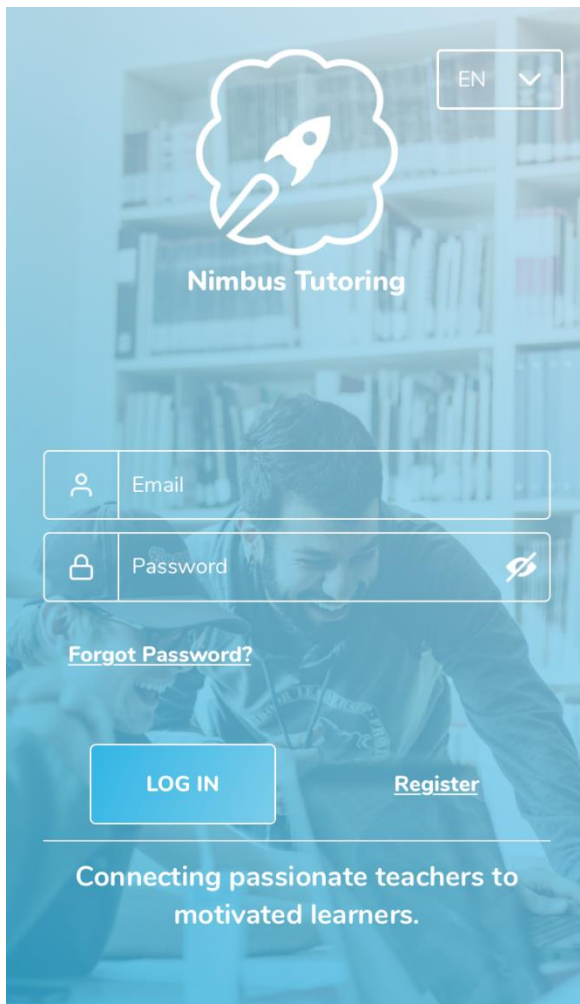# Tutors

Completing Your Tutor Account (Part 1): Completing the Tutor Checklist:

Upon your approval to tutor under the tutoring program, the Learning Skills Coordinator will provide your log-in details through e-mail. Enter your details in the log-in screen to begin setting up your tutor account. The Nimbus app will guide you in completing the tutor checklist and getting your profile online, where you will be visible for students to find and book.
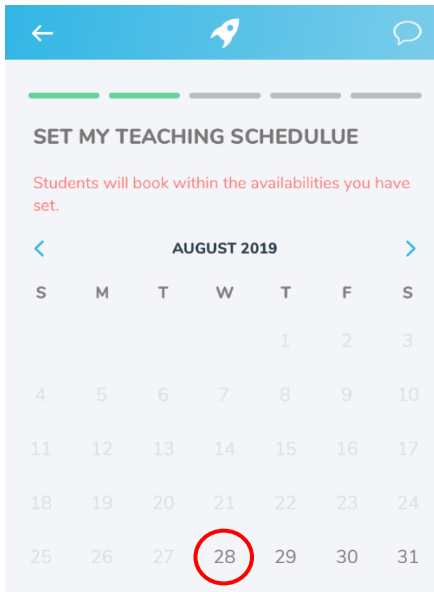

Left: Nimbus Log-in Screen; Right: Account Completion Prompt once logged in

I: Setting Up Your Schedule

After logging in, the app will prompt you to set your schedule. To do this:

