

## How to View GAA Tutoring Hours and Schedule an Appointment on TracCloud

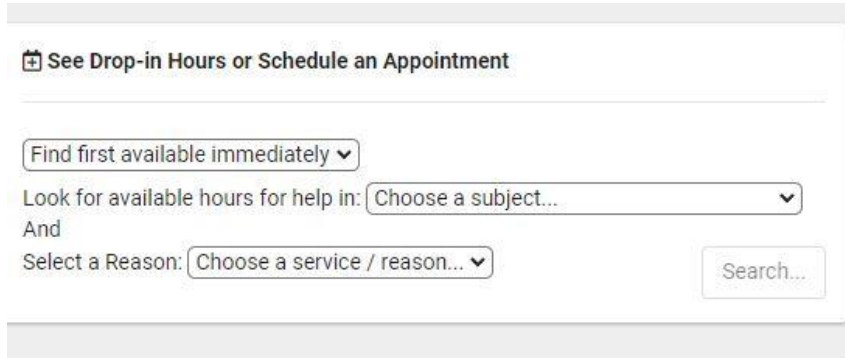
1. Go the TracCloud link. You can find the link on the main GAA Tutoring Center website, [www.qcc.edu/gaa](http://www.qcc.edu/gaa). The direct link is: <https://qcc.trac.cloud/trac/> You will be prompted to sign in with your QCC student credentials.

2. You will be brought to your QCC Tutoring Centers main dashboard. On here, you can view all three centers' most current hours and information. You can also view your own upcoming appointments if you have any scheduled:

The screenshot shows the user's dashboard on the TracCloud platform. At the top, there is a navigation bar with a 'Log Off...' button and a notification bell. The main content area is divided into two columns. The left column contains a 'Welcome to QCC Tutoring!' message, followed by a list of three tutoring centers: Math Center 206 HLC, Writing Center 208 HLC, and GAA 222 HLC. Each center has its own 'In-person drop-in schedule' or 'In-person schedule' listed with days and times. The right column features a date selector for 'Tue Jan 24 2023' and a 'week' view button. Below this, there is a section for 'See Drop-in Hours or Schedule an Appointment' with a search form. The search form includes a dropdown for 'Find first available immediately', a dropdown for 'Choose a subject...', and a dropdown for 'Choose a service / reason...'. A 'Search...' button is located to the right of the search form. At the bottom of the right column, there is a 'Calendar URL...' button and a 'Week & Semester Time Check for Harrington Learning Center' button. The Quinsigamond Community College logo is visible in the bottom right corner of the dashboard.

This is your own dashboard; only you will be able to see your own appointments. This is because you are logged into TracCloud with your own QCC credentials.

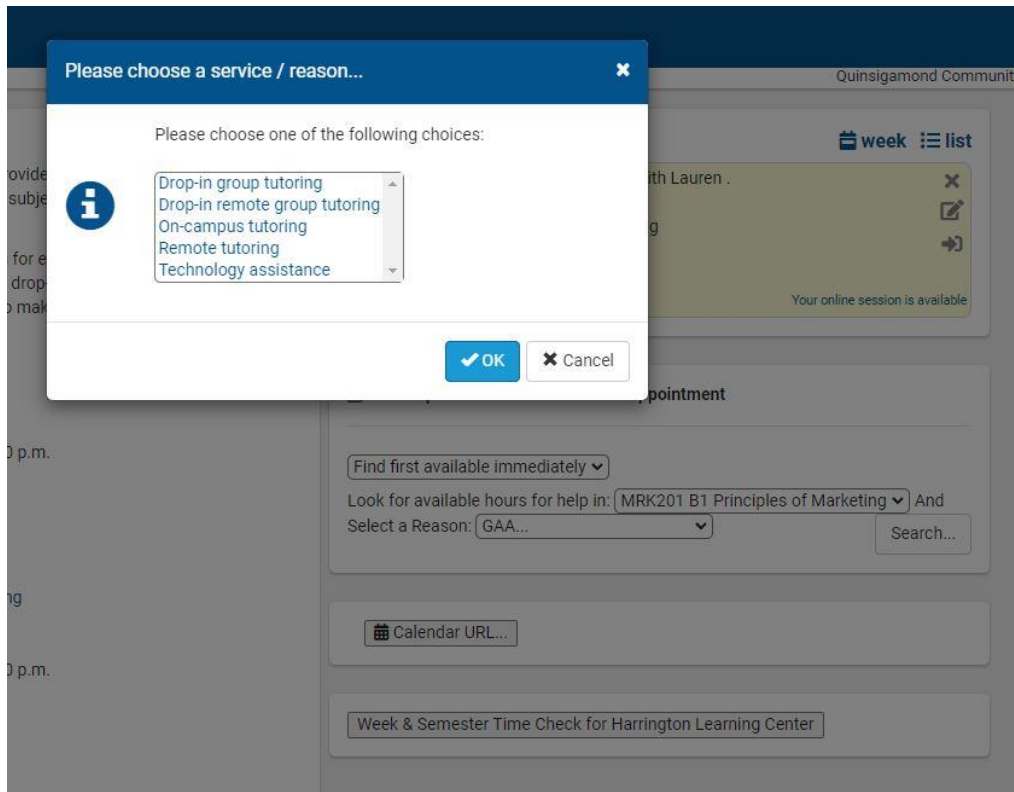
3. **To view the tutoring schedule and to make an appointment:** Locate the section on the right side that says “See Drop-in Hours or Schedule an Appointment:”



