



TUTORING LAB

Wallace State Community College

Student Resource Center

Spring Hours and Location

HOURS OF OPERATION

Monday – Thursday: 8:00 AM – 6:00 PM

Friday: 8:00 AM – 2:00 PM



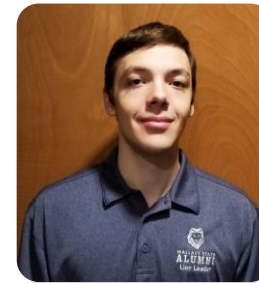
LOCATION & CONTACT INFORMATION

- We are located on the 8th floor of the James C. Bailey Center
- Front Desk Number: 256-352-7821



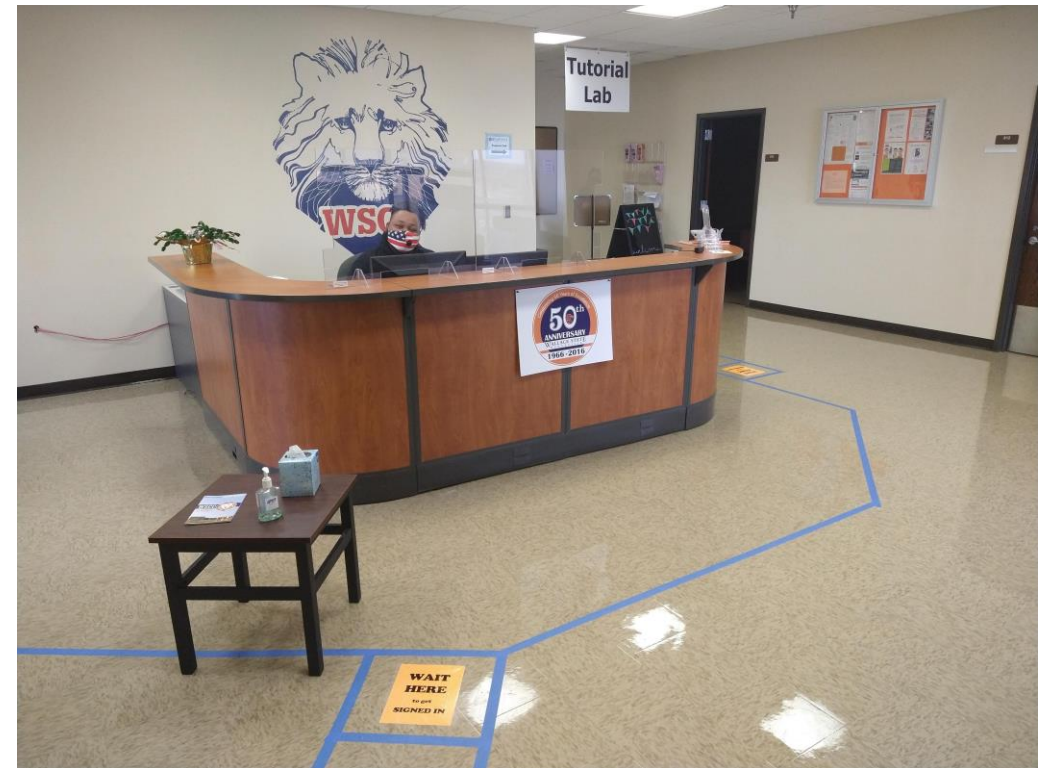
Who Are We?

- Free tutoring service that is open to **ALL** Wallace State students
- Provide tutoring in English, History, Math, Science, and Freshman Seminar
- Staff: peer tutors, full-time tutor coordinators, and the director



What Students Can Expect

- No appointment necessary – come by anytime we are open
- Once you arrive, you will be greeted by our front desk personnel who will sign you in and assign you a tutor
- No time limits



Services Provided

Explain
Assignments

Assist with
Homework

Teach Study
Skills

Review
Assignments

Clarify
Unfamiliar
Concepts

Help Understand
Instructor
Feedback

Help Revise
Papers and
Projects

Review for exams,
midterms,
and finals

Other Services

- Computer Courtyard
- Students can use computers to do online work, type assignments, or get help in computer-based classes
- Open any time the tutoring lab is open



