# Step-by-Step Instructions for Requesting a Tutoring Appointment

To request an appointment with one of the ASC Tutors, please send us an email **from your college email** to:

[CA-ASC@ccc.commnet.edu](mailto:CA-ASC@ccc.commnet.edu).

In your request, you must include the following information:

1. The specific name of the class for which you need tutoring.
   For example, Math 137 or English 101
2. Your Banner Number
3. **Three** preferred times and days.  For example: Monday at 1pm or Thursday at 5pm

**Requirements:**

- To participate in online tutoring with ASC tutors, it is vital that you check your college email regularly. **Your college email will be our only form of communication with you.**  If we are unable to accommodate one of your preferred times, we will contact you via college email only.  Also, the college email is how you will receive notifications regarding your appointment.
- You must also set your time zone to **Eastern Time** in order for your appointments to appear on your calendar with the correct time. See instructions below:
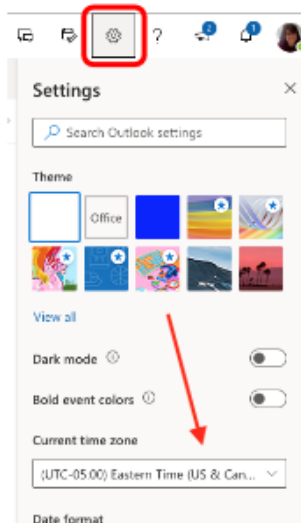
### How to Set the Time Zone in Outlook Calendar

Notice! If the appointments in your email appear at odd times, your time zone in Outlook Calendar may be off.

If you're in Outlook, click on the small calendar icon in the lower left corner of your Outlook screen.

In Calendar, click on the "settings" icon in the upper right-hand corner.
If your time zone does not say "Eastern Time," type in "New York, New York"
Done! It saves automatically.

Settings

Search Outlook settings

Theme

Office

View all

Dark mode

Bold event colors

Current time zone

(UTC-05.00) Eastern Time (US & Can...

Date format

## Step-by-Step Instructions for Using
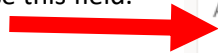## Microsoft Teams to Join a Tutoring Appointment

**Step 1:**  Within one day of your request, our ASC Assistants will schedule an appointment between you and your tutor that matches **or is close** to your preferred times and days.

**How will you know what appointment was scheduled?**

You will receive a confirmation email from the Academic Success Center email address (Center, Academic Success) inviting you to RSVP.

**When you click on "Yes," the email will disappear from your inbox, but it will be saved automatically in your Outlook calendar.  (When the message disappears it actually goes to the "Deleted Items" folder, so it can also be reviewed there.) If the proposed time doesn't work for you, you can request a new time in the field that says "Add a message to Center, Academic Success," then click "No."**



Information you type here will be seen be ASC assistants. If you have questions or need a different time, use this field.

**Step 2:**

**Once you click on "Yes," the appointment will appear on your Outlook Calendar.** To find the appointment on your calendar after you accept it, click on the small calendar icon which can be found on the lower left of your Outlook screen. Once you click on the calendar icon, go to the day of the appointment where you will see a blue box containing details about the appointment including your tutor's name and the time. (See next step)
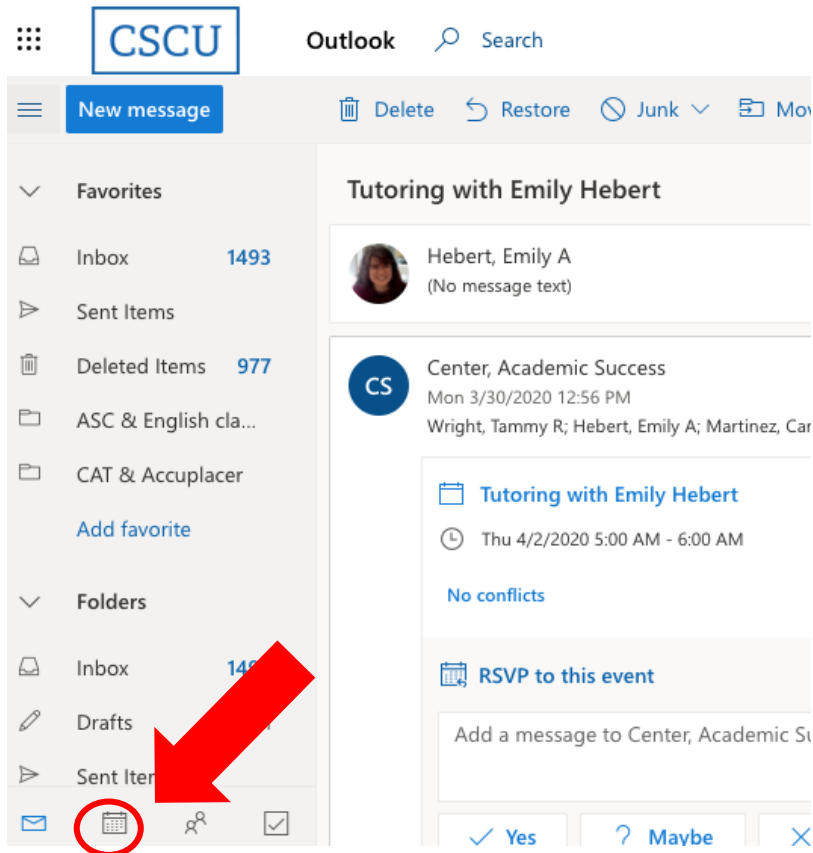


