

Instructions for How to Request a Tutoring Appointment in the Academic Center for Excellence

NOTE: These instructions are for students requesting appointments in the Academic Center for Excellence (ACE) at Lehman College for academic coaching, or tutoring in reading, writing, and social sciences and humanities courses. You must follow the instructions below to apply for an appointment, to identify the area for which you seek tutoring and your availability. You will need your EMPLID and you must be enrolled in courses at Lehman College at the time of filling out this application. Incomplete and inaccurate applications will not be processed. After you complete the appointment request, click "Submit." Our staff reviews tutoring appointment requests Monday-Fridays. You will receive an email once an appointment has been made for you. If an appointment cannot be made, our staff will be in touch with you. Please call 718-960-8175 if you have questions about your request for a tutoring appointment.

☐ Go to <https://appointments.lehman.edu/TracWeb40/Default.html>

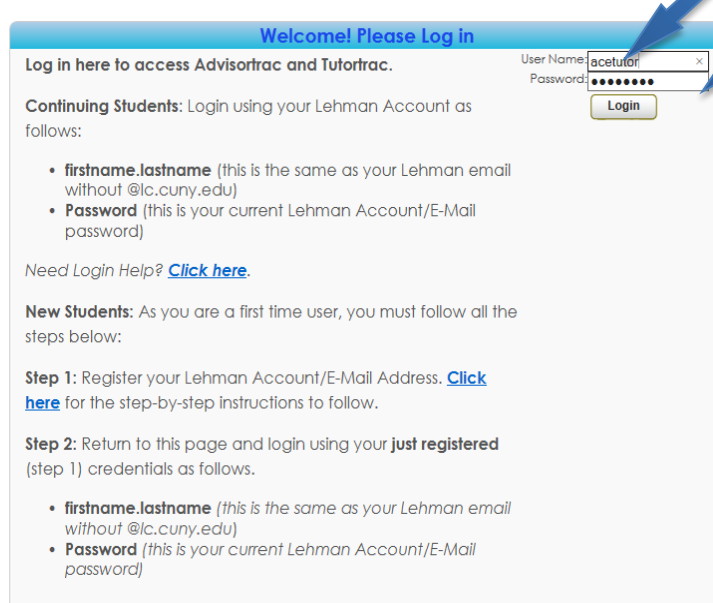
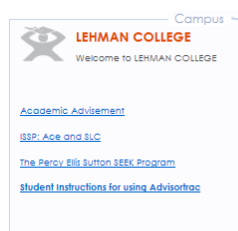
☐ Enter the following user name and password and click **Login**:

USERNAME: acetutor

PASSWORD: acetutor

Enter this
Username:
acetutor

Enter this
password:
acetutor

A screenshot of the Lehman College login page. The page has a blue header with the text "Welcome! Please Log in". Below the header, it says "Log in here to access Advisortrac and Tutortrac." and "Continuing Students: Login using your Lehman Account as follows:". There are two bullet points: "• firstname.lastname (this is the same as your Lehman email without @lc.cuny.edu)" and "• Password (this is your current Lehman Account/E-Mail password)". There is a "Need Login Help? Click here." link. Below that, it says "New Students: As you are a first time user, you must follow all the steps below:". There are two steps: "Step 1: Register your Lehman Account/E-Mail Address. Click here for the step-by-step instructions to follow." and "Step 2: Return to this page and login using your just registered (step 1) credentials as follows.". There are two bullet points: "• firstname.lastname (this is the same as your Lehman email without @lc.cuny.edu)" and "• Password (this is your current Lehman Account/E-Mail password)". There is a login form with "User Name:" and "Password:" fields, both containing "acetutor", and a "Login" button. Two blue arrows point from the "acetutor" text in the instructions to the "User Name:" and "Password:" fields in the login form.

☐ Enter your **Lehman EMPLID** or your name in the following format: **(Last Name, First Name)** and hit Enter.