The screenshot shows a web form titled "See Drop-in Hours or Schedule an Appointment". It features a dropdown menu set to "Find first available immediately". Below this is a label "Look for available hours for help in:" followed by a dropdown menu with "Choose a subject...". Underneath is the word "And" and another label "Select a Reason:" followed by a dropdown menu with "Choose a service / reason...". A "Search..." button is located to the right of the second dropdown menu.

4. On the first drop-down menu, you can click on either “Find first available immediately” or “Choose a date and center.” Both will bring up results, so you can select either one. Then on the second drop-down menu, select your class for which you are looking for assistance. (This will be your current, specific schedule only, so you will only see the courses you are taking, not a long list of every course offered at QCC). Then from the final drop-down menu, select your reason. The reason will be one of the three tutoring centers – the Math Center, Writing Center, or GAA Tutoring Center – or Technology Assistance. Then click on Search.

This will bring up the “service/reason” window. This is asking you to further specify what kind of tutoring you are looking for:



The screenshot shows a modal window titled "Please choose a service / reason...". The window contains an information icon (i) and the text "Please choose one of the following choices:". Below this is a list box with five options: "Drop-in group tutoring", "Drop-in remote group tutoring", "On-campus tutoring", "Remote tutoring", and "Technology assistance". At the bottom of the modal are "OK" and "Cancel" buttons. The background shows a blurred view of the appointment scheduling interface, with the "Select a Reason:" dropdown menu now showing "GAA...".

If you are scheduling an appointment in the GAA, the reasons you will see are:

**Drop-in group tutoring** = in person/on campus group tutoring (open to as many students who want to come), no appointment needed

**Drop-in remote group tutoring** = online/Zoom group tutoring, no appointment needed

**On-campus tutoring** = in person/on campus one-on-one tutoring, appointment needed

**Remote tutoring** = online/Zoom one-on-one tutoring, appointment needed

**Technology assistance** = general technology assistance (any tutor in any tutoring center can assist with this)

Once you've selected the specific reason you're looking for, click the blue OK button.

5. You will then see the available days and times for the class and reason you selected. On the left side, you'll see the time of the session and the tutoring center it's in. In the center, you'll see the date of the session and the type of session (group, one-on-one, in person, or online). On the right side, you'll see the tutor's name and the location of the session.

See Drop-in Hours or Schedule an Appointment ×

Subject: **MRK201 B1 Principles of Marketing**  
Reason: **On-campus tutoring**

Scroll through the list for the available drop in hours and appointments  
There are 2 slots of time available, please choose one that works for you... Choose a different

Wed, Jan 25 2023

9:30a-10:30a	Wed Jan 25 1 on 1 In-Person	Lauren
GAA Tutoring Center		222 HLC
10:30a-11:30a	Wed Jan 25 1 on 1 In-Person	Lauren
GAA Tutoring Center		222 HLC

Load more for Thu, Jan 26 2023...

Report Unable to Find Drop-in hours and/or Appointment... Close

You can click the blue “Load more” button to see more available days and times:

See Drop-in Hours or Schedule an Appointment



Subject: **MRK201 B1 Principles of Marketing**

Reason: **On-campus tutoring**

Scroll through the list for the available drop in hours and appointments

There are 5 slots of time available, please choose one that works for you... Choose a different

date



Fri, Jan 27 2023

9:30a-10:30a	Fri Jan 27	Lauren
GAA Tutoring Center	1 on 1 In-Person	222 HLC

Mon, Jan 30 2023

9:30a-10:30a	Mon Jan 30	Lauren
GAA Tutoring Center	1 on 1 In-Person	222 HLC
10:30a-11:30a	Mon Jan 30	Lauren
GAA Tutoring Center	1 on 1 In-Person	222 HLC

Wed, Feb 1 2023

Report Unable to Find Drop-in hours and/or Appointment...

