

Audio Transcript

Thank you for joining us for this short tutorial on how to schedule appointments with peer mentors using our new appointment scheduling system, TutorTrac.

To begin the process, visit gcu.tutortrac.com to schedule a meeting with a peer mentor or click the hyper link on our Peer Mentor Program webpage.

Logging into TutorTrac is just as easy as logging into your student portal. In fact, the user name and password are exactly the same. Once you enter that information, click the login button.

The screen will change to show you the main menu for scheduling your appointment with a peer mentor.

To begin scheduling from here, simply click the “Search Availability” tab

Then, go to the Center's tab on the far left and

Select “Mentor Program.” At that point, you’ll see options that are available to you.

One of those options, located underneath the Sections tab, is “Mentoring.” Select this option to proceed.

After you have made your selection, simply click "Search."

If you would like, you can refine your search by the time and date. The default range for your peer mentor search is two weeks from the date that you log in. This way you will be able schedule your appointments with the peer mentors every one to two weeks.

If, however, you decide that you are only available at or you only want to search a certain time of day, you can use the sliders, shown at the tips of the vertical arrows shown on the screen to limit the time slots presented. You may also limit the days. For example, if you are a commuter student and do not come to campus on Friday, you may select the abbreviation for Friday (FRI). By selecting a day, that day turns grey showing you that it is no longer selected for meeting with your peer mentor. In this case you can see that Monday through Thursday are green meaning that they will be searched, but Friday is grey so it will not be searched for any possible openings. Once you reselect the “Search” button your results will be updated.

Once the available time slots appear in the middle frame, you can select up to one total hour every two weeks. That is, for example, you may schedule 30 minutes per week or two back-to-back 30-minute meetings every two weeks to meet with your mentor. The peer mentor meetings are available to you free of charge. We are available Monday through Friday (except during special breaks like Thanksgiving break or Spring break) during the Fall and Spring semesters. Peer mentoring is not available on Saturdays or Sundays.

Once you select the desired appointment time slot, the “Appointments Entry” window appears; please be sure to select “Mentorship Session” from the reasons drop down menu.

We would like you to fill out your phone number (preferably a cell phone number) in the corresponding text box. There is a Notes section to inform your peer mentor if you have any special questions or ideas that you would like to talk about during your meeting. When you are finished, click the “Save” button

The appointment window will close; once that window closes, you can go on to make additional appointments if you wish, or you can click on the Main Menu button to view all the appointments you have made.

When you go back to the main menu you will see your upcoming appointments are listed for the next two weeks.

We know that life sometimes happens, and you have to cancel your appointments. Canceling appointments in TutorTrac is super easy, and user friendly.

To cancel an appointment, return to the Main Menu and simply click the “X” button at the bottom of the appointment dialogue box. Please note that it is very important to cancel your appointment at least 4 hours prior to meeting.

Another dialogue box will pop up asking you if you are sure you want to cancel (in case you accidentally clicked the " X") and ask for a reason as to why you are cancelling the session. Giving a reason is OPTIONAL. When you are ready, click “Confirm Cancellation,” and a processing cancellation screen will appear. Please note that this screen might only appear for a brief moment.

However, you will be able to see that the appointment is canceled once you return to the main menu, as the appointment will disappear.

Thank you for taking the time out of your schedule to watch this tutorial. As you can see, TutorTrac makes it easy to schedule appointments with your peer mentors, and as a result, we are better able to empower you in your academic journey at Grand Canyon University. Our peer mentor team is looking forward to meeting with you!