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The screenshot shows the 'LEHMAN COLLEGE Trac Main Menu' web page. At the top, there is a 'Log Student:' box with a text input field labeled 'Enter EMPLID' and a search icon. A blue arrow points from a callout box on the right to this input field. The callout box contains the text 'Enter your **Lehman EMPLID**'. Below the login box, the main menu area has a 'Welcome!' message and an 'Instructional Support Services Program Notice' which states: 'This Kiosk is for submitting applications for tutoring ONLY. At the Log Student box, type in your CUNYFirst ID (Emplid) and hit enter. Click the drop down arrow "Is this a drop-in appointment?" Select yes. Click continue. You will then see your name, click continue again. Answer all the questions and then click submit. Your application will then be reviewed and we will schedule an appointment for you. If you have any questions you can call 718-960-8175.'

- ☐ Choose **ACE Tutoring Application** in both boxes (they may already be highlighted). At the drop-down box "Is this a drop-in appointment?" – Choose "yes." Click "Continue." Then click "Continue" again.

The screenshot shows a window titled 'Choose A Reason'. It displays the name 'VANESSA' and asks the user to 'Please choose a reason and subject for the visit:'. There are two dropdown menus: 'Select a Subject:' and 'Select a Visit Reason:'. Both dropdowns currently show 'ACE Tutoring Application'. A blue arrow points from a callout box on the right to these dropdowns. The callout box contains the text 'Choose **ACE Tutoring Application** in both Boxes'. Below the dropdowns, there is a question 'Is this a drop-in appointment?' with a dropdown menu showing 'Yes' and 'No'. A blue arrow points from a callout box on the left to the 'Yes' option. The callout box contains the text 'Click the Down Arrow and Choose **YES**'. A 'Continue' button is located at the bottom right of the window.

- ☐ The Surveys Entry box will open.
- ☐ **Answer all the following questions.** Questions 1-6 are personal information questions necessary to identify and complete your application.

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Surveys Entry

1. Full Name
Answer:
[#1-144=4955]

2. Cunyfirst ID (Emplid):
Answer:
[#2-145=4955]

3. Lehman email address:(@lc.cuny.edu)
Answer:
[#3-146=4955]

4. Cell Phone number:
Answer:
[#4-147=4955]

5. Home Phone:
Answer:
[#5-148=4955]

6. If necessary, may we leave messages about your request on your voicemail or with a person who answers your phone?
Answer:
☐ Yes
☐ No

- ☐ Complete questions 7-8 if you are requesting a writing tutoring appointment. Complete question 9 if you are requesting Humanities and/or social sciences – tutoring guidance for a specific course. Complete question 10 if you want Academic Coaching (assistance with study skills, etc...)

Surveys Entry

7. I want writing tutoring for:
Answer:
☐ Application Materials (for scholarship, school, work, etc)
☐ CUNY Assessment Test in Reading
☐ CUNY Assessment Test in Writing
☐ CUNY Assessment Test for the Ability to Benefit (ATB)
[#6-159=4955]

8. I want tutoring for writing, reading, and/or research for a specific course or courses. (Please list the course(s) and course number(s) for which you want writing tutoring).
Answer:
[#7-151=4955]

9. I want tutoring for a Humanities/Social Sciences course. (This is for tutoring in the content of the course or understanding concepts. This is NOT writing. Examples of social sciences and humanities courses are ACC, BBA, PSY, SPA, SPE, etc)
Please tell us for what specific course and course number you seek tutoring. (If there is more than one course you need help with, please list ALL of them).
Answer:
[#9-152=4955]

10. If you need an academic coaching appointment, please check below. (Academic coaching provides help with time management, organization, planning, study skills; reading, note taking, test preparation, test taking and more. It is NOT content tutoring and it is NOT writing tutoring).
☐ Academic Coaching

If you want tutoring for a Humanities- and/or a social science course: Indicate the course for which you need