1. Select the day in which you wish to tutor by tapping on the date. Tap **continue** to proceed.

2. Select your time slots by tapping and dragging down the arrow. There will be an option to apply this time slot for recurring days and weeks. Select "**No, only this day"** if you do not wish to have the same availability for upcoming days or weeks. Tap **continue** to proceed.
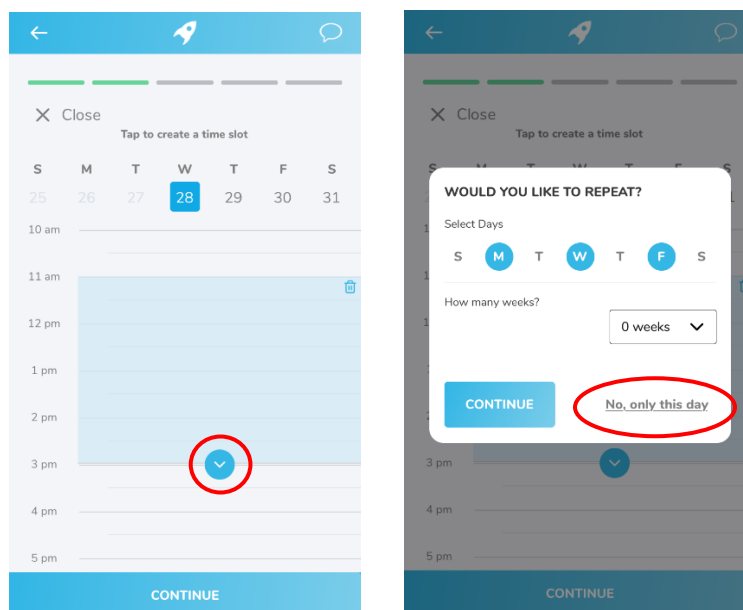

Setting your hours (Left: Dragging down the arrow lets you adjust your hours; Right: Repeatability options. Selecting "No, only this day" sets your hours for that day only)

II: Setting Your Locations

The tutor registry only allows you to hold your lessons around campus (or some nearby coffee shops). You must select your locations from a list.

Expand the list of locations available by tapping on the **upward arrow** at the top of the list. Choose your locations by tapping on the **Select** button beside each desired tutoring location. Once chosen, the **Select** button will change to **Selected**, meaning that your location has been chosen. Tap **Next** to continue.
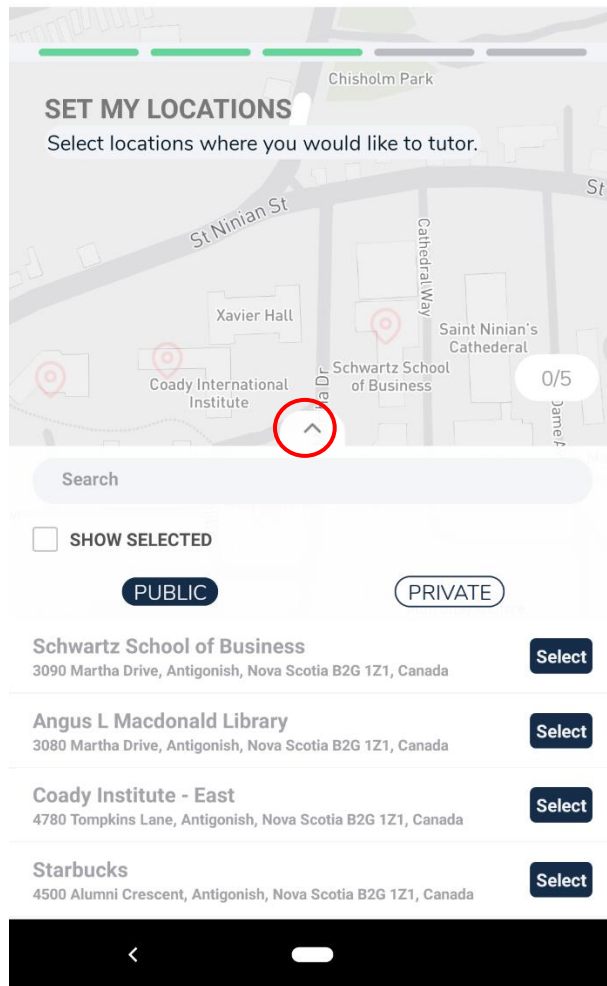

Unexpanded list of locations. Tap on the upward arrow to expand the list. The Select button beside each option should change to "Selected" once the location has been chosen.

III: Setting Up Your Courses

The Learning Skills Coordinator should have added a few courses under your profile before your account set up. Set up the price of at least one of your courses, and continue account set-up by tapping on the hourly rate options under the course. Tap **Next** to continue.

