Every BODY needs a little help sometimes

Nichelle Mack, MSLS, MSEd
EveryBODY

- Library
- Tutors
- Students
Our Tools

• LibGuides CMS
• LibCal – Calendar, MyScheduler
• Booking Data & Guide Statistics
• LibAnswers
About Baptist College

- Memphis, TN
- Programs in Nursing, Allied Health, & Health Studies
- FTE: >1,000
- Terms = 14 weeks
About our Library

• Small space used for studying
• Most resources are online
• Library + Learning Center + Testing Center = CAE
  (Center for Academic Excellence)
Our Situation #1

• Tutoring schedule released early
• Students would email tutors to schedule an appt.
• Availability would change
LibCal to the Rescue

- Library was using LibGuides and 1 calendar in LibCal
- Add a tutoring calendar
Our Situation #2

- Training of professional staff
- Training of tutors (high turnover)
- How can students find the schedule?
We Helped Each Other

Give Access

• Linked the calendar in student portal & LMS
• Campaign access points to students
• Created profiles for all tutors

Provide Training

• Trained professional staff
• Trained tutors as part of their onboarding process
Our Tutors Can...

- Color code themselves on the tutoring calendar
- Customize their profile
- Customize their appointment button
- Set/adjust their own schedule
- Run their own statistics
- Edit CAE Tutors Guide
# CAE Tutors Guide

## CAE Tutors: Tutoring Schedule

Use this guide to learn more about our tutoring services, meet our Learning Center Director and Academic Tutors, and browse the tutoring schedule.

### About Tutoring Services
- **Tutoring Schedule**
- **Supplemental Instruction Schedule**
- **Meet Our Tutors**
- **Meet Our CAE Director**

### Tutoring Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Tutor</th>
<th>Subject</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 Mar</td>
<td>09:00</td>
<td>Tammy King</td>
<td>Writing</td>
</tr>
<tr>
<td>01 Mar</td>
<td>13:00</td>
<td>John Stewart</td>
<td>Chemistry</td>
</tr>
<tr>
<td>01 Mar</td>
<td>18:00</td>
<td>Sarah Thomas</td>
<td>Math</td>
</tr>
<tr>
<td>02 Mar</td>
<td>09:00</td>
<td>Tammy King</td>
<td>Writing</td>
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<tr>
<td>03 Mar</td>
<td>18:00</td>
<td>Sarah Thomas</td>
<td>Math</td>
</tr>
</tbody>
</table>

### March 2018

- **Mon**
  - 09:00 William Smith: Writing
  - 13:00 John Doe: Chemistry
  - 18:00 Jane Smith: Math

- **Tue**
  - 09:00 William Smith: Writing
  - 13:00 John Doe: Chemistry
  - 18:00 Jane Smith: Math

- **Wed**
  - 09:00 William Smith: Writing
  - 13:00 John Doe: Chemistry
  - 18:00 Jane Smith: Math

- **Thu**
  - 09:00 William Smith: Writing
  - 13:00 John Doe: Chemistry
  - 18:00 Jane Smith: Math

- **Fri**
  - 09:00 William Smith: Writing
  - 13:00 John Doe: Chemistry
  - 18:00 Jane Smith: Math

- **Sat**
  - 09:00 William Smith: Writing
  - 13:00 John Doe: Chemistry
  - 18:00 Jane Smith: Math

### Agenda

- **Search this Guide**
- **Day**
- **Week**
- **Month**

### Meet Our Tutors
- **Name**
- **Program**
- **Contact Information**

### Meet Our CAE Director
- **Name**
- **Biography**
- **Contact Information**
## CAE Tutors Guide Stats

<table>
<thead>
<tr>
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<th>JAN</th>
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<th>APR</th>
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<td>Tutoring Schedule</td>
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<td>Supplemental</td>
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<td>Meet our Tutors</td>
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<td>Meet the Director</td>
<td>25</td>
<td>27</td>
<td>14</td>
<td>17</td>
</tr>
</tbody>
</table>

**TOTAL VIEWS: 2,691***

*As of 4/24/18*
Training Playlist
Madalyn Patho, Writing, College Algebra

Please bring prepared questions/problem areas and all required materials with you. Thank you!

Date: Friday, March 9, 2018
Time: 5:00pm - 6:30pm
Location: Learning Center
Campus: Science
Categories: Training Session

Event Organizer

Madalyn
Schedule Appointment
My Scheduler
Set up your appointment time slots, then let LibCal accept and manage your 1 on 1 patron meetings!

|- My Appointments | Appointment Scheduler Settings | Google Calendar | Outlook/Exchange Calendar | Widget/Embed Code |

**Monday, April 2, 2018**

- **With:** [Redacted]
  - **When:** 11:30am - 12:00pm Monday, April 2, 2018
  - **Where:** Science Building-Learning Center
  - [View details]

- **With:** [Redacted]
  - **When:** 12:30pm - 1:00pm Monday, April 2, 2018
  - **Where:** Science Building-Learning Center
  - [View details]
Tutor’s View

My Scheduler - Settings

Customize your appointment settings!

Appointment Settings

- Appointment Duration: 30 minutes
- Appointment Padding: 0 minutes
- Advance Bookings: Users must book in advance by 24 hours
- Cancelling Bookings: Users can cancel up to 12 hours prior
- Public Calendar: Restrict booking window to 2 months
- Lib/Staff/Shift Sync: Disabled

Appointment Form Settings

Name and Email are included by default and are required. A maximum of 10 questions are allowed.

1. Name:
   - First Name
   - Last Name

2. Email:

3. Student ID:

4. Subject Matter:
   - Pathophysiology

5. Assignment Details (i.e. Chapters, Topic, etc.):

Add questions
Tutor’s View

LibCal - My Scheduler Statistics

Select Year: 2018

<table>
<thead>
<tr>
<th>Free/Available Slots</th>
<th>Confirmed Slots</th>
<th>Total Availability Slots</th>
</tr>
</thead>
<tbody>
<tr>
<td>42 slots (21 hours, 0 minutes)</td>
<td>62 slots (1 days, 7 hours, 0 minutes)</td>
<td>104 slots (2 days, 4 hours, 0 minutes)</td>
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</tbody>
</table>

Madalyn [redacted] “My Scheduler” Summary 2018 (generated Wednesday, April 4, 2018)

Availability Slots 2018 (generated Wednesday, April 4, 2018)

<table>
<thead>
<tr>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
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</tr>
</tbody>
</table>

Availability Slots, per month for 2018

Overall Occupancy rate

Madalyn Pellissier
Hourly Event Statistics

- Tutoring
- Supplemental Instruction
- Student Mentor (Nursing)
Take It From Us

It’s a process!

• Online is not enough
• Free yourself – Let your staff drive sometimes
• Get on the train (Choo, Choo!)
• Account for Accountability
• Meet and review
• Seek every opportunity to improve
Thank you for attending this Brunch & Learn!

QUESTIONS?