Tutorial Lab - Oneonta Campus

Open

Monday & Wednesday: 12:30 PM – 4:30 PM

Tuesday & Thursday: 8:00 AM – 4:30 PM

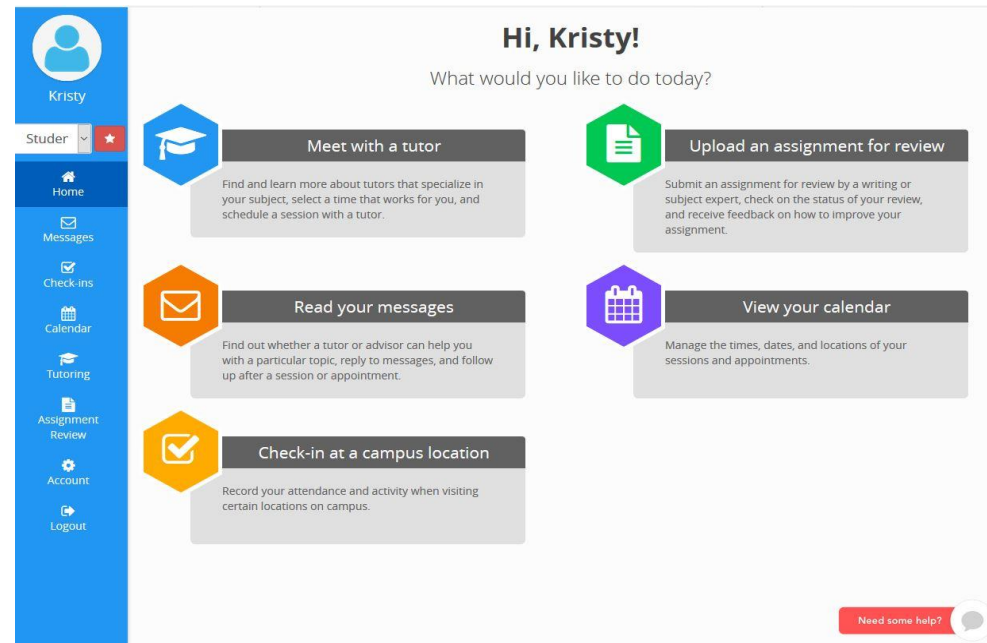
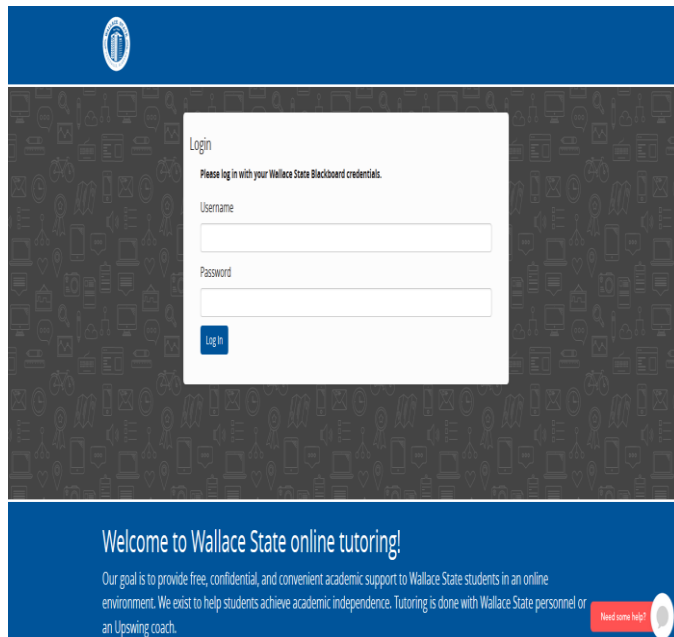
Room #127 in the downtown building

