

LTC Student Success Center WCOnline Quick Guide for Students



Where to Find Student Success Center Information

- 1. On Lanier Technical College's homepage, click on the "Quick Links" drop-down menu and then click on "My LTC Students".
- 2. Click on the lightbulb icon with the words "Student Success Center Tutoring Face-to-Face & Online" beneath it. This icon is located in the top right corner of the first row on your "My LTC" page.

How to Register for Tutoring

- 1. On Lanier Technical College's homepage, click on the "Quick Links" drop-down menu and then click on "Laker Login Portal". Log in to the Laker Login Portal (also known as your "Okta dashboard") using your full LTC email address and LTC email password.
- Scroll through your apps and select the red WCOnline tile that says "LTC Student Success Center (Tutoring)". WCOnline will open in a new tab. You will be prompted to verify your student ID number which can be found in Bannerweb (another app in your Okta dashboard). Additionally, you can enter your phone number to receive text message updates regarding your appointments.
- 3. Scroll down to the bottom of the page and save any changes.

How to Log In

- 1. On Lanier Technical College's homepage, click on the "Quick Links" drop-down menu and then click on "Laker Login Portal". Log in to the Laker Login Portal (also known as your "Okta dashboard") using your full LTC email address and LTC email password.
- 2. Scroll through your apps and select the red WCOnline tile that says "LTC Student Success Center (Tutoring)". WCOnline will open in a new tab.
- 3. WCOnline can also be accessed by clicking the green "Click Here to Schedule your Tutoring Appointment" banner on the Student Success Center information page.

How to Switch Between the Schedule Displays

WCOnline defaults to showing everyone the "Standard Display" page which has two boxes (and "Find an Appointment" and "Future Appointments"). To see all of the available tutors on all campuses, you may set WCOnline to load the "Calendar Display" by selecting the blue "Area Tools" button in the top right corner. To make the "Calendar Display" your default setting when you log in:

- 1. Click on "Welcome, [Student's First Name]" at the top left of the page.
- 2. Select "Profile & Communication Options" in the drop-down menu.

- 3. Scroll down to the very bottom of the page and select the "Default to the schedule calendar view instead of the standard 'appointment search' display" toggle in the "System Preferences" section.
- 4. Click the "Save Changes" button.
- 5. Log out of WCOnline and log back in again. Once you log in again, WCOnline will automatically load up the "Calendar Display".

How to Make an Appointment

Before you save your appointment, make sure you've chosen the correct subject, location, time, and date. Appointments may be online or face-to-face. You may cancel and reschedule if you are unable to attend your scheduled appointment, but if you schedule an appointment and don't attend, you will be marked as a No-Show. After being marked as a No-Show three times, you will lose the ability to make appointments until you meet with the Director of Academic Success, Susan Baker (sbaker2@laniertech.edu).

For the "Standard Display" view	For the "Calendar Display" view
 Log in to WCOnline and select your preferences in the	 Log in to WCOnline and use the
drop-down menus under the "Find an Appointment"	drop-down menus to limit your search to
box. Look through the suggested appointment blocks and	the desired subject and location. Click on a white block to open the
click "Reserve" on the desired appointment block. Fill out the appropriate information in the pop-up	scheduling pop-up window. Fill out the appropriate information in the
window. Scroll down to the bottom of the pop-up window and	pop-up window. Scroll down to the bottom of the pop-up
click "Create Appointment".	window and click "Create Appointment".

How to Attach Work to an Appointment

Reading through a paper and coming up with the best advice takes time, so it's best to give the writing tutors the most prep time they can get so they can provide you with the most effective advice they can give. **Only upload PDFs, .doc, or .docx files. Export Google Docs files as PDFs, .doc, or .docx files.** If a tutor cannot open your document, then they cannot read it or take notes on it. You can attach up to three files each time that you use the "Attach File" feature. To attach work to an appointment:

- 1. Scroll down to the bottom of the appointment pop-up window and attach any work (any progress on an essay) and/or assignment sheet.
- 2. Click on "Choose File".
- 3. Select your file in the new pop-up window and click "Open".
- 4. Click "Create Appointment" (if you're still making your appointment) or click "Save Changes" (if your appointment is already made, and you're adding documents).

To attach additional work to an existing appointment:

1. Click on your existing appointment and scroll down to the bottom of the window.

- 2. Click on the gold "Attach File" button.
- 3. Choose a file, and then click the "Attach File" button.

How to Enter an Online Appointment

- 1. Log in to WCOnline.
 - a. In the "Standard Display" view, click on "Future Appointments" and select a date using the drop down tab. The "Future Appointments" tab will then become "Today's Appointments".
 - b. Underneath "Today's Appointments" click on "Open Appointment".
 - c. In the "Calendar Display" view, click on your orange block on the calendar.
- 2. In the pop-up window, click "Start or Join Online Consultation". Your online appointment will open in a new tab. Be sure to allow the website to use your microphone so the tutor can hear you.

How to Cancel an Appointment

If you are unable to attend a scheduled appointment, you may cancel the appointment to avoid being marked as a "No-Show". To cancel an appointment:

- 1. Log in to WCOnline.
 - a. In the "Standard Display" view, click on "Future Appointments" and select a date using the drop down tab. The "Future Appointments" tab will then become "Today's Appointments".
 - b. Underneath "Today's Appointments" click on "Open Appointment".
 - c. In the "Calendar Display" view, click on your orange block on the calendar.
- 2. In the pop-up window, scroll down to the bottom and click the red "Cancel Appointment" button.
- 3. Click "Confirm Cancellation".

If you need this document in an accessible format, contact: adacoordinator@laniertech.edu or call 770-533-7088. Lanier Technical College is an Equal Opportunity Institution