



TUTORING LAB

Wallace State Community College

Student Resource Center

Spring Hours and Location

HOURS OF OPERATION

Monday – Wednesday: 8:00 AM – 6:00 PM

Thursday: 8:00 AM – 4:30 PM

Friday: 8:00 AM – 2:00 PM



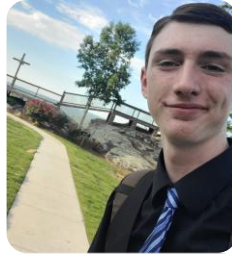
LOCATION & CONTACT INFORMATION

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



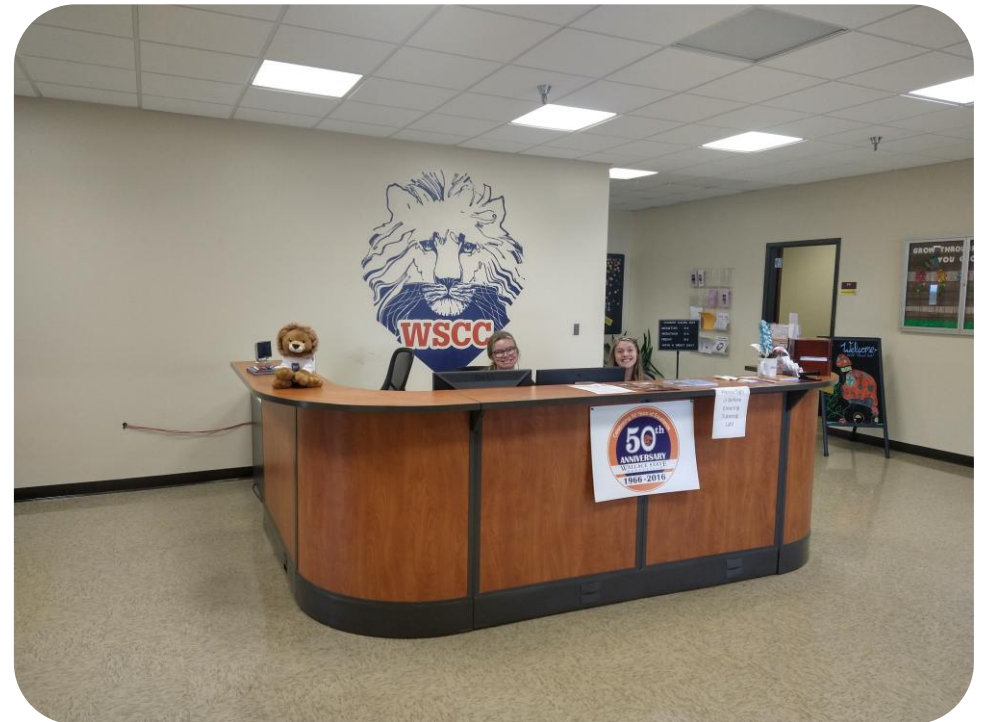
Who Are We?

- **Free** tutoring service that is open to **ALL** Wallace State students
- Provide tutoring in English, History, Math, Psychology, Science, and Speech
- Staff: peer tutors, mentor tutor, 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



Tutorial Lab - Oneonta Campus

Hours of Operation:

Monday & Wednesday: 8:00 AM – 12:30 PM

Friday: By Appointment Only *

Location:

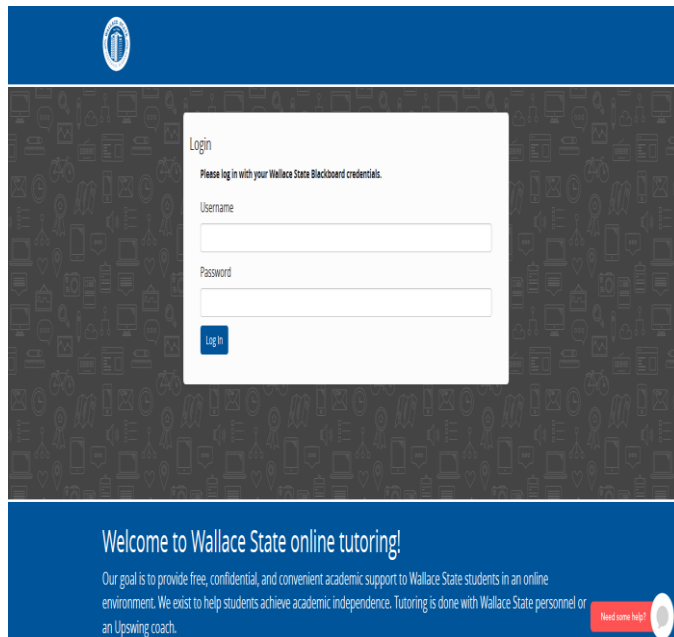
Room #112 in the downtown building

* Appointments must be scheduled at least two days in advance

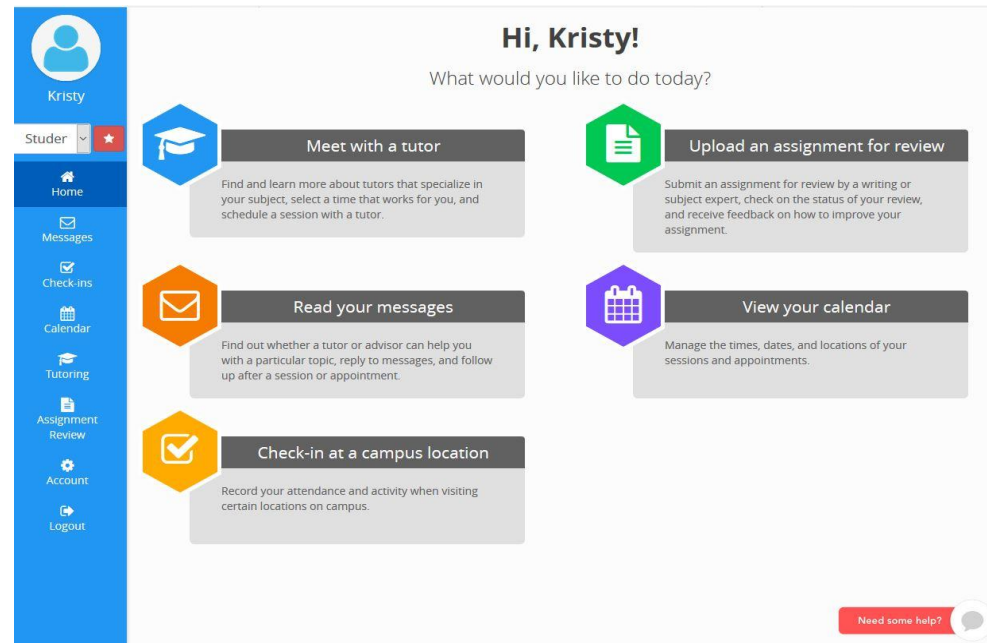


Online Tutoring

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



The login page features a blue header with the Wallace State logo. The main area has a dark background with a pattern of icons. A white login box contains the text "Login" and "Please log in with your Wallace State Blackboard credentials." Below this are input fields for "Username" and "Password", and a blue "Log In" button. At the bottom, a blue banner says "Welcome to Wallace State online tutoring!" followed by a paragraph about the service's goal and a "Need some help?" link with a speech bubble icon.

