Online Policy Overview

The Learning Resource Center will continue to offer Tutoring and ExSEL support to students during the online semester. Tutoring and ExSEL services will be offered **Monday-Thursday, 1-8pm and on Friday, 10-5pm**

Tutoring support will be offered via Zoom and be offered by appointment only. Students are able to sign up for a tutoring appointment through Navigate (the easiest access point is by using the “Tutoring Appointments” button on the LRC homepage: [www.umass.edu/lrc](http://www.umass.edu/lrc)). Using Navigate, students can make appointments for themselves 48 hours in the future and up to 2 hours before the start of the appointment. If students are looking for appointments outside the 48 hour window, Navigate will not show any available times. LRC staff can assist students in making appointments until the start of a desired appointment.

At the start of their tutoring session, tutors will send students a link to a Zoom conference room via the message feature in Navigate. Students should be advised that tutoring sessions will end 5 minutes before their scheduled end time to allow the tutor to start their next appointment.

If you have any questions, please email the LRC at [lrc@umass.edu](mailto:lrc@umass.edu). We will respond to your request within 24 business hours.

How to Access Online Tutoring

UMass IT recommends you use Chrome or Firefox browsers to maximize Zoom use

**Use Navigate to Make Your Appointment**

1. To access Navigate, log on to [www.umass.edu/lrc](http://www.umass.edu/lrc) and click “Tutoring Appointments” on the right side of the page.

2. Directions on how to use Navigate to set up an appointment can be found [here](http://www.umass.edu/lrc), under the headline “Quick Tutorials”

3. Important Notes:
   - Navigate will not show you availability for tutoring appointments during times when you have a scheduled class. To make an appointment during a class time, please email the LRC at [lrc@umass.edu](mailto:lrc@umass.edu) so that we can assist you.

**Before your Initial Appointment:**

1. Make sure your computer is set up with Zoom software: [https://www.umass.edu/it/zoom](https://www.umass.edu/it/zoom)
   - Your university issued net-id and password provide are your username and password for accessing Zoom.

2. Check-out some of the tutorials about how to use Zoom. We suggest that you take a peek at:
   - Joining & Configuring Audio and Video: [https://www.youtube.com/watch?v=HqncX7RE0wM&list=PLKpRxBfeD1kEM_I1ld3N_XI77fKDzSXe&index=24](https://www.youtube.com/watch?v=HqncX7RE0wM&list=PLKpRxBfeD1kEM_I1ld3N_XI77fKDzSXe&index=24)
Sharing Your Screen: https://www.youtube.com/watch?v=9wsWpnqE6Hw&list=PLKpRxBfeD1kEM_I1ld3N_XI77fKDzSXe&index=26

At the Start of Your Appointment

1. The tutor will send you a link to your Zoom meeting at the start of your appointment.
   - This link will be sent using the message function on Navigate—you must be logged-in to Navigate to get the link to your tutoring session.
   - You’ll see the message from your tutor appear in on the top of your Student Home page—in the envelope next to the Navigate logo:

   ![Navigate Student Home](image1)

   - The tutor’s message will be sent with the subject: **LRC Tutor Appointment: (Day, Date-Time) (Course)-Zoom Link**

   ![Navigate Unread Messages](image2)

   When you open the message, the link to the Zoom Meeting will be in the subject body of the message:

   ![Message Details](image3)
• Copy and paste the link in to a new browser. You will not be able to open the link by clicking on it.
• The link should automatically open the Zoom meeting. If you are required to sign-in, your university net-id and password will allow you in to the meeting
  o **Important Notes**
    ▪ The Zoom meeting will not open if the new browser window is in incognito/private mode
    ▪ Initially, the camera for your Zoom meeting will be off. You’ll need to turn on the camera by selecting the icon in the bottom control panel.