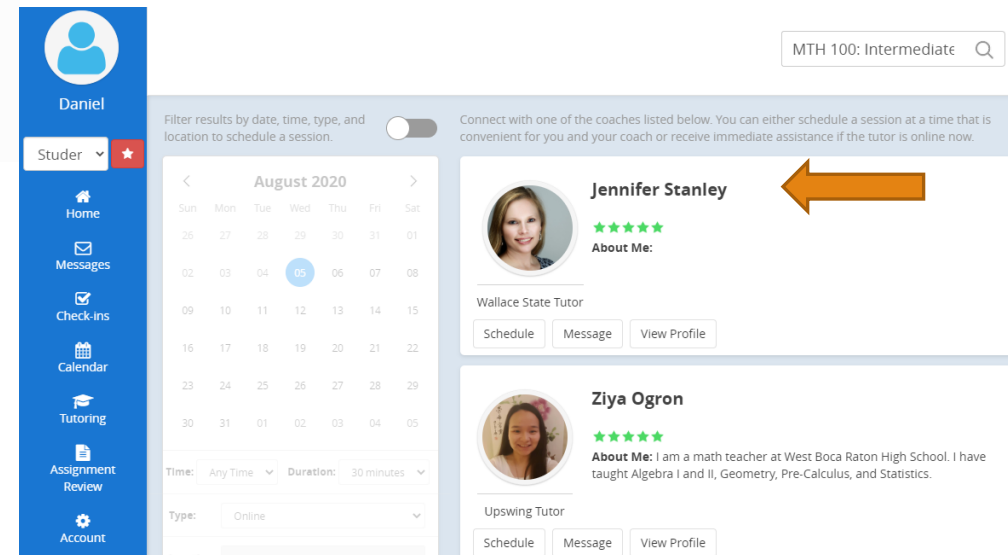
# How to Make an Online Appointment



The screenshot shows the Tutoring interface. On the left is a blue sidebar with a user profile for Daniel, a 'Studer' dropdown, and navigation icons for Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, and Account. The main area has a 'Tutoring' header with a graduation cap icon and a search bar. An orange arrow points to the search bar, which contains the text 'Search for a subject or tutor!'. Below the search bar is a dropdown menu listing 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.

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

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



The screenshot shows the Tutoring interface with the search results for 'MTH 100: Intermediate'. The sidebar is the same as in the previous screenshot. The main area has a search bar with 'MTH 100: Intermediate' and a search icon. Below the search bar is a calendar for August 2020. To the right of the calendar is a list of tutors. An orange arrow points to the first tutor, Jennifer Stanley, who is a Wallace State Tutor with a 5-star rating. Below her is Ziya Ogron, an Upswing Tutor with a 5-star rating. Each tutor has a 'Schedule', 'Message', and 'View Profile' button.

# 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.”

This screenshot shows the online appointment interface for Jennifer Stanley, a Wallace State Tutor. The interface includes a sidebar with navigation links (Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, Logout) and a main content area. The main content area displays a calendar for August 2020, with tabs for Online, In-person, One-on-One, and Group sessions. The calendar shows availability for each day of the week, with time slots and a "Select a time" button. An orange arrow points to the "Select a time" button for the Friday, August 7, 2020 slot (8:00 AM - 2:00 PM).

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

This screenshot shows the online appointment interface for Jennifer Stanley, with a modal form open for scheduling an online session. The modal form includes fields for 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. 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 is titled "Tutoring" and includes a sidebar with navigation links: Home, Messages, Check-ins, Calendar, Tutoring (active), Assignment Review, Account, and Logout. The main content area features a search bar for subjects or tutors, a notifications section, a feedback section, 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.