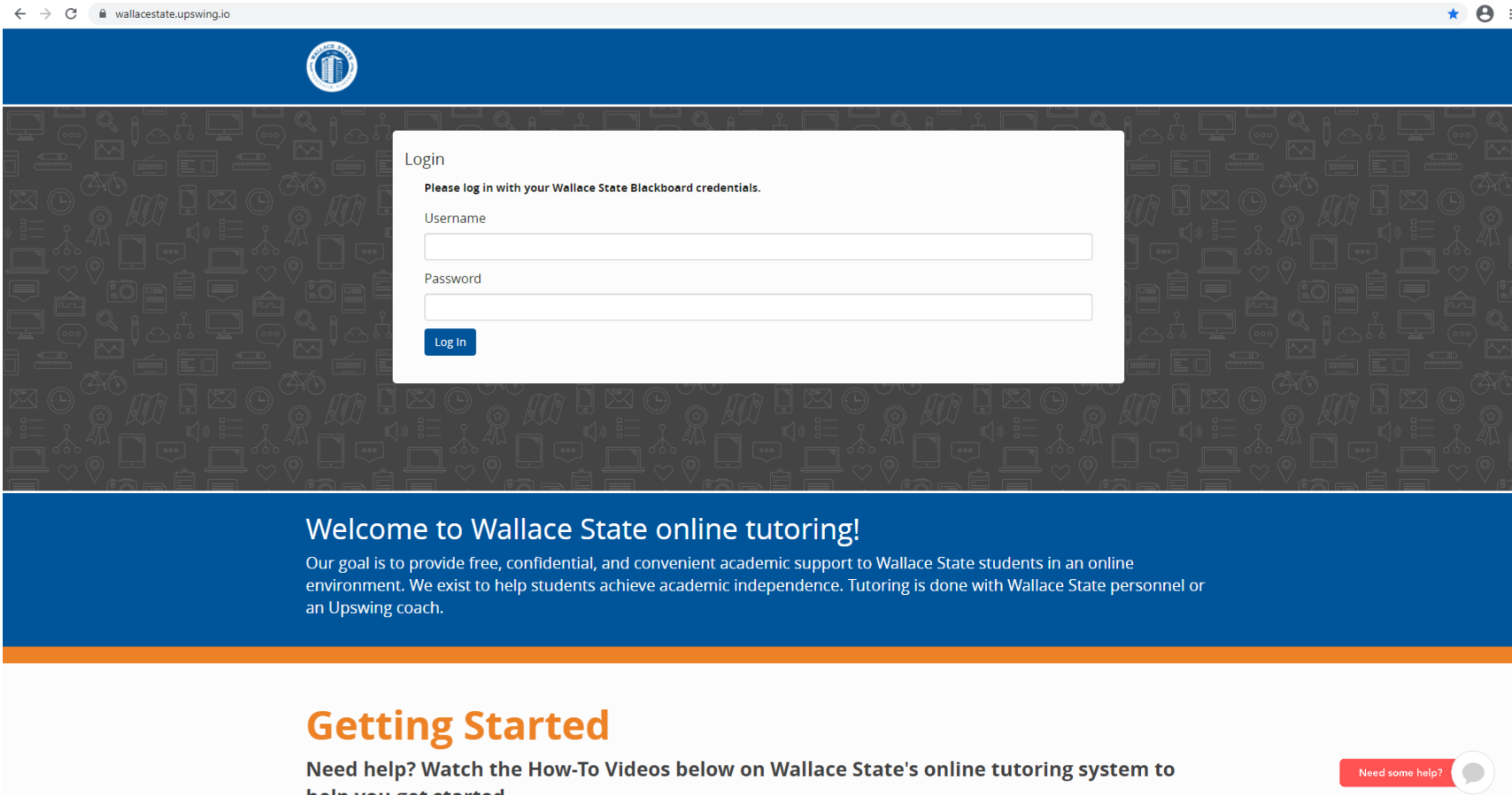


The dashboard for user Kristy has a blue sidebar with a profile icon and a list of navigation links: Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, and Logout. The main area is titled "Hi, Kristy!" and "What would you like to do today?". It features six action cards: "Meet with a tutor" (blue graduation cap icon), "Upload an assignment for review" (green document icon), "Read your messages" (orange envelope icon), "View your calendar" (purple calendar icon), and "Check-in at a campus location" (yellow checkmark icon). Each card includes a brief description of the action. A red "Need some help?" button with a speech bubble icon is located at the bottom right.


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

A screenshot of a web browser displaying the login page for Wallace State's online tutoring system, Upswing. The browser's address bar shows the URL "wallacestate.upswing.io". The page has a blue header with the Wallace State logo on the left. The main content area has a dark gray background with a repeating pattern of educational icons. In the center, there is a white login box. Below the login box, there is a blue banner with white text, and at the bottom, a white section with orange text and a red chat button.

← → ↻ wallacestate.upswing.io



Login

Please log in with your Wallace State Blackboard credentials.

Username

Password


Log In

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.

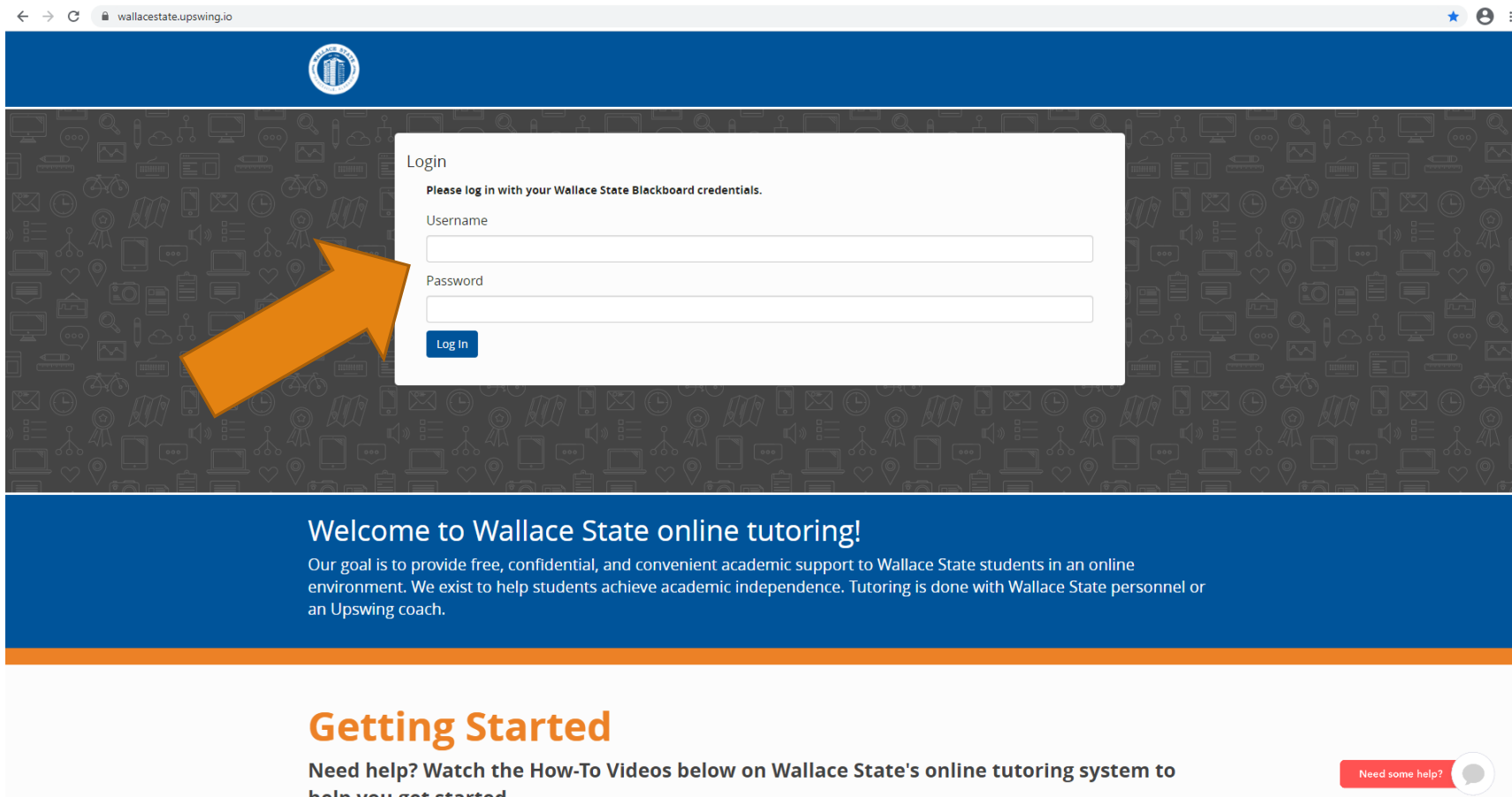
Getting Started

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


Need some help? 

