Set up a virtual session in just a few easy steps:
Please note: You are allowed up to 3 hours of 1:1 tutoring per week, in person or online Monday - Sunday

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 (SUNY SCCC Tutors will appear first, then Upswing Tutors)
6. Find a date/time that works for you and click “Select a Time” and verify information:
   - Date, Time, Duration (Select 30 or 60 minutes)
   - Note Location: “Virtual Tutoring Center” is an online session
     In-person tutors may not be available at this time
   - Upload any files/documents in advance so your tutor can view ahead of time
7. Click "Schedule"
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 by visiting your “Upcoming sessions” 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. You are able to upload your documents and share your computer screen with the tutor!

Tips:
- If you need general writing help for any course, search and select “Writing Center” when looking for courses/tutors
- 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!
- Watch the helpful videos on our Tutor Services page to learn more about making an appointment and using the interactive whiteboard.
- Students are allowed up to 3 hours of 1:1 tutoring in person or online per week, so use your time wisely! If you feel you need more than 3 hours, please contact Academic Services for additional support and information.

Please contact Academic Services with any questions or problems:
(518) 381-1249
RaguccML@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 decline a request
- Your tutor session confirmation will be E-MAILED to you at your SCC email address or sent via text message if you’ve set-up that feature. 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, have your course materials, copy of any assignments, and come with questions you need answered.
- If you need to cancel your reschedule your session, you need to notify you tutor via Upswing at LEAST 24 hours in advance by either sending them a message and/or cancelling directly.
- You are allowed only ONE (1) no-show OR cancellation with less than 24 hours’ notice. If you miss for a second time, you will receive a warning email and your ability to sign up for tutoring may be disabled until you speak with someone from Tutor Services. Additionally, any upcoming scheduled appointments you have will be cancelled; you may reschedule once your account is reactivated.
- At the end of each session, don’t forget to leave tutor feedback to help us improve!
- If you drop a course or feel you no longer need a tutor, please cancel your future appointments in Upswing and/or contact Academic Services, RaguccML@sunysccc.edu so as to not affect future tutoring opportunities for yourself, and out of courtesy to others
- You are allowed up to 3 hours of 1:1 tutoring per week, Monday – Sunday. Once you hit your 3 hour limit, you will be restricted from making any new appointments until the start of the new week. Please visit the walk-in learning labs to receive additional tutoring. Exceptions are made for TRiO students; please see the Tutor Coordinators for more details.

If you have any questions, feel free to contact Academic Services at any time:
RaguccML@sunysccc.edu ~ (518) 381-1249
Thank You and Good luck!