Here is how the appointment will look in your calendar:
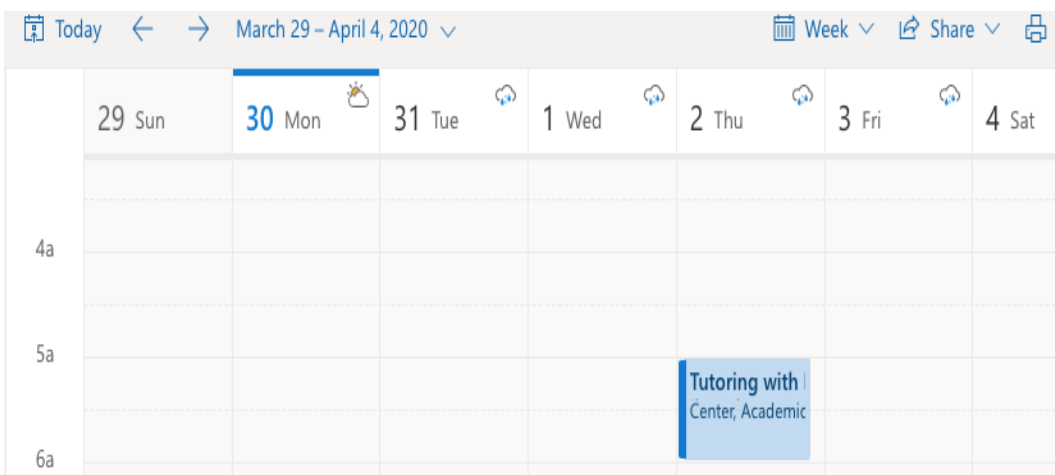
**Step 3:**

**On the day and time of your tutoring appointment**, you will return to this calendar to click on your appointment. A window with details of your appointment will appear. When you're ready to start your session, click on **"Join Teams meeting."** For your first time using Teams to meet with a tutor, it's a good idea to **Join Teams meeting** ten minutes early so that you'll have time to download the app if you choose to and/or get ready for your tutoring appointment.
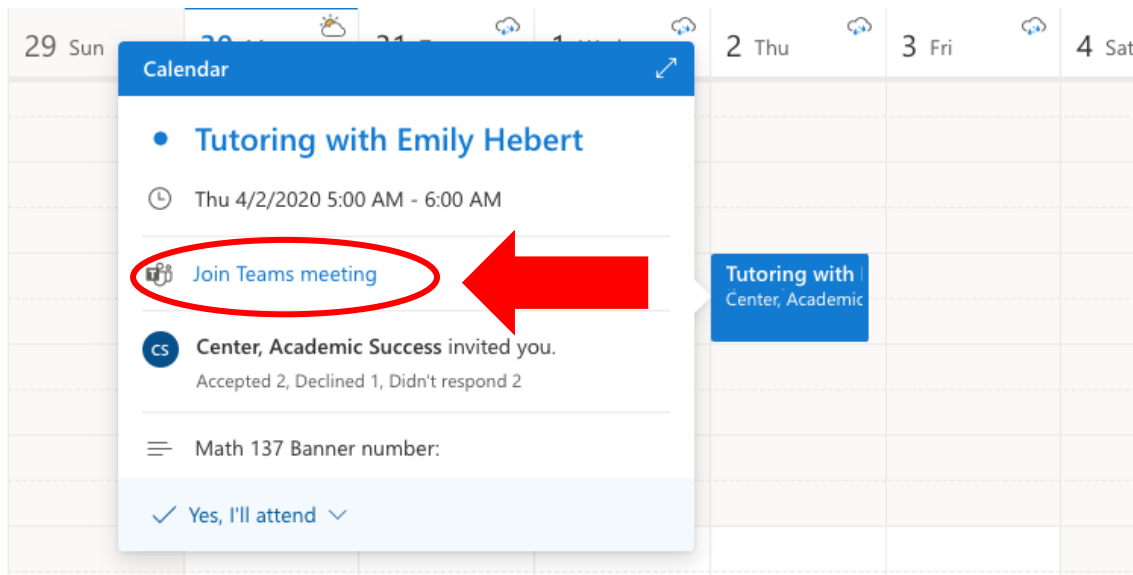