However, before you can make appointments, the Learning Skills Coordinator must approve your course for teaching. <u>If your course has not been approved yet after completion of account set up, send an e-mail to the Coordinator.</u>
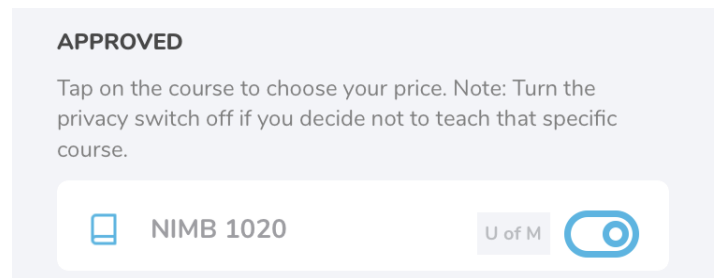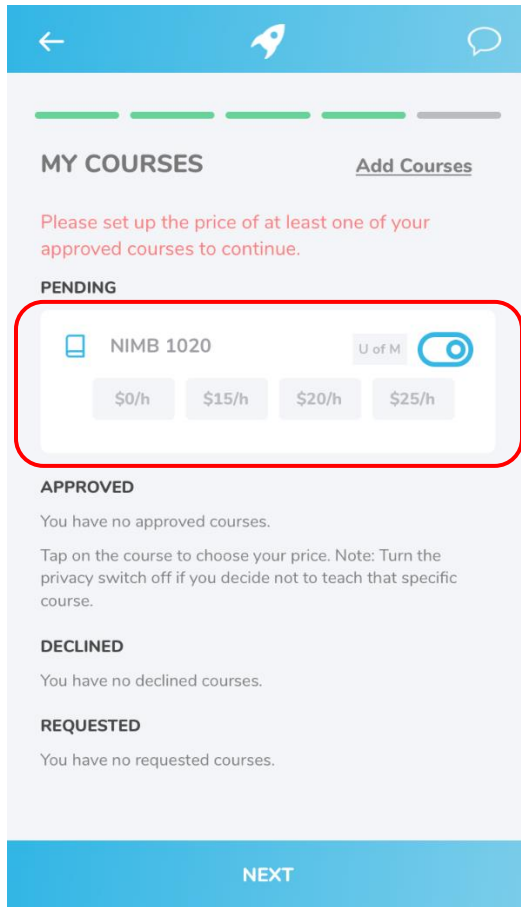

Left: Choose your hourly rate under the Pending course to proceed; Right: Approved courses will be under the "Approved" section of the screen.

IV: Setting Up Payment

The final step in account completion is setting up your payment method. Payments using the Nimbus App will happen through Stripe™, a software like PayPal. Tap **Connect to Stripe** at the bottom of the screen and follow the prompts to complete connection to stripe. Once connected, the screen message should change, prompting you to continue to your home page.