Phone: 205-762-0625



Online Tutoring

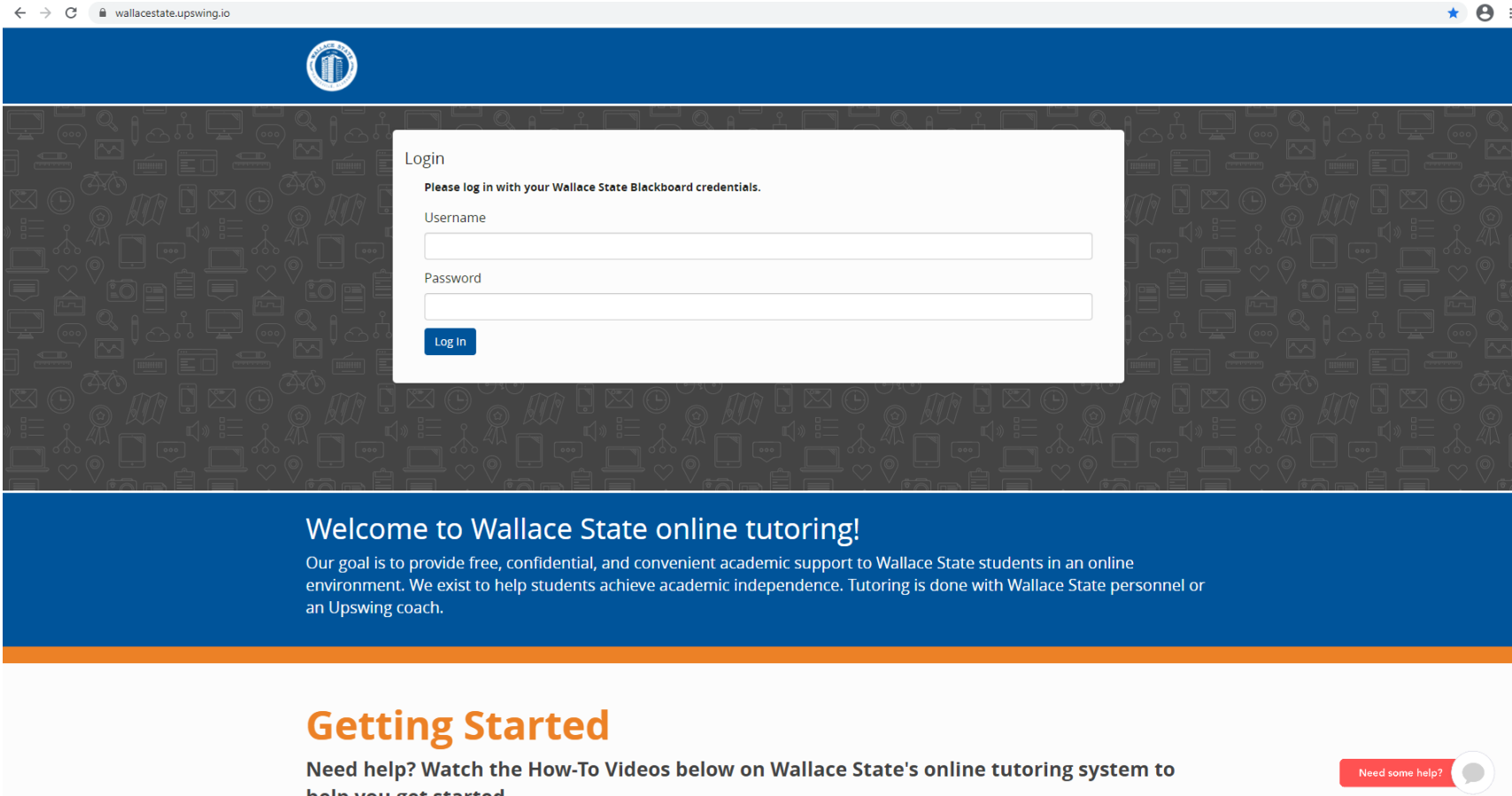
We offer both asynchronous (drop off a paper for review) and synchronous (live tutoring/chatting) tutoring.



Click these links to log on/get help
[https://wallacestate.upswing.io/
Getting Started with Upswing](https://wallacestate.upswing.io/Getting Started with Upswing)

How to Access Upswing

Getting on Upswing



The screenshot shows a web browser window with the URL `wallacestate.upswing.io`. The page features a blue header with the Wallace State logo. Below the header is a dark grey area with a pattern of educational icons. A white login form is centered in this area, containing the following text and fields:

Login

Please log in with your Wallace State Blackboard credentials.