Close

Appointments are only shown up to two weeks in advance. You will not be able to view or book appointments more than two weeks from the current date. If you continue trying to load more availabilities past the upcoming two weeks, you will see this message:

There were no new results found for Wed, Feb 1 2023. Campus rules prevent booking too early. Please come back again when these slots become available on 2023-01-25

The above examples are all for on-campus tutoring. If you selected “Remote tutoring” as your reason in Step 4, you will only see the online sessions available:

See Drop-in Hours or Schedule an Appointment



Subject: **MRK201 B1 Principles of Marketing**

Reason: **Remote tutoring**

Scroll through the list for the available drop in hours and appointments

There are 1 slots of time available, please choose one that works for you... Choose a different

date



Tue, Jan 24 2023

600p-700p **Tue Jan 24** Lauren  
1 on 1 Online online  
GAA Tutoring Center

Load more for Wed, Jan 25 2023...

Report Unable to Find Drop-in hours and/or Appointment...

Close

6. If you find the day and time that you want to book, click anywhere on the available time block that you want. You will then be brought to the confirmation page. If you see the correct day, time, and modality (on campus or remote) that you want, click the blue Confirm button.

See Drop-in Hours or Schedule an Appointment



Subject: **MRK201 B1 Principles of Marketing**

Reason: **On-campus tutoring**

Search

Confirm booking this appointment in **GAA Tutoring Center** with **Lauren** on **Wed, January 25th 2023** for **MRK201 B1 Principles of Marketing On-campus tutoring**

Start Time	End Time	Duration (Hr:Min)
09:30am	10:30am	01:00

Unchecking this box means you have opted in to an in-person meeting with this staff member.

Document ? Special Needs / Skills / Accommodations

You must save this appointment before a document may be uploaded.

Sched By: 2023-01-24 11:34:29 Student Rebecca Alme

Sched Mod By: 2023-01-24 11:34:29

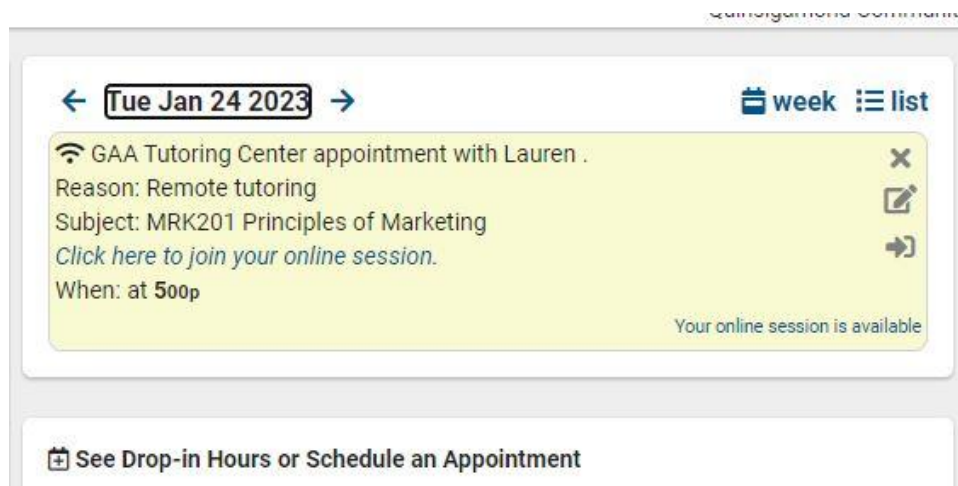
**CONFIRM** Click Confirm in order to Confirm this appointment

The location for this appointment is **222 HLC**

Report Unable to Find Drop-in hours and/or Appointment...

Close

7. Once you confirm the appointment, you can return to your dashboard/the main page and you will now see the appointment on the right side on your calendar:



8. You will also immediately receive a confirmation email to your Qmail with the session information, including the date and time, the location (the room number and building if it is in person or the direct Zoom link if it is online), the course, and the tutor's name:

Hi Rebecca,

Thank you for setting up an appointment with GAA Tutoring Center. You are scheduled for the following tutoring session:

Date and time: 01/24/23 05:00pm

Location: In Person-<https://qcc-edu.zoom.us/j/95923316883>

Course: MRK201 Principles of Marketing

Tutor: Lauren

Please make sure to bring all your course materials with you to the session.

Read about our policies and procedures for each center here: <https://www.qcc.edu/services/tutoring>

Need to reschedule or cancel? Return to your TracCloud dashboard and follow the instructions.

We look forward to seeing you!

You will also receive a reminder email a day before the session. If you accidentally delete any of your confirmation emails, go back to Step 1 and log into TracCloud. When you're logged into TracCloud, you will always see your upcoming appointments scheduled on your calendar on the right side of your dashboard with all the information you need to know:



**Welcome to QCC Tutoring!**

The GAA, Math Center, and Writing Center provide a welcoming and supportive environment and free tutoring in a variety of subjects on the second floor of the Harrington Learning Center.

