

# Policies and Procedures

## 1. How much tutoring time can I book?

- a. You can book up to **ONE** hour per subject, per day – for example, you can book one hour of English tutoring, and one hour of math tutoring on the same day.
- b. **NOTE:** Any double bookings will be cancelled and you will be notified of the cancellation.
  - i. The TLC will cancel the **later** appointment in a double booking situation
  - ii. For example, if you book one appointment at 10:00 for math, and another appointment at 1:00 pm for math, your 1:00 pm session will be cancelled.

## 2. Who will be my tutor?

- a. When you book your appointment, read the tutor's profile carefully. Their profile highlights their strengths as a tutor. It also tells you whether it's an English or math tutor.
- b. Before finalizing your appointment make sure it's with a tutor in the correct subject – i.e., don't accidentally book an English tutor for a math appointment, because then there is no guarantee that you will get your appointment if all the math tutors are busy when you come in.

## 3. What happens if I need to cancel?

- a. Due to high demand for our services, we kindly ask that you cancel your appointments with as much notice as possible so that your spot can be booked by another student. You can call the TLC or do it yourself through your WOnline account.

## 4. What happens if I miss my appointment?

- a. If you do not show up for your appointment and do not cancel the appointment in advance you will be marked as a “no-show”
- b. If you get 2 “no-shows” you will be locked out of the online booking system and you will need to speak to the TLC Advisor about getting your appointment rights re-instated.

## 5. What if I'm late for my appointment?

- a. The TLC offers all students a 10 minute “grace” period. If you do not show up in the first 10 minutes of your scheduled appointment your appointment will be cancelled so that another student can use that time.
- b. This policy is strictly enforced to provide fair delivery of service to all students.

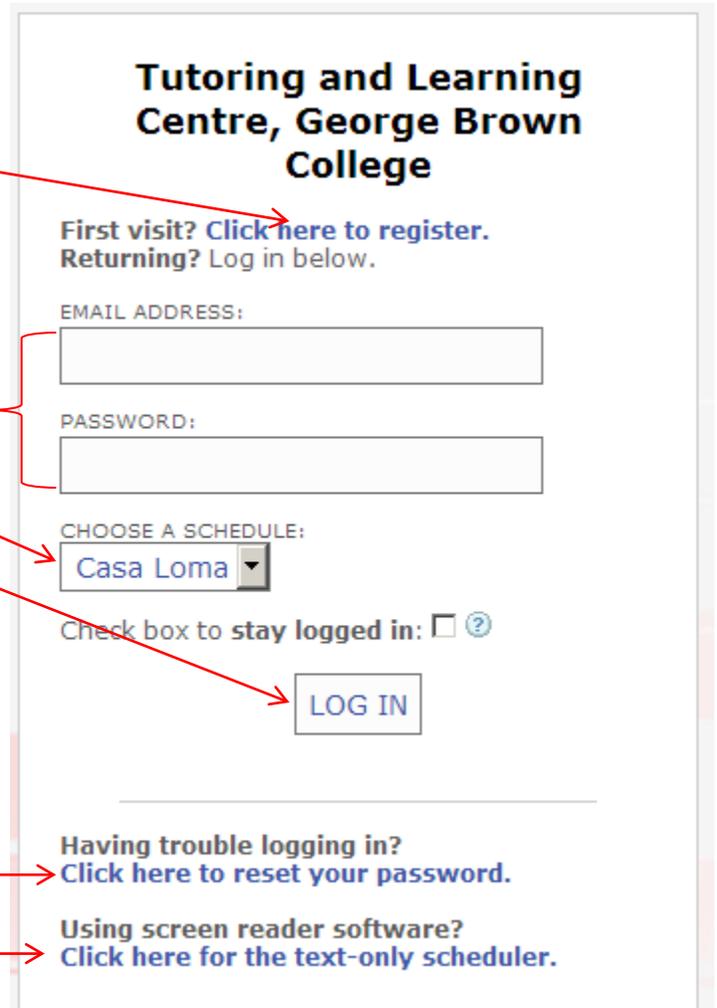
## 6. Waiting List

- a. The online booking system now has a wait list feature. If there are no available appointments students can add themselves to the wait list to receive an email when an appointment becomes available.

# First Time User?

- 1) Go to [www.georgebrown.mywconline.com](http://www.georgebrown.mywconline.com)
- 2) First time user? Click here
  - a. Fill out registration form
  - b. Click **REGISTER**
- 3) You will be redirected back to the log in page
- 4) Fill in the email address and password used to create your account
- 5) Choose the schedule
- 6) Click **LOG IN**

- 7) Having trouble logging in?  
Click here:
- 8) Using adaptive software?  
Click here:



**Tutoring and Learning Centre, George Brown College**

First visit? [Click here to register.](#)  
Returning? Log in below.