Username

Password

Log In

Below the login form is a blue banner with the text:

Welcome to Wallace State online tutoring!

Our goal is to provide free, confidential, and convenient academic support to Wallace State students in an online environment. We exist to help students achieve academic independence. Tutoring is done with Wallace State personnel or an Upswing coach.


At the bottom of the page, there is a section titled "Getting Started" with the text:

Need help? Watch the How-To Videos below on Wallace State's online tutoring system to help you get started.


In the bottom right corner, there is a red button that says "Need some help?" next to a speech bubble icon.

Do a web search for
`wallacestate.upswing.io`

Getting on Upswing



← → ↻ wallacestate.upswing.io



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Username

Password

[Log In](#)

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Getting Started

Need help? Watch the How-To Videos below on Wallace State's online tutoring system to help you get started.

[Need some help?](#)

Login using your Blackboard username and password to log in

Getting on Upswing

The screenshot shows a user interface for a student named Daniel. On the left is a blue sidebar with navigation icons for Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, and Logout. The main content area is light gray and features a greeting "Hi, Daniel!" and the question "What would you like to do today?". Below this are five action cards, each with a colored icon and a description: "Meet with a tutor" (blue graduation cap), "Upload an assignment for review" (green document), "Read your messages" (orange envelope), "View your calendar" (purple envelope), and "Check-in at a campus location" (yellow checkmark). A red "Need some help?" button with a speech bubble icon is located at the bottom right of the main content area.

Hi, Daniel!
What would you like to do today?

- Meet with a tutor**
Find and learn more about tutors that specialize in your subject, select a time that works for you, and schedule a session with a tutor.
- Upload an assignment for review**
Submit an assignment for review, check on the status of your review, and receive feedback on how to improve your assignment.
- Read your messages**
Find out whether a tutor or advisor can help you with a particular topic, reply to messages, and follow up after a session or appointment.
- View your calendar**
Manage the times, dates, and locations of your sessions and appointments.
- Check-in at a campus location**
Record your attendance and activity when visiting certain locations on campus.

[Need some help?](#)

Welcome to
Upswing!

How to get a Paper Reviewed

How to get a Paper Reviewed

Kristy

Studer

Home

Messages

Check-ins

Calendar

Tutoring

Assignment Review

Account

Logout

Hi, Kristy!

What would you like to do today?

- Meet with a tutor**
Find and learn more about tutors that specialize in your subject, select a time that works for you, and schedule a session with a tutor.
- Upload an assignment for review**
Submit an assignment for review by a writing or subject expert, check on the status of your review, and receive feedback on how to improve your assignment.
- Read your messages**
Find out whether a tutor or advisor can help you with a particular topic, reply to messages, and follow up after a session or appointment.
- View your calendar**
Manage the times, dates, and locations of your sessions and appointments.
- Check-in at a campus location**
Record your attendance and activity when visiting certain locations on campus.

Need some help?

On the home page, click **“Upload an assignment for review.”**

How to get a Paper Reviewed



Assignment Review

Need to submit an assignment, paper, or essay for review? Enter a title for your document and upload it using the instructions below. Your current and previous submissions are listed below on the right.

Submit an Assignment for Review

Subject*:
Please choose a subject ▼

Title*:
Enter Title Here

Paper line spacing*:
▼

Number of Pages (not including cover page)*:
▼

Main File Upload (Please select a subject first)*:
Browse... No file selected.

Supporting File(s) Upload (Please select a subject first):
Browse... No files selected.

Description*:
What are you supposed to do?

Reason*:
What do you need help with?

* required field

Submit

Current Submissions

You currently have no work items.

Previous Submissions

Date: 04/30/2018 01:39 PM	Title: dinner with loved ones	View
Subject: Writing		
Date: 04/30/2018 09:44 AM	Title: dinner with loved ones	View
Subject: Writing		
Date: 04/24/2018 08:16 AM	Title: The Ultimate Gift Essay	View
Subject: Writing		

Fill in the appropriate information.

Once you hit submit, it will go in the **“current work”** folder.

In **72 hours or less**, it will be reviewed and returned. The paper will appear in the **“Previous Submissions”** folder when it is finished.