Payments take a few days to process; you will not see the payment in your account immediately after the lesson.
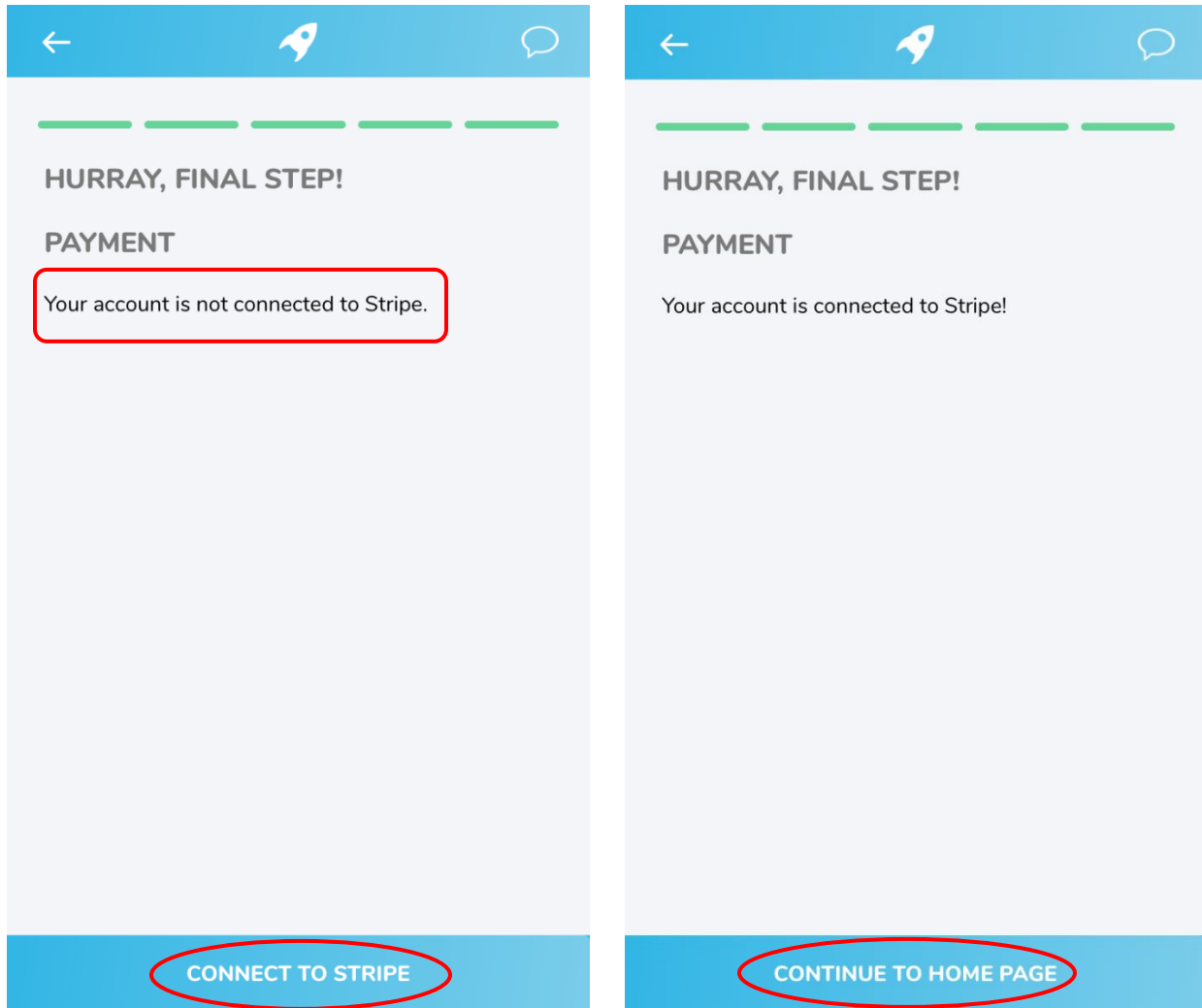
Left: Message stating requirement of account connection to Stripe; Right: Screen after account connection.

Completing Your Tutor Account (Part 2): Setting Up Your Profile

Once you have completed the tutor checklist, you will be prompted to fully set up your profile, so students can see who you are.
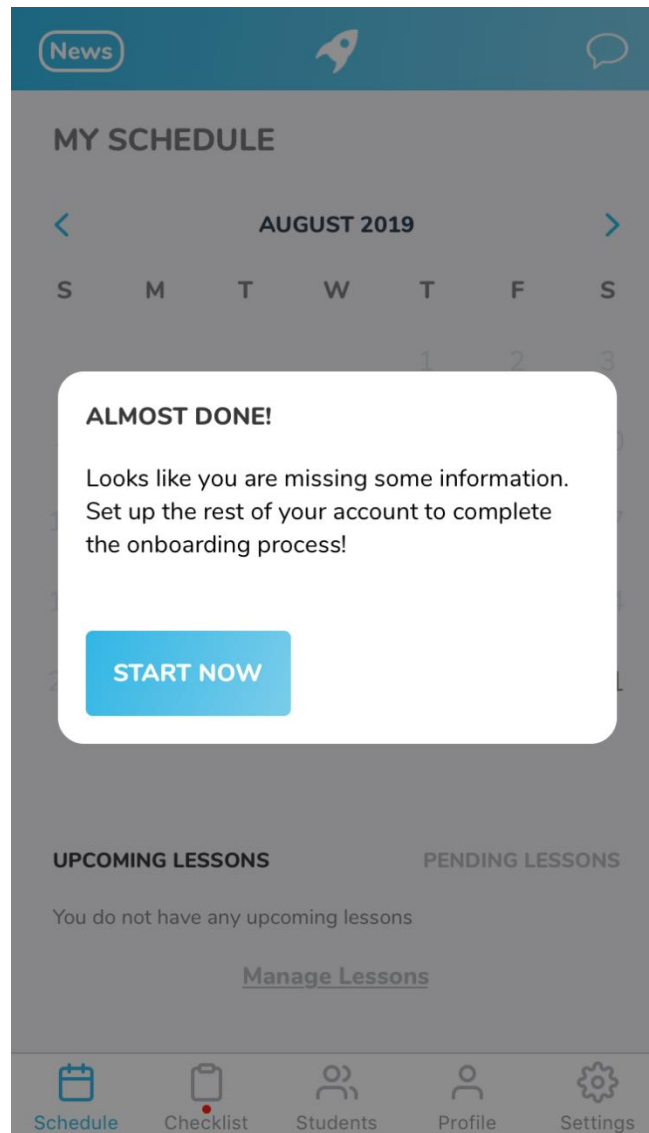
Profile completion prompt