EMAIL ADDRESS:

PASSWORD:

CHOOSE A SCHEDULE:

Check box to stay logged in:  

---

Having trouble logging in?  
[Click here to reset your password.](#)

Using screen reader software?  
[Click here for the text-only scheduler.](#)

# Logging in and Booking your Appointment

- 1) Log in to your account at [www.georgebrown.mywconline.com](http://www.georgebrown.mywconline.com)
- 2) Make sure the correct schedule is chosen!
  - a. Choose your **CAMPUS** here: \_\_\_\_\_
  - b. Choose your **SCHEDULE** here (i.e. math or English) \_\_\_\_\_



**NOTE:** It is **VERY** important that you choose your **SCHEDULE** as well as the **CAMPUS** so you see the correct tutors (math or English and the correct campus). If you do not select the appropriate campus or subject, you may book a math appointment with an English tutor at Waterfront, despite wanting a math appointment with a math tutor at Casa Loma.

- 3) The schedule shows Monday to Friday. Past days will be grey and you will not be able to select an appointment. If you cannot select an appointment time, check to make sure you're on the correct day.
- 4) Appointments can be made up to **5 days in advance**. The schedule default is **CURRENT WEEK**. Click on **NEXT WEEK** to view available appointments for the following week.

11/13: WEDNESDAY	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm
Keyur	Grey	Grey	Grey	Grey	Grey	Grey	Grey	Grey
Mary	Grey	Grey	Grey	Grey	Grey	Grey	Grey	Grey
Michael	Grey	Grey	Grey	Grey	Grey	Grey	Grey	Grey
Rachel	Grey	Grey	Grey	Grey	Grey	Grey	Grey	Grey
Rob	Grey	Grey	Grey	Grey	Grey	Grey	Grey	Grey

11/14: THURSDAY	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm
Andy	Dark Blue							
Becky	Dark Blue							
Fred	Dark Blue							
Kyle	Dark Blue	Dark Blue	Orange	Dark Blue				
Rob	Dark Blue							

### Colour Codes Explained:

- Grey** = Day is in the past, cannot book
- White** = Time slot is available to book
- Dark Blue** = Tutor is not available
- Light Blue** = Booked Appointment (another user)
- Orange** = Your appointment

**To Book an Appointment:**

11/18: MONDAY	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm
Andy								
Becky								
Mike								

1) After you have selected the correct schedule (math or English), choose an available time slot (white block).

- a. Select the **TIME**. The system defaults to a 30 minute appointment. Change the second drop-down menu to increase the appointment time to 1 hour (if applicable)

b. Select the tutoring subject

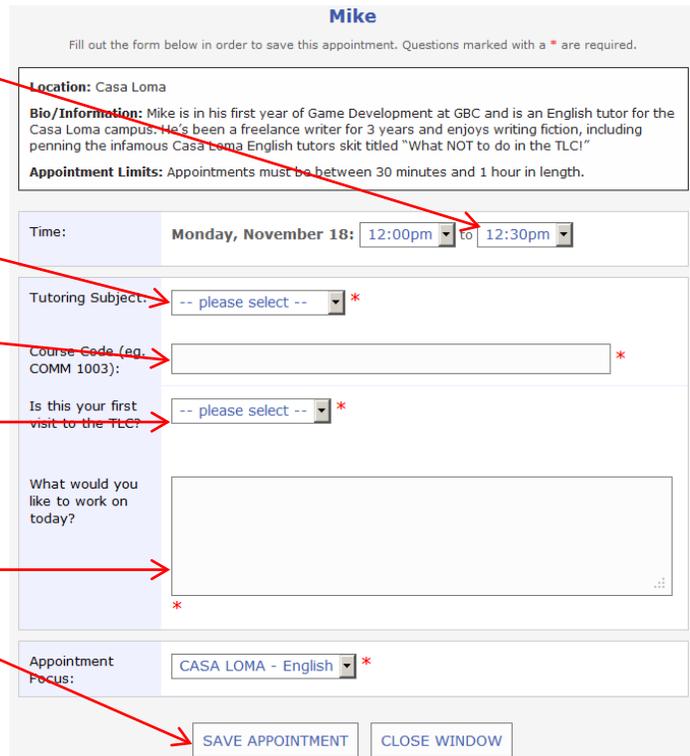
c. Fill out the course code (the course you are visiting the TLC for)

d. Is this your first visit?

e. Tell us briefly what you want to work on during the tutoring session

f. Click **SAVE APPOINTMENT**

g. You will receive an email confirming your appointment. You will also receive an email reminding you of the appointment



**Mike**

Fill out the form below in order to save this appointment. Questions marked with a \* are required.