How to get a Paper Reviewed

Upswing Essay Review
Powered by AskUp

Hi, [redacted] Thanks for sending your essay to Upswing. My name is Kristy I'm a Wallace State Tutor. In this review, I'll walk you through your **Hamlet Essay's strengths**, the areas that need more attention, and any other points that you requested with your submission.

[redacted]

Mrs. Haley Nix

English 102

April 5, 2018

Hamlet Essay

[redacted] Ophelia

In the play, *Hamlet*, the character Ophelia is Prince Hamlet's girlfriend and after Hamlet goes crazy and tries to kill Claudius, Polonius and the rest of her family disapprove of her relationship with Hamlet. After Hamlet accidentally stabbed Ophelia's Father **mistaking it for Claudius**, Ophelia starts to have a mental breakdown, **and which** ultimately leads to her death. In the **short story**, "Hamlet," the character Ophelia struggles with her love for Hamlet after he feels that Ophelia betrayed him, her family constantly tells her to leave Hamlet for he is just using you; and finally, Ophelia is not treated the same at her burial after everyone assumes she committed **suicide**.

Kristy Burkart
Because this is the name of a play, it needs to be in italics

Kristy Burkart
Can you think of a stronger title?

Kristy Burkart
This phrase needs to be offset by commas because it is interrupting the flow of the sentence, giving it more information. So, we put commas around it to show that. If I see any more like this, I will highlight it in yellow for you to revise.

Kristy Burkart
Read this out loud. Do you think you need "and" there or will "which" work?

Kristy Burkart
Play – not short story

Kristy Burkart
Let's talk about the thesis: I have read the entire paper, and this reads less like a character analysis of Ophelia and more of a summary of the play/somewhat of a characterization of Hamlet.

To analyze Ophelia's character, think about a word that describes her. What is her role in the play? What does she represent? Finish the sentence, "Ophelia is characterized as _____ in the play by/because/through _____."

Is she a victim of circumstance? A sweet, innocence and easily manipulated character?

Once your paper is completed, **download the attachment** by clicking **“activity”** in submission information to see the tutor's comments.

How to Make an Online Appointment

How to Make an Online Appointment

The screenshot shows a student dashboard for a user named Daniel. On the left is a blue navigation sidebar with icons for Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, and Logout. The main content area is titled "Hi, Daniel!" and "What would you like to do today?". It features five cards: "Meet with a tutor" (with a graduation cap icon), "Upload an assignment for review" (with a document icon), "Read your messages" (with an envelope icon), "View your calendar" (with a calendar icon), and "Check-in at a campus location" (with a checkmark icon). An orange arrow points to the "Meet with a tutor" card. At the bottom right, there is a "Need some help?" button with a speech bubble icon.

To schedule an appointment to chat with a tutor, click “Meet with a Tutor” on the homepage

Please try to **schedule appointments an hour or two in advance!** This ensures a much better chance of you getting time with a tutor.

How to Make an Online Appointment

The screenshot shows the top navigation bar with a user profile for Daniel. Below it is a search bar with the placeholder text "Search for a subject or tutor!". An orange arrow points to the search bar. A dropdown menu is open, listing various math courses. The course "MTH 100: Intermediate College Algebra" is highlighted in blue. Below the search bar are sections for "Tutoring Notifications" and "Upcoming Sessions", both indicating no new notifications or sessions.

Tutoring
Keep track of your upcoming sessions, and leave feedback on previous sessions. Need to schedule a session? Search for a coach or subject by using the search bar.

Search for a subject or tutor!
Search by Subject (Algebra) or Tutor (Mary Jones)

- MTH 080: Mathematics Laboratory
- MTH 090: Basic Mathematics
- MTH 098: Elementary Algebra
- MTH 100: Intermediate College Algebra**
- MTH 103: Introduction to Technical Mathematics
- MTH 110: Finite Mathematics
- MTH 112: Precalculus Algebra
- MTH 113: Precalculus Trigonometry
- MTH 116: Mathematical Applications
- MTH 120: Calculus and Its Applications
- MTH 125: Calculus I

Search for the subject that you are needing help with by using the course abbreviation (e.g. ENG 101)

Then, select the Tutor that you would like to work with.