If you want assistance with study skills, select Academic Coaching

If you want writing tutoring, indicate reason

For question 11, please **check all** the times you are available to meet with a tutor. *The more times you check the higher the probability of matching you up with a tutor, especially mid-semester or finals week when demand is high.*

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Surveys Entry

11. Please check all days and times you are available to meet with a tutor or academic coach. (Check as many as apply)

Answer:

☐

MONDAY

☐ 10AM

☐ 11AM

☐ 12PM

☐ 1PM

☐ 2PM

☐ 3PM

☐ 4PM

☐ 5PM

☐ 6PM

TUESDAY

☐ 10AM

☐ 11AM

☐ 12PM

☐ 1PM

☐ 2PM

☐ 3PM

Check all the times you are available for an appointment

- ☐ Questions 12 – 13, please let us know how frequently you want to see a tutor. If you check that you want a one-time appointment, we *will only schedule you one appointment and the next time you want to come in you will have to schedule another appointment*, while a weekly appointment means you will meet with the same tutor every week at the same time.

Surveys Entry

12. Please let us know how frequently you want to see a tutor:

One-time: We will only schedule you one appointment. The next time you want to come in you will have to schedule another appointment.

Weekly: You will meet with the same tutor every week at the same time.

Answer:

☐ One Time Appointment

☐ Weekly Appointment

[#13-154=4955]

13. Please list any preferences (tutor or times). We will do our best to honor your request but do not guarantee we will be able to do so.

Answer:

[#14-156=4955]

14. In order to receive tutoring services, I will agree to the following guidelines and responsibilities:

When attending my tutoring session, I will bring assignment instructions, textbook, syllabus, and any other relevant material. I understand that my tutor will not do work for me or help me more than I am willing to help myself.

I understand that all regularly scheduled tutoring appointments are 50 minutes long. Appointments begin on the hour and end at 50 minutes past the hour.

CANCELLATION POLICY: I will notify the Academic Center for Excellence (ACE, Tel. [718-960-8175](tel:718-960-8175)) at least 24 hours in advance, or as soon as possible, if I am unable to attend a session. I

Indicate how frequently you wish to meet with a tutor.

Specify if you want to work with a specific tutor preference

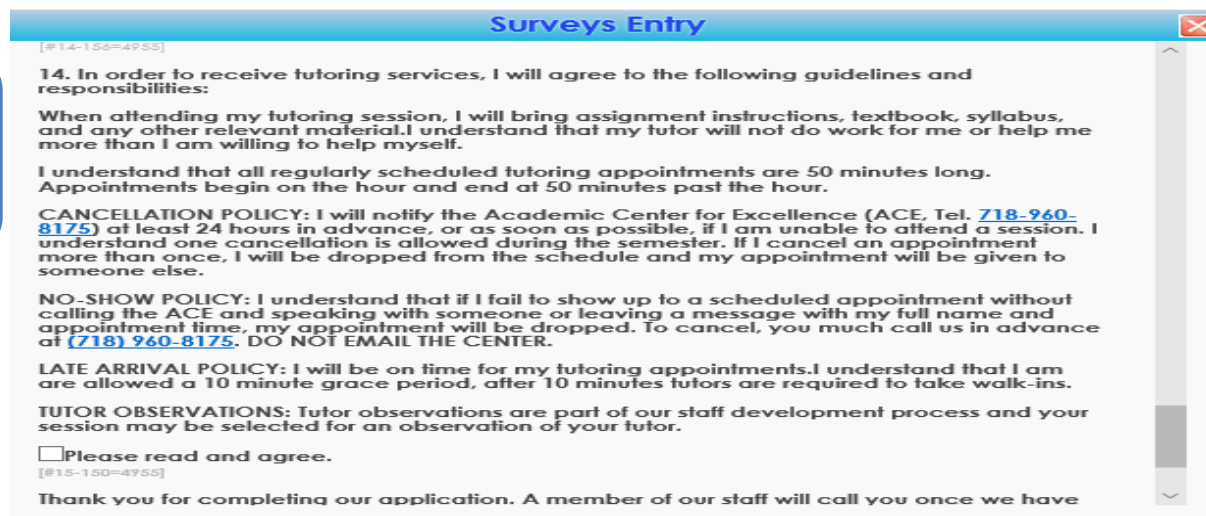
- ☐ Question 14, please read all of the ACE tutoring policies and check the agree box at the end of this question before submitting your responses. Please double check that all the information

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is

correct.