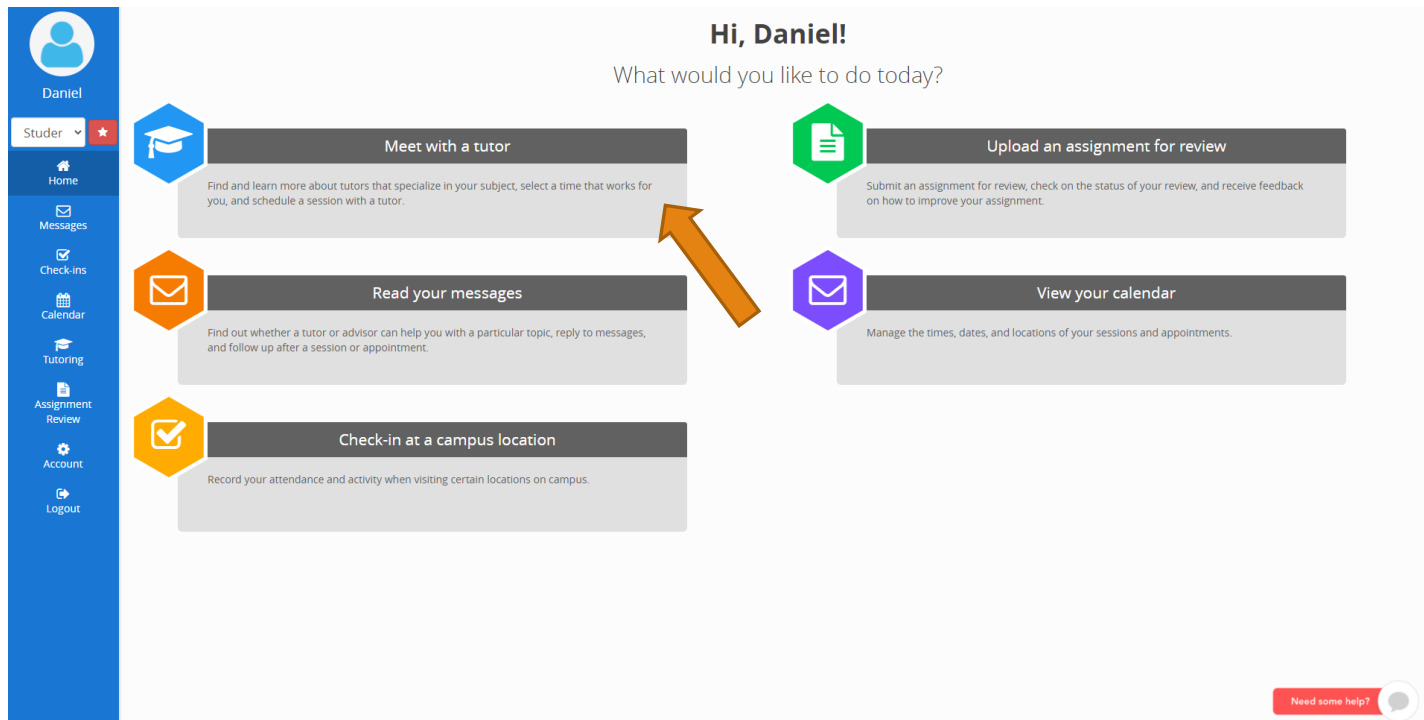
At the appointment time, a “**Go to the Room**” button will appear. Click on this to enter the appointment.

To cancel the appointment, click “cancel.”