**Step 4:** The first time you click on "**Join Teams meeting**," a tab will open prompting you to choose between **"Download the Windows app" or "Join on the web instead."** This screen will pop up each time you try to join a meeting. Both options will work to meet with the tutor; however, for better access to notifications, including chat messages from the ASC tutors and staff, it's best to download the app.
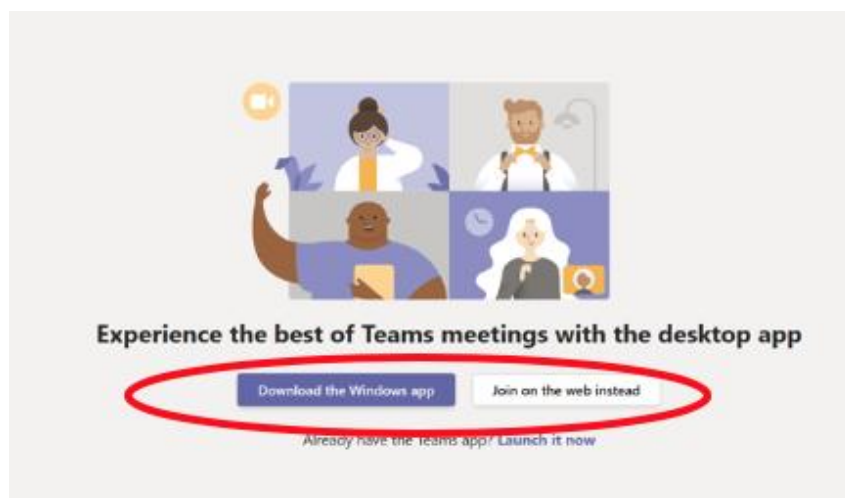
**STEP 5:**

Once you click on **Join Teams meeting**, your tutor should be waiting for you in the chat room at the scheduled time. If your scheduled tutor is not in the chat room on time (please allow them a 5 to 10 minute grace period), please send him or her a chat message by opening a new chat and entering their name in the top search bar. This search bar is tied to all faculty, staff and students' contact information.
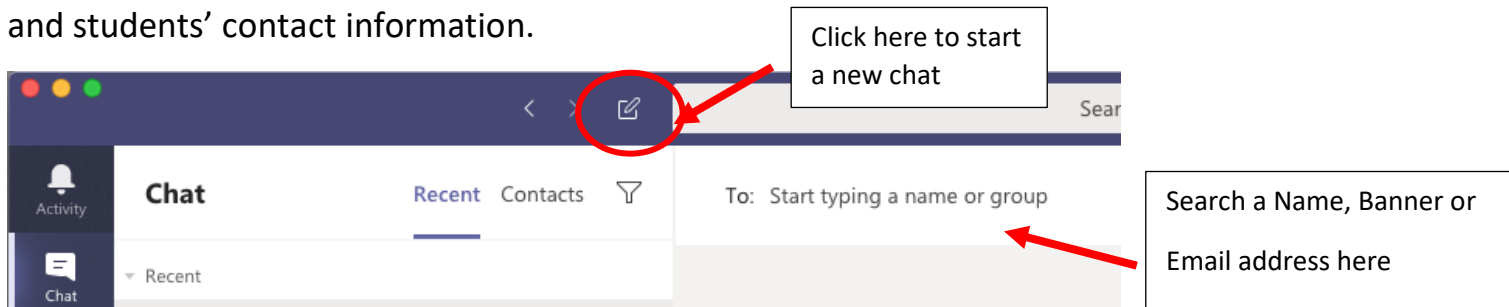


**Student/Tutor Cancellations or No Shows**

If you need to cancel your appointment, or in the unlikely event that your tutor doesn't attend the meeting (due to a scheduling mix-up or unforeseen circumstances), please email us at CA-ASC@ccc.commnet.edu to let us know. Our ASC Assistants will follow up with the tutor and/or will contact you to reschedule your appointment. ASC Assistants can be reached via chat during their office hours (see Step #5 for instructions on how to send them a chat message) or by sending them an email.

**Please use CA-ASC@ccc.commnet.edu to contact the ASC Assistants.**

**Their office hours are:**

| Tammy Wright: <br> Tuesday: 9:00am to 3:30pm <br> Wednesday: 9:00am to 2:00pm <br> Thursday: 9am to 1:00pm | Mari Carmen Holgado-Zuniga (Bilingual/Spanish) <br> Monday: 9am to 3:30pm <br> Wednesday: 2:00pm to 7:30pm <br> Thursday: 3:30pm to 7:30pm |
|---|---|
| Carla Martinez (Bilingual/Spanish) <br> Tuesday: 3:30pm-7:30pm <br> Friday: 9:00am to 4:30pm <br> Saturday: 9:00am to 1:00pm | Thu Van Le: <br> Monday: 3:30pm to 7:30pm |