I: Setting Up Your Profile

After logging in, you will be prompted to input your phone number, a short bio (200 words maximum!), and upload a profile photo. **All of these are required fields** and therefore must all be done before you can proceed to the next section.

Note about profile photos:

Your photo must be a valid photo of yourself that is presentable, and your face must be clearly visible. This is to help tutees recognize you when they book lessons with you and this will also increase your chances of getting booked for a lesson!

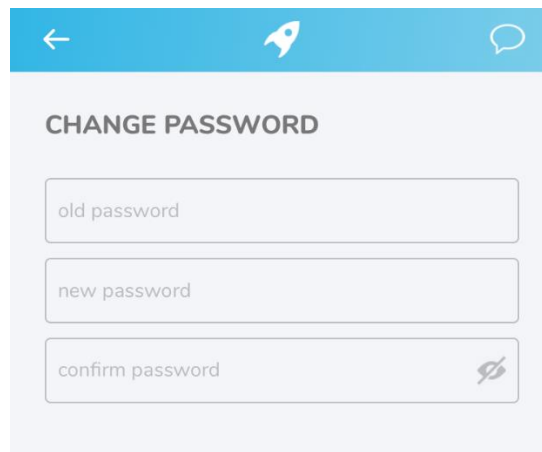## II: Adding Your Education Information

On the **Add Degree** screen, select the degree you are currently doing and/or have completed in the app and fill out the necessary information.

## III: Changing Your Password

You will encounter a screen after adding your education information that will prompt you to change your password. This is important for your account's safety, and the app will not let you proceed to the next section. The password must be at least 8 characters, and a combination of capital letters, numbers and symbols is recommended for a strong password.

Change Password screen

Maintaining the Tutor Checklist

The Tutor Checklist can be accessed at the tab on the bottom of your screen at any time.
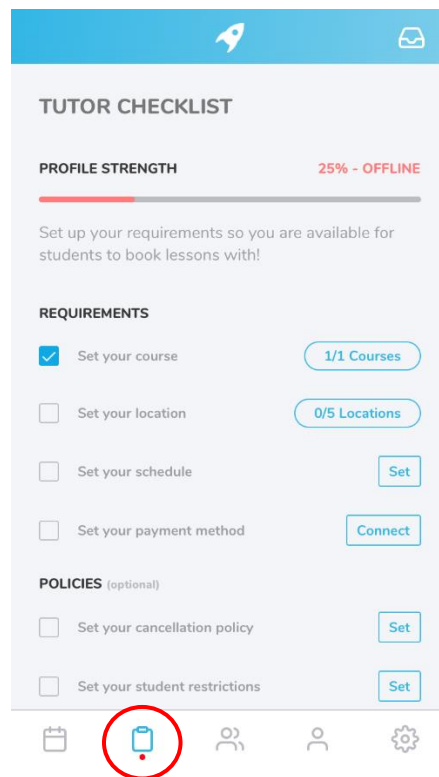
Accessing the Tutor Checklist

Maintaining the Tutor Checklist will determine whether your profile will be "Online". An Online tutor means that their tutor profiles will be visible for students to see, and therefore will be available to book. You can see your progress towards becoming an Online tutor through the "Profile Strength" on the Checklist screen.

For you to be available for students, you need to ensure completion of the following: courses you can teach, your tutoring locations, and your schedule.