The screenshot shows the search results for "MTH 100: Intermediate". It includes a calendar for August 2020, filter options for date, time, and duration, and a list of tutors. An orange arrow points to the profile of Jennifer Stanley, who is a Wallace State Tutor with a 5-star rating. Below her is the profile of Ziya Ogron, an Upswing Tutor with a 5-star rating and a bio: "I am a math teacher at West Boca Raton High School. I have taught Algebra I and II, Geometry, Pre-Calculus, and Statistics."

MTH 100: Intermediate

Filter results by date, time, type, and location to schedule a session.

Connect with one of the coaches listed below. You can either schedule a session at a time that is convenient for you and your coach or receive immediate assistance if the tutor is online now.

Jennifer Stanley
★★★★★
About Me:
Wallace State Tutor
Schedule Message View Profile

Ziya Ogron
★★★★★
About Me: I am a math teacher at West Boca Raton High School. I have taught Algebra I and II, Geometry, Pre-Calculus, and Statistics.
Upswing Tutor
Schedule Message View Profile

How to Make an Online Appointment

The current week will then pop up and online location will be selected by default. Choose the day you wish to make an appointment on by clicking “select a time.”

The screenshot shows the user interface for scheduling an appointment with Jennifer Stanley, Wallace State Tutor. The interface includes a sidebar with navigation options (Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, Logout) and a main area displaying the tutor's availability for August 2020. The 'Online' session type is selected. The calendar shows availability slots for each day of the week, with 'Select a time' buttons. Arrows point to the 'Select a time' buttons for Friday, August 7, 2020, and Saturday, August 8, 2020.

Choose the subject, time, duration (30 minutes or hour), and upload the assignment sheet (if you have one).

The screenshot shows the 'Schedule an online session with Jennifer Stanley' modal form. The form includes the following fields and options:

- Subject:** MTH 100: Intermediate Colleg...
- Date:** Aug 6, 2020
- Time:** 8:00 AM
- Duration:** 30 minutes
- Location:** Virtual Learning Center (Online)
- Upload Files +** button
- Schedule** button

Arrows point to the Subject, Time, Duration, and Schedule buttons.

How to Make an Online Appointment

The screenshot shows a web browser window with the URL <https://wallacestate.upswing.io/up/dashboard/tutoring>. The page title is "Tutoring" and the user is logged in as "Daniel". The dashboard includes a search bar for subjects or tutors, a "Tutoring Notifications" section with a notification about an approved session, and an "Upcoming Sessions" section. The "Upcoming Sessions" section displays details for a session: Subject: MTH 100: Intermediate College Algebra, Tutor: Devanada Reddy Yannam, When: Mar 13, 2018 6:00 AM, Where: Online, Duration: 1 hour, Status: Approved, and Uploaded Files: None. Below these details are two buttons: "Cancel" and "Go to Room". An orange arrow points to the "Go to Room" button. Below the buttons is a file upload section with a "Choose Files" button and a text input field for "What should I expect during an Upswing session?".

When it is time for your appointment, go back to the “meet with a tutor” section on the homepage.

At the appointment time, a “**Go to the Room**” button will appear. Click on this to enter the appointment.

To cancel the appointment, click “cancel.”

How to Make an In-Person Appointment

How to Make an In-Person Appointment

Hi, Daniel!

What would you like to do today?