Do a web search for
wallacestate.upswing.io

Getting on Upswing



← → ↻ wallacestate.upswing.io



Login

Please log in with your Wallace State Blackboard credentials.

Username

Password


Log In

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.


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? 

Use your A# and Blackboard password to login

Getting on Upswing



Daniel

Studer ▾ ★

Home

Messages

Check-ins

Calendar

Tutoring


Assignment Review

Account

Logout


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.




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.




Check-in at a campus location

Record your attendance and activity when visiting certain locations on campus.



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.



View your calendar

Manage the times, dates, and locations of your sessions and appointments.

Need some help?



Welcome to
Upswing!

How to get a Paper Reviewed

How to get a Paper Reviewed

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.

Navigation Menu:
Kristy
Studer
Home
Messages
Check-ins
Calendar
Tutoring
Assignment Review
Account
Logout

Help: Need some help?

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

How to get a Paper Reviewed


Kristy

Studer ▼ ★

Home

Messages

Check-ins


Calendar


Tutoring

Assignment Review

Account

Logout

 **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

Subject: Writing

Q View

Date: 04/30/2018 09:44 AM

Title: dinner with loved ones

Subject: Writing

Q View

Date: 04/24/2018 08:16 AM

Title: The Ultimate Gift Essay

Subject: Writing

Q View

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

Armstrong Comments 4_11_18 - Word

FILE HOME INSERT DESIGN PAGE LAYOUT REFERENCES MAILINGS REVIEW VIEW

Times New Ro 12 A⁺ A⁻ Aa Font Paragraph Styles

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

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.

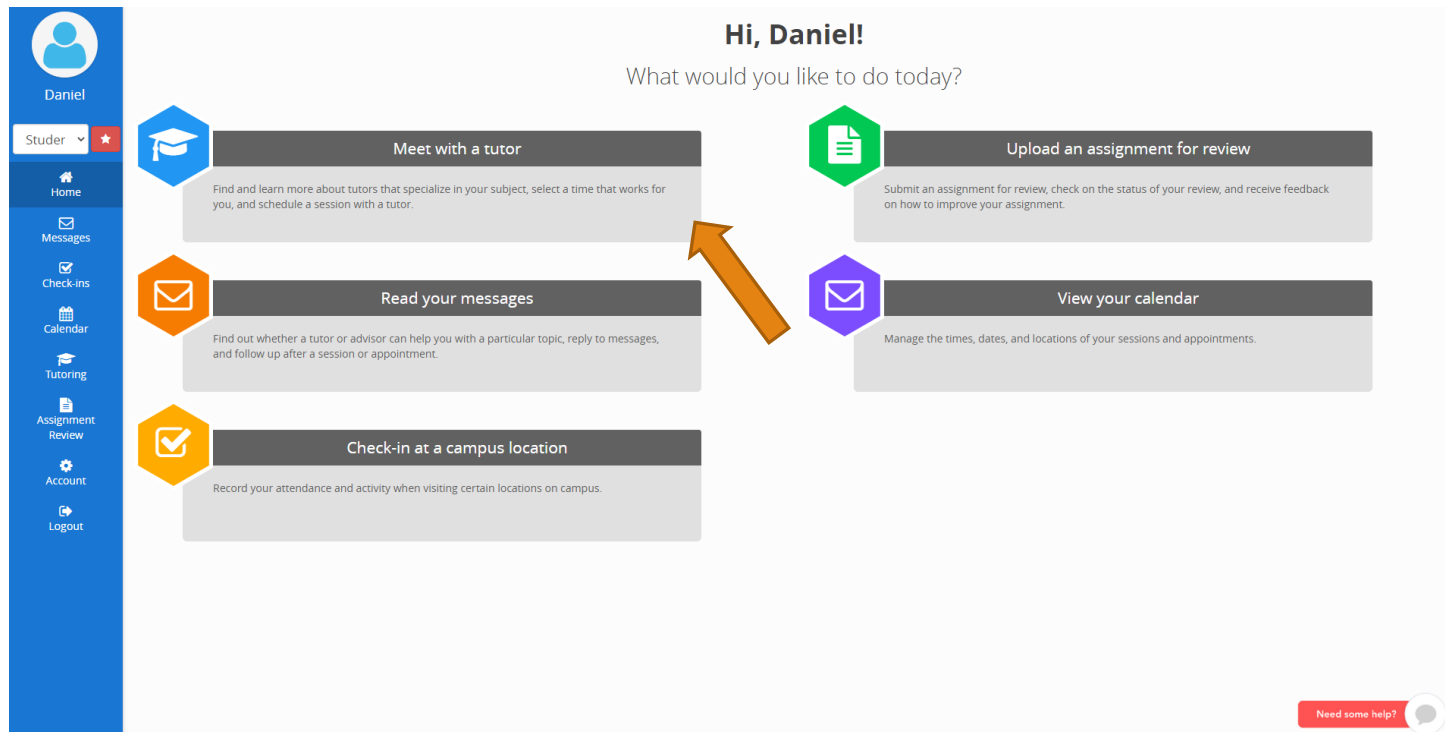
To analyze Ophelia's character, think about a word that describes her. What is her role in the play? What does she represent? Finish the sentence, "Ophelia is characterized as _____ in the play by/because/through _____."