In addition, you can also set optional policies in the checklist. The student restriction policy controls who can book the tutor.
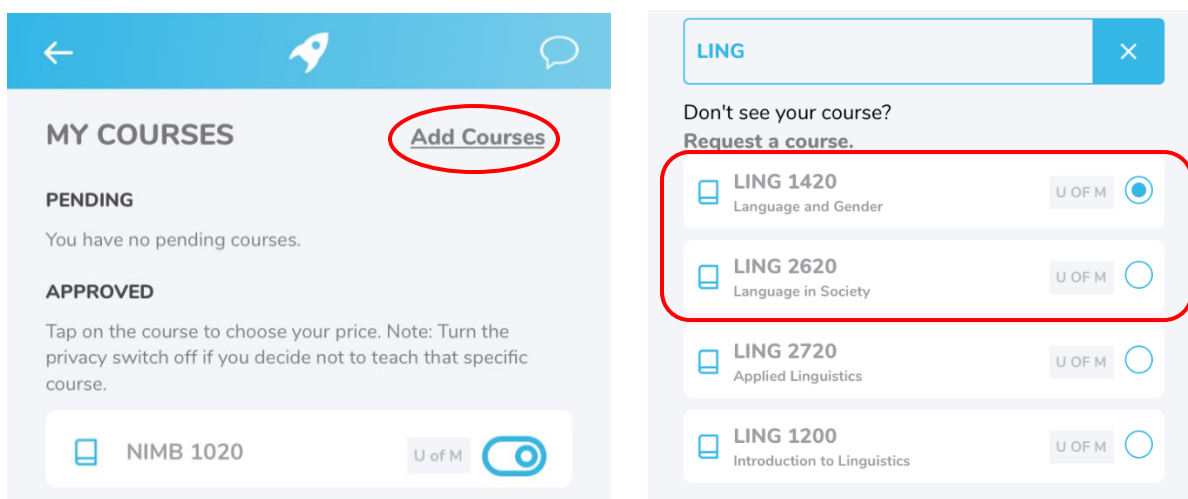
Courses

Set up your course hourly rate under **Tutor Checklist**. Before you can teach a course, the Learning Skills Coordinator will have to approve you to teach that particular course through the Administration Console. If your course has not been approved yet, send an e-mail to the Coordinator.

Once your courses have been approved, tap the course to set your desired hourly rate. If you wish to no longer offer your course for tutoring, tap on the switch button to disable your course.
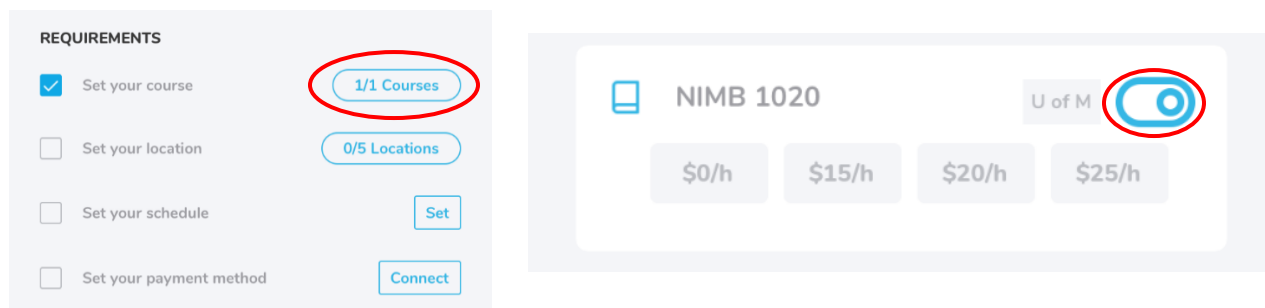
Left: Accessing your Courses in the Tutor Checklist; Right: Hourly rate options. Tap on the price to choose your hourly rate. Tap on the switch button to disable your course.

If you wish to add more courses, select **Add Courses** on the top right hand of the screen. Search your desired course on the search bar and tap on the course you would like to teach. The blue circle on the right should be filled once you have chosen the course. Exit the search bar and e-mail the Coordinator for approval.