PLEASE
CHECK box
before
Submitting.



The screenshot shows a window titled "Surveys Entry" with a close button in the top right corner. The window contains the following text:

[#14-155=4955]

14. In order to receive tutoring services, I will agree to the following guidelines and responsibilities:

When attending my tutoring session, I will bring assignment instructions, textbook, syllabus, and any other relevant material. I understand that my tutor will not do work for me or help me more than I am willing to help myself.

I understand that all regularly scheduled tutoring appointments are 50 minutes long. Appointments begin on the hour and end at 50 minutes past the hour.

CANCELLATION POLICY: I will notify the Academic Center for Excellence (ACE, Tel. [718-960-8175](tel:718-960-8175)) at least 24 hours in advance, or as soon as possible, if I am unable to attend a session. I understand one cancellation is allowed during the semester. If I cancel an appointment more than once, I will be dropped from the schedule and my appointment will be given to someone else.

NO-SHOW POLICY: I understand that if I fail to show up to a scheduled appointment without calling the ACE and speaking with someone or leaving a message with my full name and appointment time, my appointment will be dropped. To cancel, you must call us in advance at [\(718\) 960-8175](tel:718-960-8175). DO NOT EMAIL THE CENTER.

LATE ARRIVAL POLICY: I will be on time for my tutoring appointments. I understand that I am allowed a 10 minute grace period, after 10 minutes tutors are required to take walk-ins.

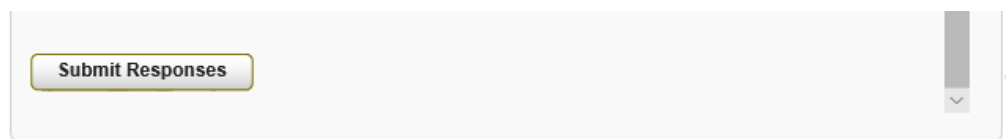
TUTOR OBSERVATIONS: Tutor observations are part of our staff development process and your session may be selected for an observation of your tutor.

☐ Please read and agree.

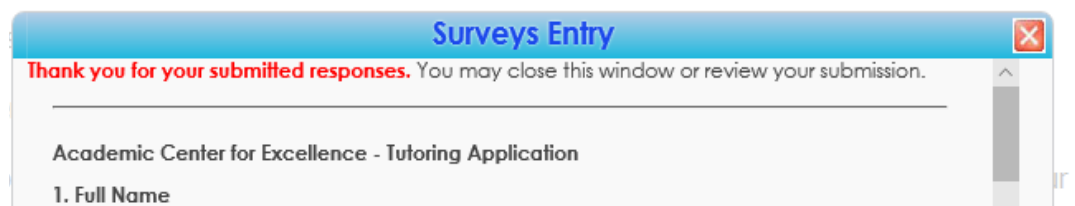
[#15-150=4755]

Thank you for completing our application. A member of our staff will call you once we have

- Finally, once you have clicked "Submit Responses," you may close the Survey Entry Window. Please report to the Front Desk right after you have completed this form for further instructions.



The screenshot shows a button labeled "Submit Responses" with a dropdown arrow to its right.



The screenshot shows a window titled "Surveys Entry" with a close button in the top right corner. The window contains the following text:

Thank you for your submitted responses. You may close this window or review your submission.

Academic Center for Excellence - Tutoring Application

1. Full Name

After this form is submitted, an email will be sent to you once an appointment is created. If an appointment cannot be made, our staff will be in touch to let you know that. Please call 718-960-8175 if you have questions about your application.