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

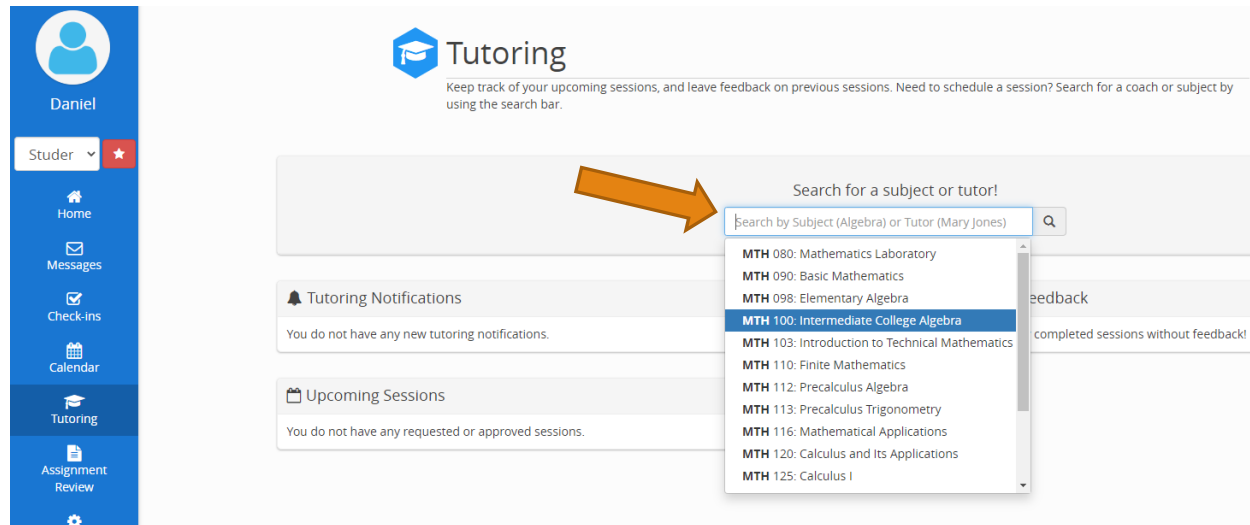
How to Make an Online Appointment



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.

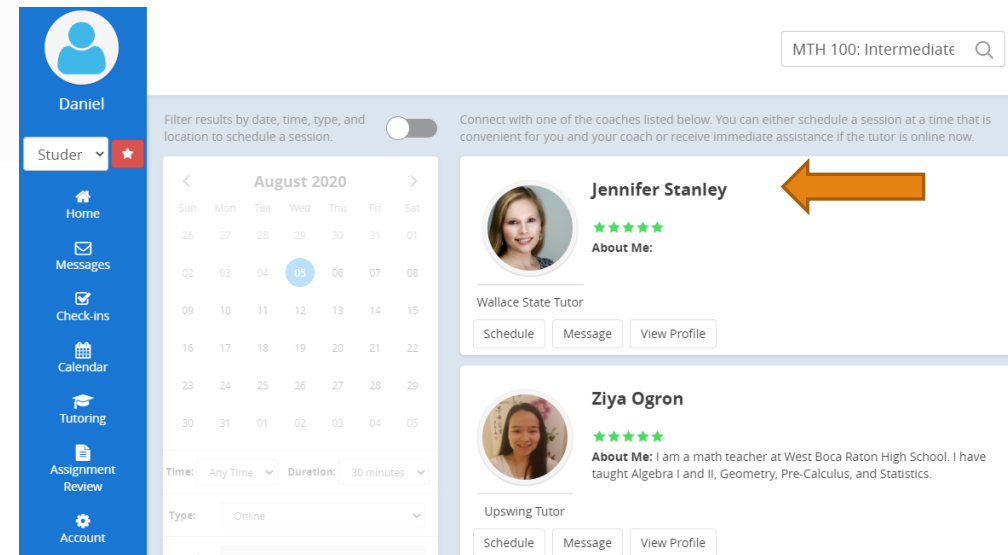
How to Make an Online Appointment



The screenshot shows the Tutoring dashboard for a user named Daniel. The dashboard includes a sidebar with navigation links: Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, and Account. The main content area has a header with the Tutoring logo and a search bar. An orange arrow points to the search bar, which contains the text "Search for a subject or tutor!". Below the search bar, a dropdown menu is open, listing various subjects: MTH 080: Mathematics Laboratory, MTH 090: Basic Mathematics, MTH 098: Elementary Algebra, MTH 100: Intermediate College Algebra (highlighted), 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, and MTH 125: Calculus I.

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

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



The screenshot shows the Tutoring dashboard for a user named Daniel. The dashboard includes a sidebar with navigation links: Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, and Account. The main content area has a header with the Tutoring logo and a search bar. The search bar contains the text "MTH 100: Intermediate". Below the search bar, a dropdown menu is open, listing various subjects: MTH 080: Mathematics Laboratory, MTH 090: Basic Mathematics, MTH 098: Elementary Algebra, MTH 100: Intermediate College Algebra (highlighted), 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, and MTH 125: Calculus I. Below the search bar, there is a calendar view for August 2020. To the right of the calendar, there is a section titled "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." This section lists two tutors: Jennifer Stanley (Wallace State Tutor) and Ziya Ogron (Upswing Tutor). An orange arrow points to Jennifer Stanley's 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.”