Left: Add courses option on the Courses section; Right: Search bar with course options. The blue circle should be filled once the desired course is chosen.

Locations

You can set your tutoring locations by selecting **Set** beside "Set your location" under the **Tutor Checklist**. You can also access this by going to **My Settings** by tapping the gear icon.

Select locations on campus you can tutor in. Please note that you can only select up to five locations. If you wish to add a location that does not exist in the database, e-mail the Coordinator and it will get added if the location is acceptable.
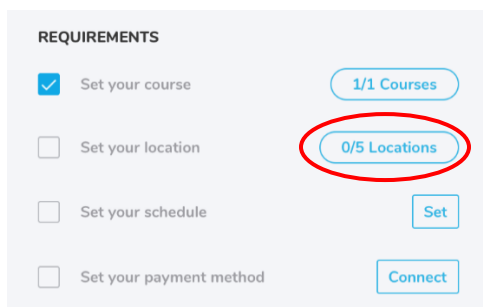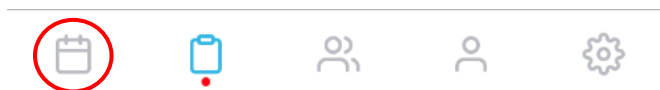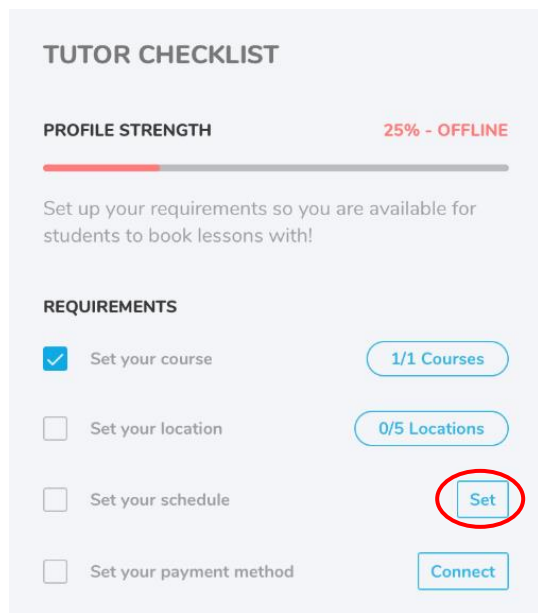

*Accessing Locations in the Tutor Checklist*

Scheduling

To set your schedule:

1. Select **Set** beside "Set your schedule" under **Tutor Checklist**, or select the calendar icon in your tab.


Accessing your schedule (Left: Accessing your schedule under Tutor Checklist; Right: Accessing your schedule using the calendar icon)

2. Once your calendar appears, select the day you wish to tutor by tapping on the date.
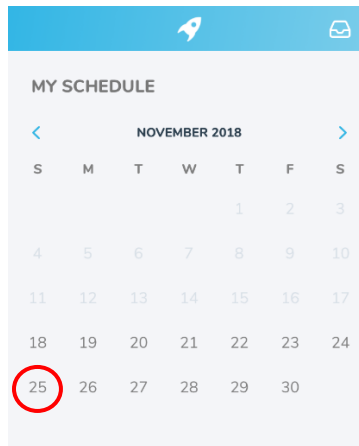
Selecting your day