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

---

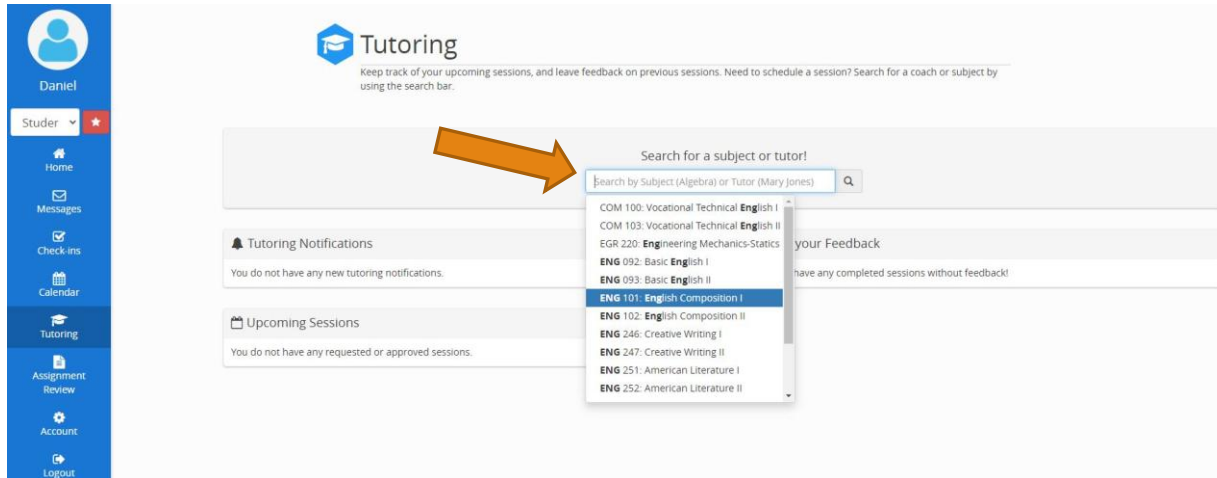
# How to Make an In-Person Appointment



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

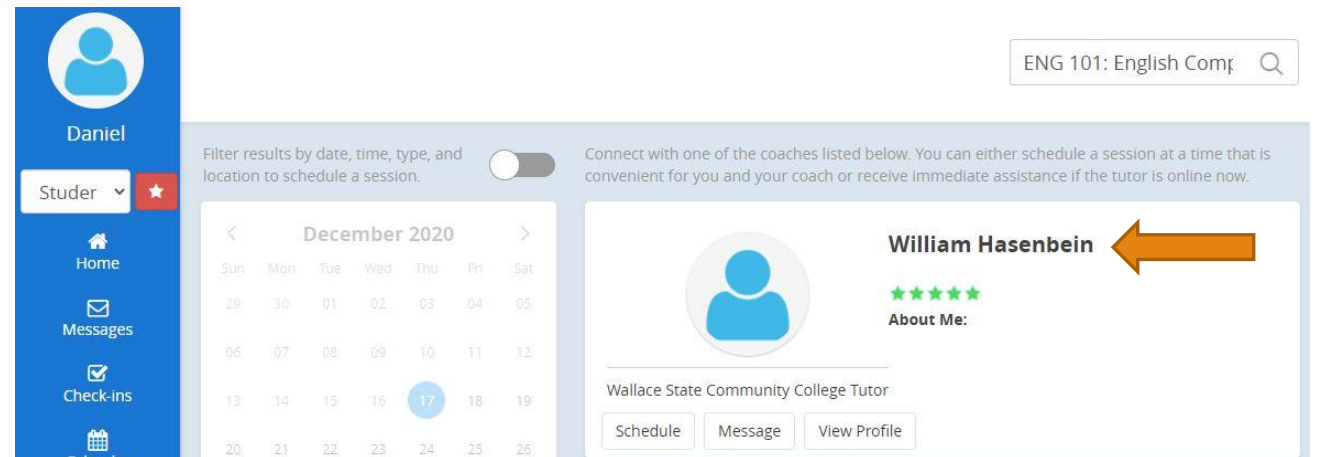
Please try to **schedule appointments an hour or two in advance!** This ensures a much better chance of you getting time with a tutor.

# 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 displays the tutoring system interface for William Hasenbein, a Wallace State Community College Tutor. The interface includes a sidebar with navigation links: Daniel, Studer, Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, and Logout. The main content area shows the tutor's profile, including a rating of five stars and a status of Offline. Below the profile is the 'Availability' section, which displays a calendar for December 2020. The calendar shows the following availability slots:

| Day      | Date              | Time Range                                              | Location   | Action        |
|----------|-------------------|---------------------------------------------------------|------------|---------------|
| TODAY    | December 17, 2020 | 9:15 AM - 4:30 PM                                       | Hanceville | Select a time |
| FRIDAY   | December 18, 2020 | 8:00 AM - 2:00 PM                                       | Hanceville | Select a time |
| SATURDAY | December 19, 2020 | William Hasenbein isn't available on December 19, 2020. |            |               |
| SUNDAY   | December 20, 2020 | William Hasenbein isn't available on December 20, 2020. |            |               |

Two orange arrows highlight the 'In-person' option in the session type selection bar and the 'Select a time' button for the 9:15 AM - 4:30 PM slot on Thursday, December 17, 2020.