This screenshot shows the online appointment interface for Jennifer Stanley, a Wallace State Tutor. The interface includes a sidebar with navigation links (Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, Logout) and a main content area. The main content area displays a calendar for August 2020, with the 'Online' location selected by default. The calendar shows available time slots for each day of the week, with 'Select a time' buttons next to each slot. An orange arrow points to the 'Select a time' button for the Friday, August 7, 2020 slot (8:00 AM - 2:00 PM).

Jennifer Stanley
Wallace State Tutor

Rating: ★★★★★ Status: Offline

Availability

August 2020

Select a time range below to schedule an online session.

Wed 05 Thu 06 Fri 07 Sat 08 Sun 09 Mon 10 Tue 11

Online In-person One-on-One Group

TODAY
August 5, 2020
3:30 PM - 4:30 PM [Select a time](#)

THURSDAY
August 6, 2020
8:00 AM - 4:30 PM [Select a time](#)

FRIDAY
August 7, 2020
8:00 AM - 2:00 PM [Select a time](#)

SATURDAY
August 8, 2020
Jennifer Stanley isn't available on August 8, 2020.

SUNDAY
August 9, 2020
Jennifer Stanley isn't available on August 9, 2020.

MONDAY
August 10, 2020
8:00 AM - 4:30 PM [Select a time](#)

TUESDAY
August 11, 2020
9:30 AM - 6:00 PM [Select a time](#)

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

This screenshot shows the online appointment interface for Jennifer Stanley, with a modal form open for scheduling an online session. The modal form includes fields for Subject, Date, Time, Duration, and Location, along with an 'Upload Files' button and a 'Schedule' button. Orange arrows point to the 'Subject' field (MTH 100: Intermediate Colleg...), the 'Time' field (8:00 AM), the 'Duration' field (30 minutes), and the 'Schedule' button.

Jennifer Stanley
Wallace State Tutor

Rating: ★★★★★ Status: Offline

Availability

August 2020

Select a time range below to schedule an online session.

Wed 05 Thu 06 Fri 07 Sat 08 Sun 09 Mon 10 Tue 11

Online In-person One-on-One Group

TODAY
August 5, 2020
3:30 PM - 4:30 PM [Select a time](#)

THURSDAY
August 6, 2020
8:00 AM - 4:30 PM [Select a time](#)

FRIDAY
August 7, 2020
8:00 AM - 2:00 PM [Select a time](#)

SATURDAY
August 8, 2020
Jennifer Stanley isn't available on August 8, 2020.

SUNDAY
August 9, 2020
Jennifer Stanley isn't available on August 9, 2020.

MONDAY
August 10, 2020
8:00 AM - 4:30 PM [Select a time](#)

TUESDAY
August 11, 2020
9:30 AM - 6:00 PM [Select a time](#)

Schedule an online session with Jennifer Stanley

Subject: MTH 100: Intermediate Colleg...

Date: Aug 6, 2020

Time: 8:00 AM

Duration: 30 minutes

Location: Virtual Learning Center (Online)

[Upload Files](#)

[Schedule](#)

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 is titled "Tutoring" and includes a sidebar with navigation links: Home, Messages, Check-ins, Calendar, Tutoring (active), Assignment Review, Account, and Logout. The main content area features a search bar for subjects or tutors, a notifications section, a feedback section, 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 this information 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 feedback. A "Need some help?" chat button is visible in the bottom right corner.

