

## MATH RESOURCE CENTER TUTORING – GETTING STARTED:

The first time that you request tutoring through either the Math Resource Center or the Subject Tutoring Program (in 100 and 200 level courses for which tutoring is available), you will need to complete the Online Application for Tutoring Scheduling (OATS) to receive a username and password for your student tutoring account. Once your account is created, you can request math or subject tutoring through this account, each semester you are enrolled in courses for which tutoring is available.

**Please note: An email account is required before you sign up for tutoring because you will receive all tutoring correspondence through email.** If you need an email account, you can use the UMass student email account that was set up for you when you became a UMass student. For information about UMass Boston email or to access your account, go to: <http://www.webmail.umb.edu/>.

**The Online Application for Tutoring Scheduling (OATS) can be accessed at:**  
<http://requesttutor.cs.umb.edu:8080/oats/>.

**You can also access your profile by navigating through the UMass website:**

- 1) Go to the UMass Boston Homepage at [www.umb.edu](http://www.umb.edu).
- 2) Type “math tutoring” into the search box (top right hand corner of the UMass Boston homepage).
- 3) Select and click on the search result: Math Resource Center. On the Math Resource Center homepage, click anywhere on the text: “please visit the tutoring registration homepage (OATS).”

**If you have previously registered, do not register again.** Your account is the same, even if it was originally for tutoring in another class or subject. Go to student login on the OATS webpage, given above, and put in your username and password to access your account. After you log in, make sure your profile information is accurate, especially your email. If you forgot your password, click on “forgot your password,” and enter your username or eight numbers of your UMS student ID number. A password will be sent to your email account. If you forgot your username: Go to the login page, click on register, put in your name and eight digit UMS student ID number, and your username will be displayed.

**If you try to register, but it does not work, please check the following:**

1. **Did you put your first name in the first box and your last name in the second one?**  
(Make sure you didn't switch them around.)
2. **Did you enter the eight digits of your UMS student ID number?**  
Your ID begins with UMS, but only enter the eight numbers.
3. **Are you officially registered for the class?**  
Check with the Academic Support front desk staff, who can confirm whether or not you are registered for the course and section you are trying to request tutoring for.
4. **Does the information on your student ID match the information on the UMass Wiser System (PeopleSoft)?**  
Sometimes there are mismatches between what is printed on IDs and what is in the UMass Wiser System. To find out if your information is different on your ID, check with the Academic Support front desk staff. If this is the case for you, go to the Registrar to get the problem corrected. To register for tutoring, you need to use the information as it is listed on the Registrar's database.
5. **After you have successfully registered, did you log back in to schedule an appointment?**  
**Successful registration on the Online Application for Tutor Scheduling (OATS) Account DOES NOT assign you to a tutor or schedule appointments for you. To do so, you must log in to your account after completing your registration. After you log in using your OATS username and password, select the appropriate link for your course, and follow the instructions. See other side for more in depth explanation.**

**If you have any other questions about signing up for tutoring, please check with Academic Support Programs (CC-1-1300).** **OVER**

**Math Resource Center**  
**FAQs—Students Registered Online for MRC Tutoring**

If you have not received tutoring from the Math Resource Center before, please read the following information after you have registered for tutoring.

**1. How do I schedule an appointment for this week? Next week?**

- 1) Login to the tutoring website, <http://requesttutor.cs.umb.edu:8080/oats/>.
- 2) Click the “Math Resource Center” link.
- 3) Click the box next to the tutor’s name in the date/time slot you want. **Remember your tutor’s name.** Please also note **the exact date** at the top of the column, and the **time** at the far left of the row. Your appointment is for that date/time only.
- 4) **Click “Update all Selections”** – just clicking the checkbox to select your time isn’t enough! (You may need to scroll down to see the “Update” button.)
- 5) **WAIT** until you see that your schedule is updated. (It will say “Session Reserved” in the boxes of your scheduled appointments.) –

**IF YOU SKIP STEP 4 OR 5, YOUR APPOINTMENT WILL NOT BE SCHEDULED!!**

- 6) You may also schedule an appointment for the following week, by clicking “Next Week” and repeating steps 3, 4, and 5. You may not schedule anything later than the end of the following week.
- 7) After you schedule an appointment, you will receive an email with the appointment information. Keep this email as a record.

**2. How will I know where to meet once I have scheduled an appointment?**

Come to CC/1/1300 (Academic Support Programs) at the time of your appointment and look for your tutor’s name card in the atrium area, in the first section of tables. If you cannot find your tutor, ask for help from the Math Resource Center receptionist, located next to the Academic Support Programs front desk in CC/1/1401.

**3. What if I forget my tutor’s name or time/date of my appointment?**

Login to the website and click the “Math Resource Center” link. Click “View My Appointments.”

**4. What if I am late for my tutoring session?**

If you are late, your appointment will **not** be extended beyond the scheduled time. It is very important to attend all scheduled meetings with your tutor. If you cannot attend a scheduled tutoring session, please cancel your appointment at least 24 hours in advance (*see below*).

**5. What if I need to cancel a tutoring session?**

If you are unable to meet your tutor, **you must cancel your appointment at least 24 hours beforehand.** If you miss a meeting with your tutor and haven’t given 24 hours notice, **you will seriously jeopardize your privilege to receive tutoring in the future.** There are many people requesting help and too few tutors to go around, so please be responsible.

Appointments may be cancelled online by simply un-checking the box that you checked to schedule the tutoring session, and repeating steps 4 and 5 in question 1 from above. **(IF YOU SKIP STEP 4 OR 5, YOUR APPOINTMENT WILL NOT BE CANCELLED!!)**

**6. How often can I receive tutoring?**

You are **limited** to reserve no more than **two (2) half-hour sessions for individual tutoring per week.** Sessions may be scheduled back-to-back if desired. **You must schedule an appointment every time you wish to reserve a tutoring session – there are no recurring appointments.**