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How to Make and Cancel ARC Lab Appointments in TutorTrac

Sign up for a 50-minute appointment at https://tutortrac.academyart.edu. Chrome, Firefox, Safari, or Mercury (for the iPad) are recommended. Be sure to bookmark the login page for future reference.

Making Appointments

1. Enter your Student Self-Service User Name and Password and click the Login button. This takes you to the Main Menu.
2. To search for available appointments (On-Campus Labs or Online Labs Live!), click the Search Availability… button.
3. Select the Center from the pull-down menu. The Reason menu, date bars, time line, and day choices will appear.
4. Select the Reason (ARC Lab you would like to attend) from the pull-down menu.
5. Click the Search button. (The calendar is set to view all available appointments for the next 2 weeks; there is no need to select a date/time/day—unless you want to refine your search. However, you may not search beyond the 2-week limit.)
6. When your results appear, click on the appointment under the ARC Tutor’s name. The Appointments Entry will appear. Select the Reason and enter the Class Name or Course Code (e.g. Analysis of Form or FND 110), as well as any Notes (optional) for the tutor. You MUST select a Reason and enter the Class Name or Course Code to book an appointment.
7. Click the Save button and wait for the window to close. Your new appointment has been scheduled.
8. You will receive an appointment reminder by email. Click the Log Off button when you are ready to exit TutorTrac.

Canceling Appointments

1. Enter your Student Self-Service User Name and Password and click the Login button.
2. In the Upcoming Appointments box, click on the X next to the appointment you want to cancel.
3. The Appointment Cancellation box will appear. Enter a reason for cancelling the appointment (optional) and click Confirm Cancellation. If you decide NOT to cancel, you may click Keep Appointment or simply close the window.
4. Click the Log Off button when you are ready to exit.

ARC On-Campus Lab and Online Lab Live! Policies

All appointments must be made at https://tutortrac.academyart.edu. Students may schedule up to six 50-minute appointments within a 7-day period. Appointments can be made up to 2 weeks in advance.

Students may cancel appointments up to 3 hours in advance. If a student fails to cancel an appointment and does not attend, this will count as a missed appointment. All cancellations must be made online. Students may make appointments during different 3-hour time slots for the same type of ARC Lab (e.g. Basic Mac & Adobe Suite) in a single week, but may not schedule more than 2 appointments during the same 3-hour slot. Back-to-back appointments are permitted.

Students arriving more than 15 minutes late may lose their appointment for that day and will be listed as a no-show. The appointment will then be forfeited to any student(s) waiting to drop in during that time slot. Students with more than 4 missed appointments during a semester, or with a history of frequent cancellations, will not be allowed to continue making appointments in either On-Campus Labs or Online Labs Live! for the rest of the semester. However, they may continue to drop in, pending tutor availability.

On-Campus Labs: If a tutor has available appointment(s), or if scheduled student(s) fail to show up during a particular 50-minute slot, the tutor will be available for drop-ins. However, students are encouraged to make appointments in advance to ensure that they will be able to see an ARC Tutor on that day. There is no limit to the number of drop-in appointments per week or per semester.
Accessing ARC Online Labs Live! with Adobe Connect

What are Online Labs Live!?

An ARC Online Tutor will assist you in real time with any questions you have about the content, software, or assignments in your class. The format is similar to a chat room, but your tutor will be able to share his/her screen with you, send and receive images and documents, critique your work, and so on. You will also have the opportunity to interact with other students in the room. There are no time restrictions, and you may stay for as long as you like (during the scheduled time).

Do I need to make an appointment for Online Labs Live!?

Making an appointment is highly recommended but not required, as there is NO LIMIT to the number of students that may attend an Online Lab Live! at one time. All current students, both onsite and online, are eligible to participate. Please consult the schedule for days and times. All times listed are Pacific Time, or California/West Coast time. Please make adjustments for your own time zone—and have your assignments and questions ready for the ARC Online Tutor.

How do I log in to an Online Lab Live!?

Logging into an Online Lab Live! is simple. If you are already logged into the online class system, you can access Online Labs Live! either by clicking the link provided, or by entering the URL for the Online Lab Live! in your browser window.

If you are not already logged into the online class system, do so by navigating to online.academyart.edu/login.

Input your user name and password. If you don’t know your password, click “Forgot Password?” and follow the instructions.

Once you are logged into the online class system, enter the correct URL for the Online Lab Live! into your browser.

If you cannot log into the online class system, enter the URL in your browser, select “Enter as a Guest,” and type your full name into the field. Next, click “Enter Room” and wait for the host to admit you.

If you experience technical difficulties accessing an Online Lab Live!, visit the following link for a diagnostic test and/or contact the Online Help Desk for assistance: https://live4.academyart.edu/common/help/en/support/meeting_test.htm.