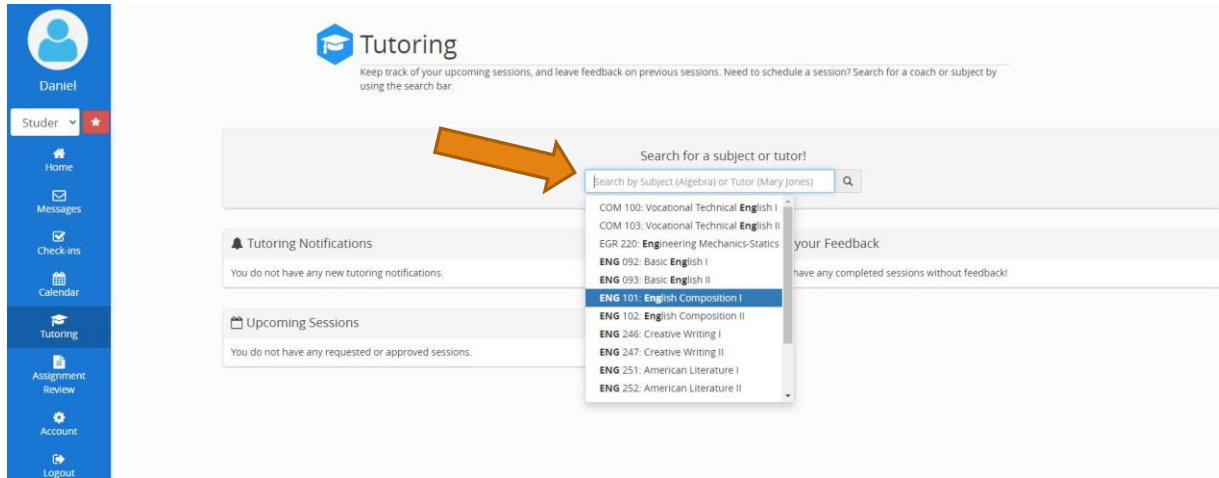
- Meet with a tutor**
Find and learn more about tutors that specialize in your subject, select a time that works for you, and schedule a session with a tutor.
- Upload an assignment for review**
Submit an assignment for review, check on the status of your review, and receive feedback on how to improve your assignment.
- Read your messages**
Find out whether a tutor or advisor can help you with a particular topic, reply to messages, and follow up after a session or appointment.
- View your calendar**
Manage the times, dates, and locations of your sessions and appointments.
- Check-in at a campus location**
Record your attendance and activity when visiting certain locations on campus.

Need some help?

To schedule an in-person appointment with a Wallace State Tutor, click “Meet with a Tutor” on the homepage

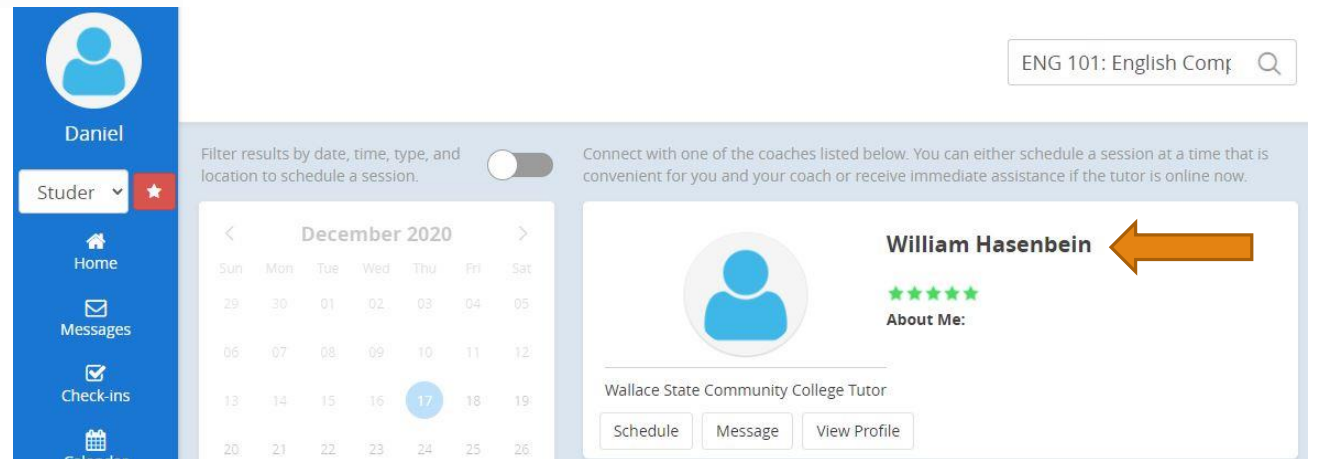
Please try to **schedule appointments an hour or two in advance!** This ensures a much better chance of you getting time with a tutor.

How to Make an In-Person Appointment



Search for the subject that you are needing help with by using the course abbreviation (e.g. ENG 101)

Then, select the Wallace State Tutor that you would like to work with.