**Location:** Casa Loma

**Bio/Information:** Mike is in his first year of Game Development at GBC and is an English tutor for the Casa Loma campus. He's been a freelance writer for 3 years and enjoys writing fiction, including penning the infamous Casa Loma English tutors skit titled "What NOT to do in the TLC!"

**Appointment Limits:** Appointments must be between 30 minutes and 1 hour in length.

**Time:** Monday, November 18: 12:00pm to 12:30pm

**Tutoring Subject:** -- please select -- \*

**Course Code (eg. COMM 1003):** \*

**Is this your first visit to the TLC?** -- please select -- \*

**What would you like to work on today?** \*

**Appointment Focus:** CASA LOMA - English \*

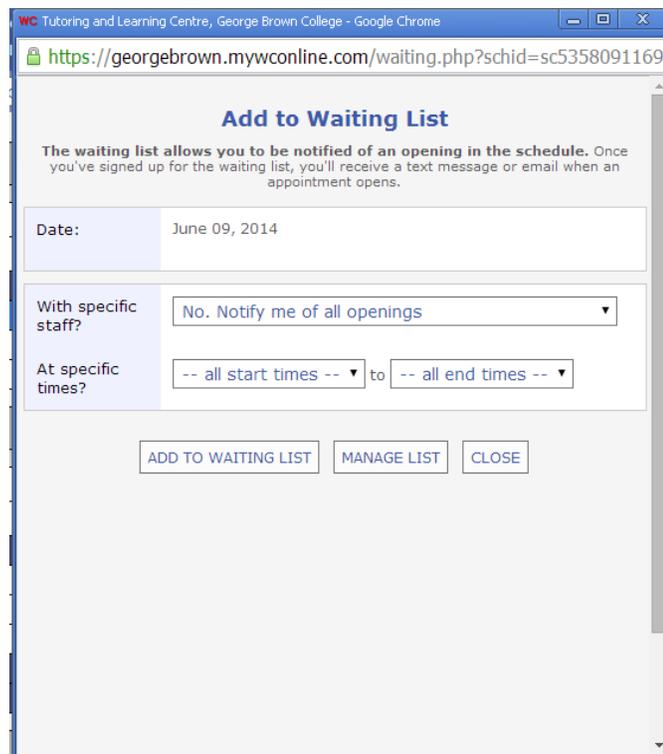
**SAVE APPOINTMENT** **CLOSE WINDOW**

**Using the Waiting List:**

1) If there are no appointments available you can choose to add yourself to the waitlist

Jun. 6: FRIDAY	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm
Administrative Use Only (English)								
<small>Allows 3 member groups</small>								
Administrative Use Only (Math)								
<small>Allows 3 member groups</small>								
Andy (English)								
Becky (English)								
Raymond (Math) - Admin use only								
Tsegai (Math)								

- 2) Click on the little clock icon next to the date
- 3) In the pop-up box complete the fields as necessary
  - a. You can select if you only want to be on the wait list for a **specific tutor** (staff), or at a **specific time**.
  - b. If you want to be notified of any openings, leave the form as-is and click “Add to Waiting List”
    - i. If you do not select a specific staff member, please note that you will receive notifications for **any** appointment that becomes available, math or English.
  - c. You will receive an email if an appointment opens up on the schedule
  - d. **NOTE:** Adding yourself to the waiting list does not guarantee that you will get that appointment if it becomes available. The system works on a first-come, first served basis. You will need to log in to your account and book your appointment if it is still available.



# To Change or Cancel an Appointment

- 1) Log in to your account at [www.georgebrown.mywconline.com](http://www.georgebrown.mywconline.com)
- 2) Click on your appointment (it will be in orange)
- 3) Make any changes (for example, increase the appointment time from 30 minutes to 60 minutes)
- 4) Click **SAVE CHANGES**
- 5) If cancelling, click on **CANCEL THIS APPOINTMENT** – You will receive an email confirming your cancellation

<b>Location:</b> Casa Loma	
<b>Bio/Information:</b> Mike is in his first year of Game Development at GBC and is an English tutor for the Casa Loma campus. He's been a freelance writer for 3 years and enjoys writing fiction, including penning the infamous Casa Loma English tutors skit titled "What NOT to do in the TLC!"	
<b>Appointment Limits:</b> Appointments must be between 30 minutes and 1 hour in length.	
<b>Time:</b>	<b>Monday, November 18:</b> 12:00pm to 12:30pm
<b>Tutoring Subject:</b>	English *
<b>Course Code (eg. COMM 1003):</b>	COMM 1007 *
<b>Is this your first visit to the TLC?</b>	No *
<b>What would you like to work on today?</b>	Essay *
<b>Appointment Focus:</b>	CASA LOMA - English *
<input type="button" value="SAVE CHANGES"/> <input type="button" value="CANCEL THIS APPOINTMENT"/> <input type="button" value="CLOSE WINDOW"/>	