Using the STLCC Archer Online Academic Support Tutoring: Help Guide for Students

STLCC Archer Online Academic Support Tutoring offers synchronous (real time) and asynchronous (emailed feedback) tutoring in writing and mathematics through our online scheduling system. You must have access to the internet and a device (mobile, tablet, laptop/desktop) capable of accessing the internet for either real time or emailed feedback tutoring services.

**NOTE:** You **DO NOT** need a camera or a microphone to meet online with a tutor; however, it will enhance your experience.

**First-time Users**

**Go to St. Louis Community College’s Archer Online Academic Support Tutoring**

As a first-time user, select the link to **Register for an account**. Have your college A# ready. On the form that pops up, fill in all the boxes. Use your @my.stlcc.edu email address and the same password. Please be mindful that this password will not change when you change your password for your @my.stlcc.edu account through the STLCC college website.

Once you have registered, you will be returned to the home page.

**Text-Only & Mobile Viewing**

If you need a text-based version of this site or want to view it in a minimized mobile view, please click the **ACCESS TEXT-ONLY & MOBILE** link in the top left corner of the screen.

**Logging In**

Log in using your @my.stlcc.edu email address and the password you entered when you registered your account.
Select the appropriate schedule for **writing** or **math** tutoring by clicking the radio button to the left of the schedule (refer to above image). If you want to meet with a tutor online, choose the Real Time schedule option. If you want to have a tutor review your work and provide constructive feedback, choose the Emailed Feedback schedule option.

**Navigating Schedules**

**Navigating Within a Schedule**

Use the **PREV WEEK** and **NEXT WEEK** options at the top of the screen to navigate to the day you prefer for your appointment.

**Navigating Between Schedules**

Use the **dropdown** option at the top of the screen to choose a different schedule other than the schedule you are viewing.

**Creating an Appointment**

To schedule your appointment, select one of the white boxes on the line next to a tutor for the date and time of your preference. For example, the following tutor has an opening at 1:30 pm. Slots with a color are unavailable.

A new window will open, which asks for details including the course name, section, instructor name, and what questions or concerns you have.
When you have completed all required fields, select the **Create Appointment** link at the bottom of the page.

**NOTE:** You CAN make an appointment on the same day that you are accessing the “Real Time Feedback” schedule. It is important that you plan ahead when needing online assistance in real time or emailed feedback.

**Creating an Appointment for Math**

To set a math appointment, be sure to use the "**Limit to:**" option before booking a session. Choose the math course you are taking. Not all math tutors can tutor all subjects.

**Uploading your Documents**

If you are choosing the writing emailed feedback or real-time feedback schedule, you must **ATTACH YOUR PAPER AND THE ASSIGNMENT GUIDELINES** for a tutor to assist you. Click on your appointment and scroll to **Edit Appointment** at the bottom of the form to add an attachment.

**Choose File** and navigate to where your document is stored on your device. You can also provide a document title (such as "Reflective Essay.")

Upload multiple files at once (essay draft, assignment guidelines, etc.). It is important that you upload the assignment guidelines.

Select **Save Changes**.
NOTE: Your documents MUST be a Word document for writing appointments. Math appointments accept PDF documents. We cannot accept Google Docs or other document types.

If your submission was successful, you will immediately see that the appointment was successfully saved. You can now select Close Window.

**Canceling an Appointment**

If for any reason you need to cancel your appointment, please take the time to log back into the schedule and select your appointment slot. Scroll to the bottom of the form that pops up and click Cancel Appointment.

**Online Tutoring Sessions**

When your appointment time is near, we suggest within 15 minutes of your scheduled time; you will need to log back into the schedule and click your appointment slot. Remember to go back to the tutor you scheduled your appointment with and click the specific appointment slot you set. Below is just an example of an appointment already set.

When the appointment window pops open, click Start or Join Online Consultation from the Meet Online area.

**Using the Online Consultation Module**

When you are in the online consultation module, read the introductory information displayed on the whiteboard to familiarize yourself with the features available in this tool.
Arrows in the image above point to the audio/video area at the top left of the online consultation module window, the icon for importing/exporting a document at the top right of the window, and the text chat area at the lower right. The icons can be positioned differently on different sizes of mobile devices.

**Math Appointments**

Math students need to click on the online math tutoring link to join their session (via Collaborate in Blackboard). It should be the first link on the appointment page.
Using your Mobile Devices

If you need to use your mobile device to access your online session, feel free to do so. We have noticed some issues with Google Chrome on iPhone or iPad mobile devices. With that said, if you are using Apple mobile technology, use Safari as your browser of choice. Android users should use Google Chrome.

For the best experience, turn your mobile device on its side for a landscape view to ensure you have access to all tools available in the online consultation module.

Receiving Feedback

Watch your STLCC email for a message that "A new file has been added to your appointment." That means a copy of your document, with a tutor's feedback, has been uploaded to your appointment.

NOTE: Some students may not receive email notifications, depending on the settings chosen when the account was created. If you have not received an email within 24-48 hours after your scheduled appointment, go to your appointment slot to see if we have uploaded our suggestions.

To access your feedback, click on your appointment slot.

In the pop-up window, scroll to the Attached Files area at the bottom of the page. To download your document (and any other attachments the tutor provided), click on the attachment(s).

Need Further Assistance? We Are Here to Help! Get Campus ASC Hours

Technical Issues with Scheduling? Online Student Concerns? Email us at onlineasc@stlcc.edu