- See in-person (on-campus) schedules for each center below
- Search your subject and reason in the drop-down menus (on the right) to access an **Online** drop-in session or to make an **Appointment**

**Math Center** 206 HLC, [www.qcc.edu/math](http://www.qcc.edu/math)**In-person drop-in schedule:**

Monday through Thursday: 10:00 a.m. – 7:00 p.m.

Friday: 10:00 a.m. – 4:00 p.m.

Saturday: 10:00 a.m. – 2:00 p.m.

**Writing Center** 208 HLC, [www.qcc.edu/writing](http://www.qcc.edu/writing)**In-person drop-in schedule:**

Monday through Thursday: 10:00 a.m. – 7:00 p.m.

Friday: 10:00 a.m. – 4:00 p.m.

Saturday: 10:00 a.m. – 2:00 p.m.

**GAA** 222 HLC, [www.qcc.edu/gaa](http://www.qcc.edu/gaa)

(Tutoring for courses in Business, Languages, Sciences, Social Sciences, and Technology)

**In-person schedule (times per subject vary):**

Monday through Thursday: 10:00 a.m. – 6:00 p.m.

← Mon Jan 23 2023 →

day list

**Monday, Jan 23rd**

You have no appointments scheduled for this date.

**Tuesday, Jan 24th**

GAA Tutoring Center appointment with Lauren .  
Reason: Remote tutoring  
Subject: MRK201 Principles of Marketing  
*Click here to join your online session.*  
When: at 5:00p

Your online session is available

**Wednesday, Jan 25th**

You have no appointments scheduled for this date.

**Thursday, Jan 26th**

You have no appointments scheduled for this date.

**Friday, Jan 27th**

You have no appointments scheduled for this date.

**Saturday, Jan 28th**

You have no appointments scheduled for this date.

**Sunday, Jan 29th**

You have no appointments scheduled for this date.

**9. If you are on Step 6 and you don't find any availabilities in your first search:** Click on the three dots box on the right side of your search box:

See Drop-in Hours or Schedule an Appointment



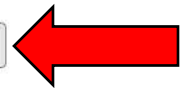
Subject: **BIO107 02 Principles of Biology I**

Reason: **Drop-in group tutoring**

Scroll through the list for the available drop in hours and appointments

There are 1 slots of time available, please choose one that works for you... Choose a different

date



Wed, Feb 8 2023

200p-300p

Wed Feb 8

Katerina Pacheco Wolf

Drop In In-Person

GAA Tutoring Center

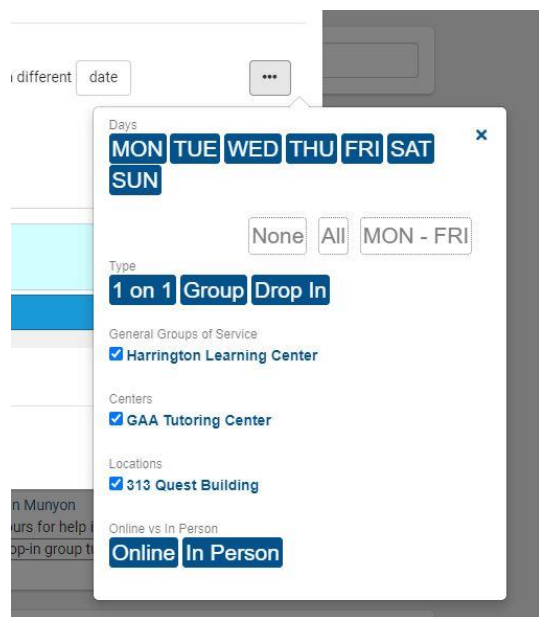
313 Quest Building

Load more for Thu, Feb 9 2023...

Report Unable to Find Drop-in hours and/or Appointment...

Close

That will bring up different search options you can use. You can continue to select your search filters from there until you find what you are looking for:



**10. Still can't find any tutoring availabilities?** You may not see any availabilities at all for the course you selected. If you do not see any available days or times for the subject you chose, go back to Step 4 and try a different reason. For some subjects, we may have more in-person sessions than online, or more group tutoring available than one-on-one.

If you are definitely in need of the one reason you are looking for – for example, if you really want a one-on-one session and not a group session or you really want an online session and not an on-campus session – or, if you try different reasons and you still don't see any availabilities at all, click on the dark blue Report Unable to Find Drop-In Hours and/or Appointments button:

Report Unable to Find Drop-in hours and/or Appointment...

This will bring up a notes box where you can tell us what you were looking for and didn't find. Fill in the information in the boxes and click the blue Submit Report button. This report is then immediately sent to the GAA Tutoring Center, and someone will email you back to help you find what you're looking for:



**Report that you are unable to find an acceptable appointment time:**



Please tell us...

What were you hoping to find:

What did you find instead:

Close

Submit Report