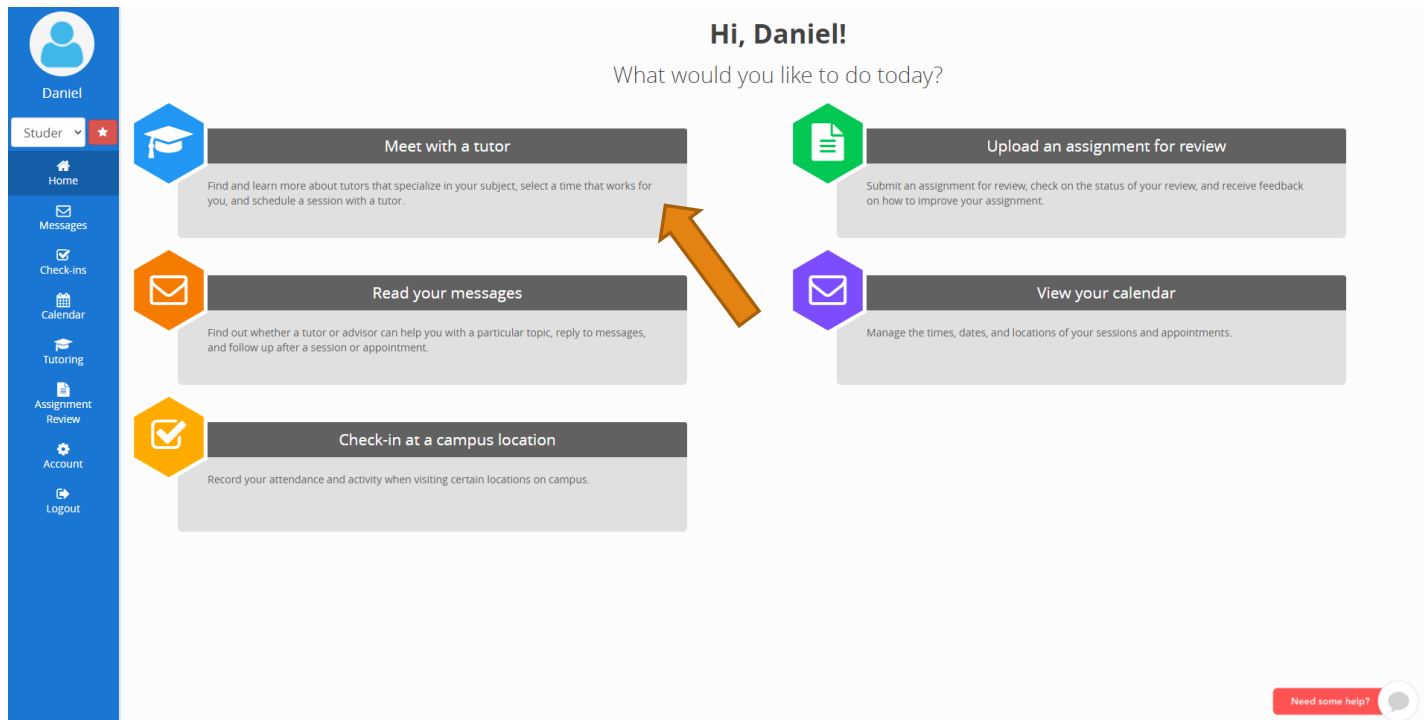
When it is time for your appointment, go back to the “meet with a tutor” section on the homepage.

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

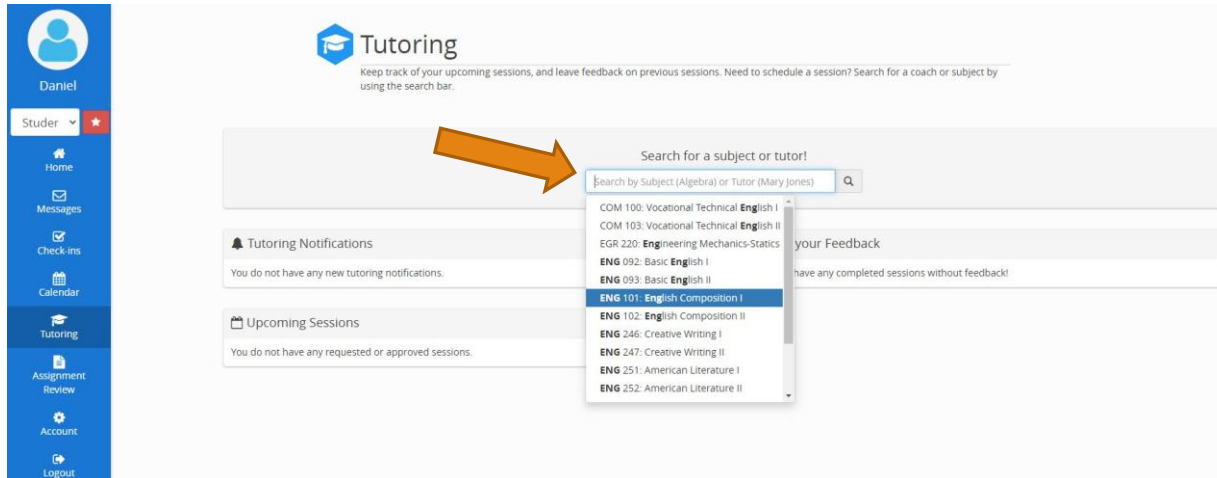
How to Make an In-Person Appointment



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

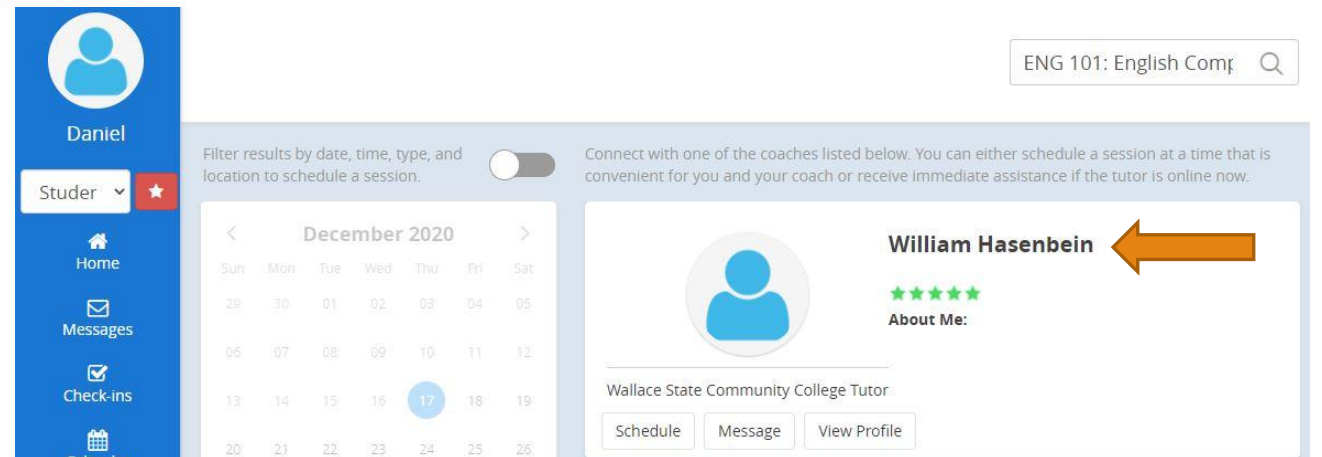
Please try to **schedule appointments an hour or two in advance!** This ensures a much better chance of you getting time with a tutor.

