PEER TUTORING STUDENT RESOURCE GUIDE
HOW TO SCHEDULE A TUTORING SESSION

You can request tutoring sessions in your Duke Insights portal. Click here to log in. https://duke-insight.symplicity.com/.

Instructions for scheduling tutoring sessions are on pages 2 through 8 with visuals for Desktop and Mobile view.

1 Log Into Your Insights Student Portal

Click on "Student" to log in to your Insights Student page.
Locate Peer Tutoring Page

Click on the "Peer Tutoring" tab located on the left panel of your home page. If you are on a mobile device, click the menu bar at the top left-hand side of the screen and the menu column will appear.
Click on Schedule Tutoring

Click on the "Schedule Tutoring" button at the bottom of the page to begin the process.
Use Filters to Refine Search

Use the Course, Date Range, Time Range, Available Tutor, or Days of the Week to filter the available tutoring sessions.

You must select a course to filter with. All of our tutorials are one hour in length (60 minutes) so filtering using the "Length of Session" option may not provide the refined results you want. All of our sessions will be held virtually during the Spring 2021 semester, so there will be no need to filter by location.

Once you have included all the relevant filters, click the "Check Availability" button at the bottom of the page. If you are on a mobile device, you will need to scroll to the bottom of the page for the "Check Availability" button.
Review Results and Choose Session

Review the available sessions and select the one that best fits your schedule.

**Desktop**

**Mobile**

- **Wednesday, Jan 13, 2021**
  - Course: BSSM 105 (Peer Tutoring Virtual Meeting)
  - 1 PM (2 slots available)
  - Location: Online

- **Friday, Jan 15, 2021**
  - Course: BSSM 105 (Peer Tutoring Virtual Meeting)
  - 11 AM (2 slots available)
  - Location: Online

- **Friday, Jan 22, 2021**
  - Course: BSSM 105 (Peer Tutoring Virtual Meeting)
  - 10 AM (2 slots available)
  - Location: Online

- **Wednesday, Jan 20, 2021**
  - Course: BSSM 105 (Peer Tutoring Virtual Meeting)
  - 11 AM (2 slots available)
  - Location: Online

- **Friday, Jan 22, 2021**
  - Course: BSSM 105 (Peer Tutoring Virtual Meeting)
  - 10 AM (2 slots available)
  - Location: Online

- **Wednesday, Jan 27, 2021**
  - Course: BSSM 105 (Peer Tutoring Virtual Meeting)
  - 11 AM (2 slots available)
  - Location: Online

- **Friday, Jan 29, 2021**
  - Course: BSSM 105 (Peer Tutoring Virtual Meeting)
  - 10 AM (2 slots available)
  - Location: Online

- **Friday, Jan 15, 2021**
  - Course: BSSM 105 (Peer Tutoring Virtual Meeting)
  - 8 AM (2 slots available)
  - Location: Online

- **Friday, Jan 22, 2021**
  - Course: BSSM 105 (Peer Tutoring Virtual Meeting)
  - 7 AM (2 slots available)
  - Location: Online

- **Wednesday, Jan 20, 2021**
  - Course: BSSM 105 (Peer Tutoring Virtual Meeting)
  - 8 AM (2 slots available)
  - Location: Online

- **Friday, Jan 22, 2021**
  - Course: BSSM 105 (Peer Tutoring Virtual Meeting)
  - 7 AM (2 slots available)
  - Location: Online
Complete Confirmation Form

After selecting a time for your tutoring appointment, review the pop-up confirmation page that appears. Verify all information is correct and then scroll to the bottom of the pop-up window and include a brief description of what you’d like to cover in your session. Be as detailed as possible in your description as tutors will use this information to prepare for your session. Once you have successfully filled out the information form, complete the tutoring request by clicking on the blue button labeled “Submit Request”.

![Desktop and Mobile Screenshots]

- Confirm Tutoring
  - Tutor
  - Course
  - Location
  - Time
  - Duration
  - Description

Once completed, submit the request to finalize your tutoring session.
Review Session Confirmation

Once you have submitted your request, the page will refresh and you will see your tutoring session listed under "Approved Appointments". You will also receive a confirmation email that outlines the course you selected, the tutor you are meeting with, the time of the appointment, and the link to join the virtual session.

Desktop

Mobile
HOW TO CANCEL A TUTORING SESSION

1. Find the relevant session under your "Approved Appointments" section. Then, click the 3 dot icon on the right side of the appointment.

   Desktop

   ![Desktop screenshot of the website showing the "Approved Appointments" section and the 3 dot icon to click for more options.

   Mobile

   ![Mobile screenshot of the website showing the "Approved Appointments" section and the 3 dot icon to click for more options.

2. Click "Cancel" in the drop down.
HOW TO CANCEL A TUTORING SESSION

3 Choose a reason for your cancellation and provide additional details in the text box underneath. When you are finished, click the "Cancel Appointment" button.
RESCHEDULING A TUTORING SESSION

HOW TO RESCHEDULE A TUTORING SESSION

1. Find the relevant session under your "Approved Appointments" section. Then, click the 3 dot icon on the right side of the appointment.

2. Click "Reschedule" in the drop down.
RESCHEDULING A TUTORING SESSION

HOW TO RESCHEDULE A TUTORING SESSION

You will be brought back to the request page where you can use the filters to identify a new session. Review steps 4 through 7 in "Scheduling a Tutoring Session" for instructions on how to submit a tutoring request. You will receive a confirmation email that your session was rescheduled successfully.

