

SUNY SCHENECTADY

Academic Services

Tutor Services: Scheduling a 1:1 Tutor Session



WELCOME TO UPSWING!

SUNY Schenectady's tutor scheduling software

Set up a session in just a few easy steps:

(Please note: You are allowed one hour per week, per course, for up to 3 courses)

1. Go to: <https://sunysccc.upswing.io>
2. Log in with your MYSCCC login information (Your portal information)
3. Click on "Meet with a Tutor"
4. **Search** the course you want a tutor for (ex: MAT 085 or College Algebra, etc.)
5. Click on a **tutor's name** ****Select an UPSWING tutor for online-only (virtual) tutoring**
6. Find a date/time that works for you and click "Select a Time" and verify information:
Select a **Date, Time, Duration (Select 60 minutes)**
Note Location: In-person tutors will meet in **Elston 522, Elston 330, or the Music Building**; "Virtual Learning" is online tutoring
7. Click "Schedule" ***In-person appointments should be made with 72 hours' notice**
8. The tutor will receive the request and will respond with an "accept" or "decline." **You will receive a confirmation email to your SUNY account or a text message if you've set that up.**
9. Once the session is confirmed, simply attend the session (in-person or online) during the scheduled date/time. **Be sure to set up text alerts to get a session reminder.**
10. **Don't forget to prep for your session!** Have questions, your text book, notes, or the assignment you need assistance with ready to go.

Tips:

- **If you want to receive text alerts and reminders about your appointments, be sure to update your "Text Notifications" in your account settings!** Alerts will tell you when a session is confirmed, cancelled, or send you a reminder before your scheduled session!
- **To make re-occurring, weekly appointments, repeat steps 4 – 7 for each week you'd like to meet with a tutor. Book early to ensure your spot.**
- **Students are allowed 1 hour a week, per course, for up to 3 courses, so use your time wisely!** If you feel you need more than 1 hour, please visit the Tutor Service office for additional support and information.

Please contact Tutor Services with any questions or problems:

Elston 522

(518) 381-1461

TutorServices@sunysccc.edu

SUNY Schenectady 1:1 Tutoring Contract

PLEASE READ AND FOLLOW CONTRACT CAREFULLY

By using the Upswing scheduling software, you acknowledge the guidelines of the 1:1 Tutoring program and understand that failure to follow them can result in loss of tutoring services for the semester.

- By agreeing to participate in the 1:1 Tutoring program you accept responsibility to make your own appointments and you acknowledge that the program does not guarantee a tutor
- Tutoring requires **COMMITMENT** and **RESPECT** between you and the tutor much like any other professional relationship (i.e. doctor, lawyer, professor)
- **All students are expected to behave in accordance with SCCC student code of conduct.** Violations will result in immediate dismissal from the tutoring program. The SCCC's student code of conduct is found at: <http://www.sunysccc.edu/student/conduct.htm>
- All tutoring session requests in the Upswing system need to be reviewed and approved by the tutor in order for the tutoring session to occur; the tutor has the right to deny a request
- Your tutor session confirmation will be **E-MAILED** to you at your **SCCC email address** or sent via text message. It will come from "Upswing." Please remember to check your junk/spam folder.
- **COME PREPARED!** Work on your class assignments in advance, do the reading, bring your course materials, and come with questions you need answered
- **IF YOU NEED TO CANCEL OR RESCHEDULE A TUTORING SESSION YOU MUST CONTACT YOUR TUTOR DIRECTLY AT LEAST 24 HOURS IN ADVANCE.**
- You are allowed **only ONE (1)** no-show OR cancelation with less than 24 hours' notice. Send an explanation to your tutor. **If you miss for a second time** your ability to sign up for tutoring will be disabled until you meet speak with someone from Tutoring Services (office located in Elston 522)
- At the end of each session, **sign your tutor's time sheet** to keep a proper a record of your sessions
- If you drop a course or feel you no longer need a tutor, please cancel your future appointments in Upswing and/or contact the Tutor Coordinator in Elston 522 so as to not affect future tutoring opportunities for yourself, and out of courtesy to others
- If you have a tutor compliment/question/concern, please see the Tutor Coordinator in Elston 522 or contact them at TutorServices@sunysccc.edu

Thank You and Good luck!