How to Make an In-Person Appointment

The screenshot shows a user interface for a tutor named William Hasenbein, Wallace State Community College Tutor. The interface includes a navigation sidebar on the left with options like Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, and Logout. The main content area displays the tutor's profile, including a rating of five stars and a status of 'Offline'. Below this is an 'Availability' section for December 2020. A calendar view shows the days from Thursday to Wednesday. A filter bar allows selecting between 'Online', 'In-person', 'One-on-One', and 'Group' sessions. The 'In-person' option is selected. The availability schedule shows sessions for Thursday, December 17, 2020 (9:15 AM - 4:30 PM) and Friday, December 18, 2020 (8:00 AM - 2:00 PM), both in Hanceville. The 'Select a time' button is highlighted with an orange arrow. Another orange arrow points to the 'In-person' filter option.

William Hasenbein
Wallace State Community College Tutor

Rating: ★★★★★
Status: Offline

Availability

December 2020
Select a time range below to schedule an in-person session.

Thu 17 Fri 18 Sat 19 Sun 20 Mon 21 Tue 22 Wed 23

Online **In-person** One-on-One Group

TODAY
December 17, 2020
9:15 AM - 4:30 PM
Hanceville
Select a time

FRIDAY
December 18, 2020
8:00 AM - 2:00 PM
Hanceville
Select a time

SATURDAY
December 19, 2020
William Hasenbein isn't available on December 19, 2020.

SUNDAY
December 20, 2020
William Hasenbein isn't available on December 20, 2020.

MONDAY

Next, select the In-person option and then choose the “Select a time” option on the day that you would like to meet

How to Make an In-Person Appointment

Schedule an **in-person** session with William Hasenbein

Subject: ENG 101: English Composition... ▾

Date: Dec 17, 2020

Time: 12:00 PM ▾

Duration: 30 minutes ▾

Location: Hanceville

Upload Files +

Schedule

Finally, choose the exact time you would like the appointment to occur and the duration of the appointment. Then, select the “Schedule” option.

How to Make an In-Person Appointment

The screenshot shows the Tutoring interface. On the left is a blue sidebar with a user profile for Daniel and navigation options: Home, Messages, Check-ins, Calendar, Tutoring (highlighted with a red notification badge), Assignment Review, Account, and Logout. The main content area has a header with the Tutoring logo and a search bar. Below the search bar are two notification boxes: 'Tutoring Notifications' with a message about an approved session and 'Leave your Feedback' with a message about completed sessions. The 'Upcoming Sessions' section is expanded, showing details for an 'In-person Session' on Dec 17, 2020 at 12:00 PM. The session details include subject, tutor, location, and duration. Below the details are buttons for 'Cancel' and 'Choose Files', and a text input field for feedback.

Tutoring
Keep track of your upcoming sessions, and leave feedback on previous sessions. Need to schedule a session? Search for a coach or subject by using the search bar.

Search for a subject or tutor!
Search by Subject (Algebra) or Tutor (Mary Jones)

Tutoring Notifications
William Hasenbein has approved the ENG 101: English Composition I session scheduled on 12:00 PM on 12/17/2020. a few seconds ago

Leave your Feedback
You do not have any completed sessions without feedback!

Upcoming Sessions See All

Subject: ENG 101: English Composition I
Tutor: William Hasenbein
When: Dec 17, 2020 12:00 PM
Where: Hanceville
Duration: 30 mins
Status: Approved
Uploaded Files:

Cancel In-person Session

Upload any files you want the tutor to access before the session begins

Choose Files No file chosen

What should I expect during an Upswing session?

These are just some of your upcoming sessions. View all past and future sessions here

Your appointment will show up under the “Tutoring” tab. You can check whether the tutor has approved the appointment here.

Once your appointment has been approved, your next step will be to arrive at the tutorial lab about 5 minutes before your scheduled appointment time!

How to Make an Appointment

**You can also give us a call at 256-352-7821
to schedule an appointment.**

Come See Us Today

We are here for YOU!



Got Questions?

Contact Daniel Young for Math & Science Tutoring: daniel.young@wallacestate.edu

Contact William Hasenbein for English Tutoring: william.hasenbein@wallacestate.edu