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

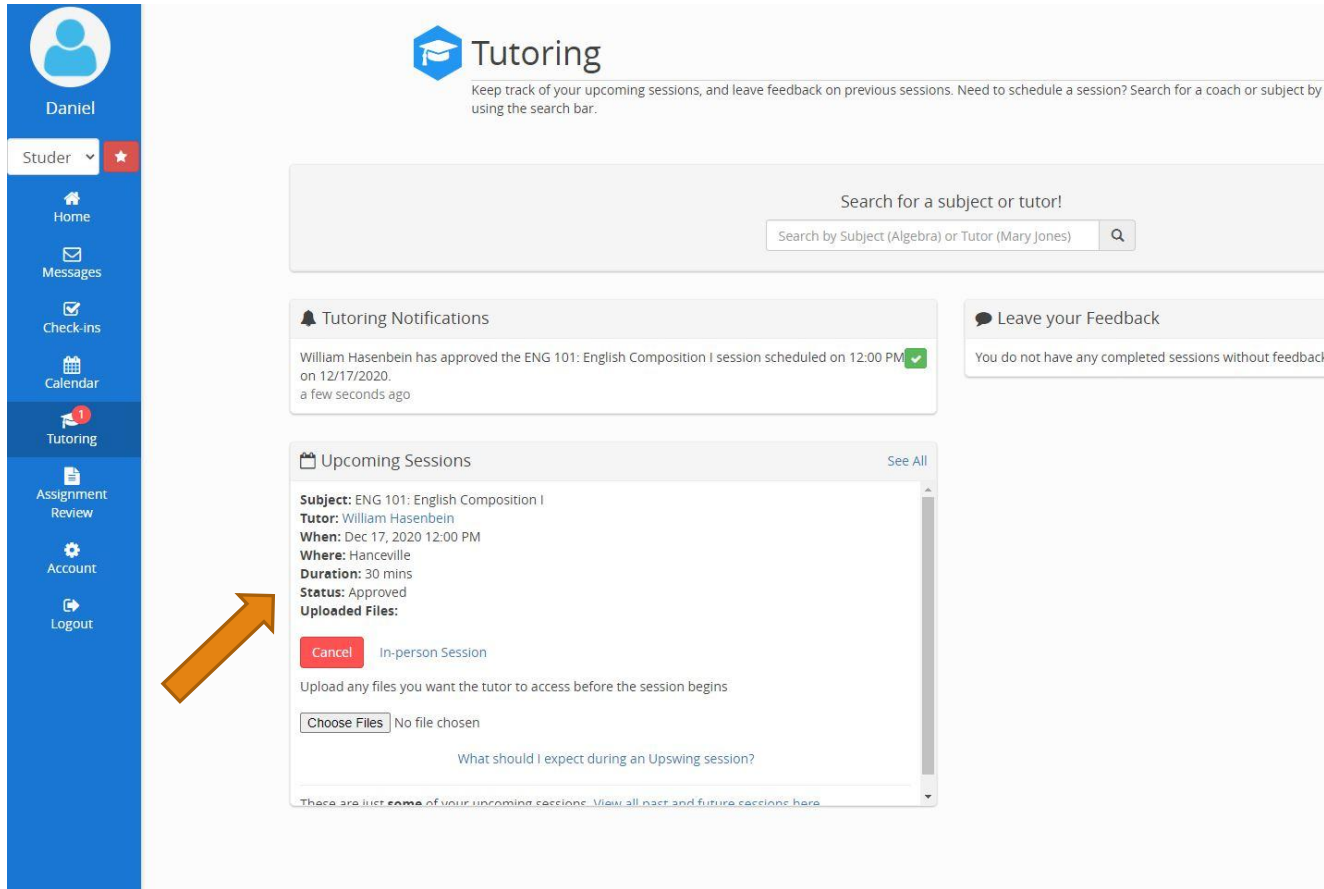
The screenshot shows a web application interface for scheduling. A modal window titled "Schedule an in-person session with William Hasenbein" is open. The modal contains the following fields and options:

- Subject:** A dropdown menu showing "ENG 101: English Composition..."
- Date:** A text field showing "Dec 17, 2020"
- Time:** A dropdown menu showing "12:00 PM". An orange arrow points to this field.
- Duration:** A dropdown menu showing "30 minutes". An orange arrow points to this field.
- Location:** A text field showing "Hanceville"
- Buttons:** A blue button labeled "Upload Files +" and a larger blue button labeled "Schedule". An orange arrow points to the "Schedule" button.

In the background, a calendar view for December 19th is visible, showing a grid with time slots. The "In-person" tab is selected. Time slots shown include "9:15 AM - 4:30 Hanceville" and "8:00 AM - 2:00 Hanceville".

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 a user profile for Daniel and navigation links: Home, Messages, Check-ins, Calendar, Tutoring (highlighted), 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 sections: 'Tutoring Notifications' and 'Leave your Feedback'. The 'Upcoming Sessions' section is expanded, showing details for an ENG 101 session. An orange arrow points to the 'In-person Session' button.

**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?

There 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**

---

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

# Got Questions?

---

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

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

