

Online Tutoring in the University Learning Center

The University Learning Center (ULC) invites students to participate in real-time online tutoring using Zoom Video Conferencing. Follow these steps to prepare for, schedule, and attend your online appointment.

A. Get to know Zoom

1. Go to uncw.zoom.us and sign in to Zoom using your UNCW username and password.



2. Watch [this brief video](#) on joining Zoom meeting.
3. [Test your computer's connection](#) to ensure a successful meeting.
4. For assistance, [contact the Office of Distance Education and e-Learning](#).

B. Schedule an Online Tutoring Appointment at the ULC

1. Go to the [ULC homepage](#) and click "[Appointments](#)."



2. If necessary, review the instructions for making an appointment by clicking "[How to Make an Appointment](#)."



3. On the [Appointments](#) page, click “Make an Individual Appointment” and follow the instructions from the “[How to Make an Appointment](#)” page to set up your appointment.



4. When you get to the “Reason” dropdown menu, select “**Online: Zoom**,” then “Save.”

A screenshot of a web form titled "Appointment Info". The form contains several fields: "Center" (ACADEMIC MENTORING), "Location" (DePAOLO 1056), "Subject" (NON-COURSE SPECIFIC TU), "Reason" (Online: Zoom), "Date" (7/9/2019), "Time" (4:00p To: 5:00p), and "Phone". There is a "Notes" text area and a "Save" button. Two red arrows are overlaid on the image: one points to the "Reason" dropdown menu, and the other points to the "Save" button. At the bottom, there are two checkboxes: "Automatically create the visit when this appointment is saved." and "Send confirmation when this appointment is saved.", both of which are currently unchecked.

5. You will receive an email from the ULC stating the day and time of your appointment.
6. A few minutes before the start of your online appointment, you will receive an email invitation from your ULC peer educator with a link for joining your online appointment.

C. Navigating your Online Tutoring Appointment

1. The day of the session, ensure your computer’s microphone and webcam are working.
 - a. [Test your computer’s connection](#) to ensure a successful meeting.
2. At the exact date and time of your appointment, you MUST be at your computer prepared to begin ([ULC Attendance Policy](#)).
3. Technical issues on your computer that prevent you from attending an online session **may result in your removal from tutoring.**
4. Check your email and follow the link from your ULC peer educator to join the Zoom meeting (step B5 above).
5. Once both you and the peer educator agree that the session is completed, under the “Quick Start” tab, click “End Meeting.” Do this **ONLY** at the end of the session.