

Subject Tutoring – Getting Started:

The first time that you request tutoring through either the Subject Tutoring Program or the Math Resource Center (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 subject or math tutoring through this account during 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://webmail.umb.edu/>.

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

You can also access the OATS webpage by navigating through the UMass website:

1. Go to the UMass Boston Homepage at www.umb.edu.
2. Type “subject tutoring” into the search box (top right hand corner of the UMass Boston homepage).
3. Select and click on the search result: Subject Tutoring Program. On the Subject Tutoring 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:

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 register 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 One Stop to get the problem corrected. To register for tutoring, you need to use the information as it is listed on One Stop’s database.

5. Did you complete your profile?

Your profile provides the Academic Support Programs office with your contact information. Information on tutoring will be sent by email, so it is crucial for your email address to be accurate. Note: If you need to update contact information at a later time, you will be able to do so through your online student account.

6. After you have successfully registered, did you log back in to request tutoring? 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, follow the instructions. *See other side for a more in depth explanation.*

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

FAQs – Registered Online for Subject Tutoring

If you have not received tutoring from the Subject Tutoring Program before, please read the following information *after* you have registered for tutoring.

1. Now that I have completed registration, what do I need to do to request tutoring?

<p>A. Log into your profile and click on “Subject Tutoring.” Then, select “Request Tutoring/Check Tutoring Status” and then the “Add New Course” button to complete a course request form.</p> <p>Note: You must be enrolled in the course you’re requesting tutoring for. Fill out all fields with an *. When entering the section number for your course, input the <i>lecture</i> section number, <i>not</i> the lab section number. Enter a 2-digit number for all section numbers (e.g.: 03). If you would like to work with a specific tutor, please specify the tutor’s name. If you specify a tutor, we will only assign you to that tutor, not to any other. Also, we can only assign you to tutors working with Academic Support Programs. Make sure you click “submit” before proceeding.</p>	<p>B. After you fill out the request form, either a group selection or weekly schedule page will appear. If a group session list appears, select a group for this course. A weekly schedule appears when individual tutoring is available. On the weekly schedule, please add as many times as you have available. (If you only have 1-2 available times listed, it may be more difficult to assign you to a tutor.) If you specified a tutor on the request form, we can only assign you to this tutor if some of your times of availability match theirs.</p>	<p>C. If you want to request tutoring for another course, click on “Request Tutoring/Check Tutoring Status” and follow the procedures outlined in “A.” You can always log back into your account to request another course and update your schedule.</p>
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2. What if I haven’t been assigned a tutor within a week?

If you get an email that says a tutor cannot be assigned to you, first note which reason the Academic Support Programs staff has indicated. The course of action you should take will also be listed in the email. The reasons include the following:

1) TIMES DON’T MATCH, 2) NO TUTOR AVAILABLE FOR COURSE, 3) OTHER TUTORING RECOMMENDATION, 4) GROUP TUTORING ONLY, 5) SPECIFIED TUTOR NOT AVAILABLE, 6) REASSIGNMENT NOT POSSIBLE.

If a week has passed and you still haven’t been assigned to a tutor, come to the Academic Support Programs office (CC-1-1300) to check on your status.

3. How will I know who my tutor is and when and where to meet?

First, you will receive an email confirming that you have been assigned to a tutor. This email will include the tutor’s name and email address. **Keep this email as a record of this information.** Your tutor will send you an email establishing the date, time, and location of your tutoring session. Be sure to email your tutor to confirm this information. If you want to keep the space the tutor is holding for you, you must contact them as soon as possible, otherwise they may use that time to meet with another student.

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

If you are late, your appointment will **not** be extended beyond the scheduled time. Your tutor may leave after waiting 15 minutes if it is an individual session or after 30 minutes for a group session. If you cannot attend a scheduled tutoring session, please cancel your appointment at least 24 hours in advance (see #5).

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.** Remember – your tutor is **only paid for time he/she is working with students.** By informing your tutor beforehand that you’ll be unable to make a meeting, he/she can then meet with another student requesting tutoring.

6. How often can I receive tutoring?

Your tutor is **limited** to meeting with you no more than **one (1) hour per week for individual sessions OR up to one (1) hour and 30 minutes per week for group sessions.** If possible, arrange to meet with your tutor on an ongoing weekly basis for long term support and assistance.