Note: You will only be able to reschedule with the tutor you originally scheduled with.
WHAT ARE PEER TUTORS?
Peer Tutors are students like you! They understand your challenges and they are eager to help you learn. Tutors are trained in current tutoring practices and strategies, and have been highly successful in the courses they tutor.

WHAT TYPES OF PEER TUTORING ARE OFFERED?
We offer group tutoring and drop-in tutoring. Group tutoring is a small group of 2-5 students that meet weekly using Zoom Video Conferencing. Drop-in tutoring occurs on a weekly basis, during scheduled times and are held using Zoom Video Conferencing. For drop-in tutoring, students are encouraged to swing by to get assistance with their coursework.

IS THERE A COST ASSOCIATED WITH USING TUTORING SERVICES?
No! Programs and services offered by the Peer Tutoring Program are 100% free of charge for currently enrolled students.

WHAT COURSES HAVE AVAILABLE TUTORS?
Please see our current list of available courses by clicking here.

HOW DO I KNOW IF I AM ELIGIBLE FOR PEER TUTORING SERVICES?
To take advantage of Peer Tutoring services, you must be a Duke undergraduate student currently enrolled within the course. Otherwise, there are no restrictions for our Group Tutorial or Drop-in Tutoring.

HOW DO I SCHEDULE A TUTORING SESSION?
All tutoring sessions are requested and confirmed in your Duke Insights portal. Click here to log in, https://duke-insight.symplicity.com/. Step by step instructions are on pages 2 through 8 of this document.

WHEN DO TUTORIAL SERVICES START AND END?
Tutorial services begin after the add/drop period and end on the last day of classes. For the Spring 2021 semester, tutoring will open for scheduling in February 2, 2021, and will close on April 23, 2021.
PEER TUTORING FREQUENTLY ASKED QUESTIONS

WHAT SHOULD I HAVE PREPARED FOR MY TUTORING SESSION?

It is your responsibility to bring, and/or describe when scheduling, specific questions, problems, assignments, textbook pages, or course-related materials for your session.

This includes:
- Textbook/Reading Assignments
- Graded homework, classwork, exams
- Personal Notes
- Test Specific Prep Work
- Questions

Tutors look to the student for guidance on what to incorporate in the session. To ensure an optimal experience, please be SPECIFIC in your description of what you'd like to cover in your tutoring session when you are scheduling.

HOW MANY SESSIONS CAN WE SCHEDULE PER WEEK?

You can schedule as many tutoring sessions as you would like per week for any of the courses you are currently enrolled in.

WHAT SHOULD I NOT BRING TO MY TUTORING SESSION?

Please DO NOT bring homework, take-home exams, or other graded assignments for tutoring staff to complete with you. Tutors CAN help you understand concepts and provide helpful test-taking, studying, and learning strategies. However, requesting that a tutor assist you with completing a graded assignment is against the Duke Community Standard, and you could be subject to disciplinary action.

HOW WILL I CONNECT WITH TUTORING STAFF FOR MY DISTANCE APPOINTMENT?

We utilize Zoom Conferencing for all of our distance tutoring. When you schedule your appointment, you will receive a confirmation email with the Zoom link included. When it is time for your session to begin, you'd simply click on the link provided.
HOW LONG ARE TUTORING SESSIONS?

All tutoring sessions are approximately one hour long.

WHAT WILL I NEED FOR MY DISTANCE TUTORING SESSION?

Students interested in utilizing distance tutoring will need to have access to the following:

- Device:
  - A Mac computer running on macOS X with macOS 10.7 or later
  - A Windows computer running on Windows 7 or later.
  - A iPhone running on iOS 8.0 or later
  - An iPad running on iPadOS 13 or later
  - An Android device running on Android 5.0x or later
- Reliable and high-speed internet connection
- One of the following browsers: Internet Explorer, Firefox, Chrome, Safari
- Microphone
- Webcam
- Speakers

Often the microphone, webcam, and speakers are built into the computer you are using. However, if your device does not have one or all of these options, please locate the necessary additional items before scheduling your appointment.

HOW LONG ARE TUTORING SESSIONS?

All tutoring sessions are approximately one hour long.

WHAT IF I EXPERIENCE TECHNICAL DIFFICULTIES BEFORE OR DURING MY SESSION?

If you experience any technical difficulties during your session, we ask that you first attempt to use the chat function in Zoom to get in contact with the tutor. If the tutor is unable to determine or fix the issue, you may need to reschedule your session for another time. Instructions for rescheduling tutoring sessions are on page 10 of this document.

CAN I RECORD MY TUTORING SESSION?

No, we don't allow tutoring sessions to be recorded.

I'M INTERESTED IN BECOMING A PEER TUTOR. HOW DO I INDICATE MY INTEREST?

We are always excited to welcome new peer tutors into the program and open our application once a semester. Please review the information on this page to see if we are currently hiring. You can contact us at peertutoring@duke.edu if you have any questions.
QUESTIONS?
CONTACT US

Academic Resource Center
Duke University
4 East Campus Union Drive
Box 90694
Durham, NC 27708

Phone
919.684.5917

Email
peertutoring@duke.edu

To Schedule Tutoring Sessions
https://duke-insight.symplicity.com/