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

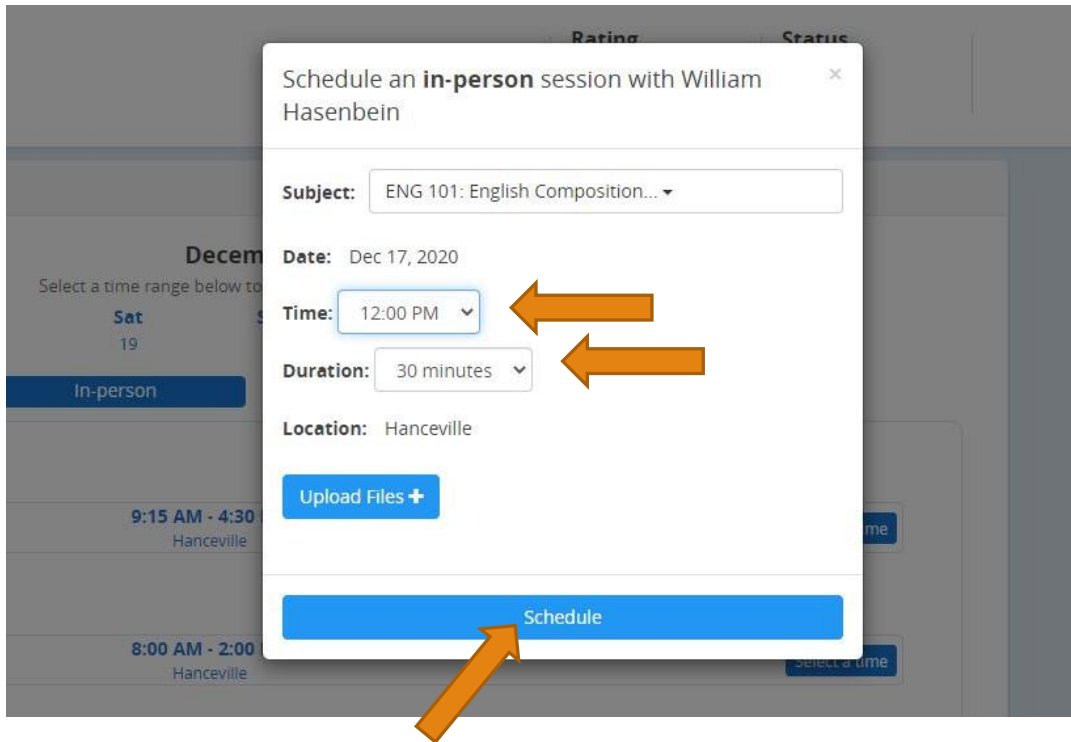
The screenshot displays the tutoring system interface for William Hasenbein, a Wallace State Community College Tutor. The interface includes a sidebar with navigation links: Daniel, Studer, Home, Messages, Check-ins, Calendar, Tutoring, Assignment Review, Account, and Logout. The main content area shows the tutor's profile, including a rating of five stars and a status of Offline. Below the profile is the 'Availability' section, which displays a calendar for December 2020. The calendar shows the following availability:

Day	Date	Time Range	Location	Action
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.		

Two orange arrows highlight the 'In-person' option in the session type selection bar and the 'Select a time' button for the 9:15 AM - 4:30 PM slot on December 17, 2020.

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



The screenshot shows a scheduling interface with a modal form titled "Schedule an in-person session with William Hasenbein". The form contains the following fields and options:

- Subject:** ENG 101: English Composition...
- Date:** Dec 17, 2020
- Time:** 12:00 PM (indicated by an orange arrow)
- Duration:** 30 minutes (indicated by an orange arrow)
- Location:** Hanceville
- Buttons:** "Upload Files +" and "Schedule" (indicated by an orange arrow)

The background shows a calendar view for December 19th, with a table of time slots and locations:

Time Range	Location
9:15 AM - 4:30	Hanceville
8:00 AM - 2:00	Hanceville

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 links: Home, Messages, Check-ins, Calendar, Tutoring (highlighted), 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 sections: 'Tutoring Notifications' and 'Leave your Feedback'. The 'Upcoming Sessions' section is expanded, showing details for an ENG 101 session. At the bottom of this section, there is a red 'Cancel' button and a blue 'In-person Session' button. An orange arrow points to the 'In-person Session' button. Below the buttons is a file upload section with a 'Choose Files' button and a text area for session expectations.

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?

There 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.**

Got Questions?

Contact Natalie Freeman for English Tutoring: natalie.freeman@wallacestate.edu

Contact Ian Wisener for Math Tutoring: ian.wisener@wallacestate.edu

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