3. Select your time slots by tapping and dragging down the arrow. There will be an option to apply this time slot for recurring days and weeks. Select "**No, only this day**" if you do not wish to have the same availability for upcoming days or weeks.
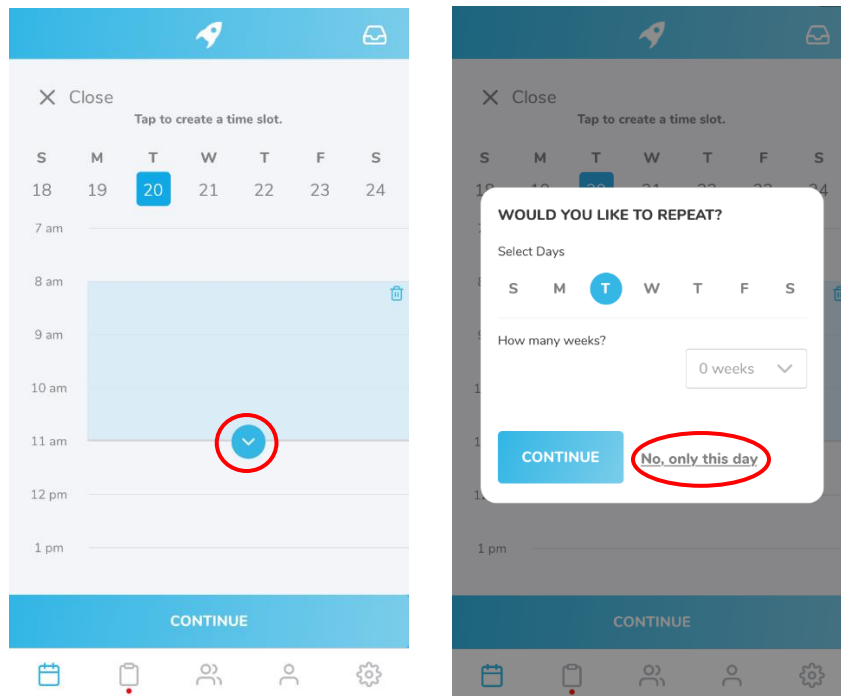
Setting your hours (Left: Dragging down the arrow lets you adjust your hours; Right: Repeatability options. Selecting "No, only this day" sets your hours for that day only)

Policies & Options – Cancellation and Student Restriction

Cancellation Policy

Students may cancel appointments up to 2 hours before the time of the appointment. If the student does not abide this policy, 50% of the session fee will be paid for the missed appointment. Tutors and tutees often have to travel to attend appointments, and this rule enforces respect for everyone's time. Note that the policy applies both to students and tutors and is not optional. If students are facing issues with a tutor abusing this policy, the tutor will be reported to the Learning Skills Coordinator.

Abuse of this policy will result in the tutor being removed from the registry.

Student Restriction

The student restriction policy is available for tutors as an option. This policy causes your profile not to display to other (new) students when they search for available tutors. Only your current students (those who have had appointments with you in the past) will see your name in search results. You can turn on and turn off this policy at any given time.

To set this policy, select **Set** beside "Set your student restrictions" under the **Policies** section of the **Tutor Checklist**. You can also access this by going to **My Settings** by tapping the gear icon.

Tutoring Sessions:

To start a lesson, select a lesson under **Upcoming Lessons** and tap **Start Lesson** on the bottom of your screen. A camera should appear to scan your student's QR code. Scan the QR code and once it is complete, your lesson status should change from "Confirmed" to "In progress".

Your lesson status will not change until the duration of your lesson is complete.
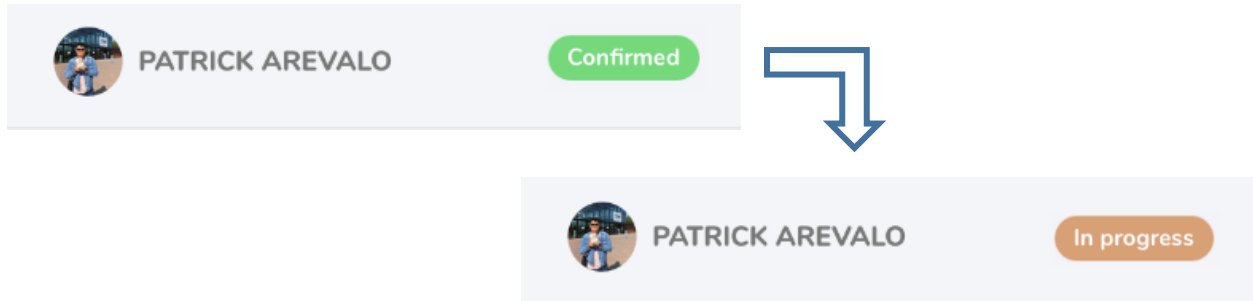
Lesson status change after QR scan (for more information click here)

Leaving a feedback:

At the end of your lesson, you will see a field that allows you to leave a comment regarding your student. This is only for other tutors to see who may teach this student in the future. Leave comments regarding the student's learning style, strengths, and weaknesses you may have observed. **Keep your comments constructive and inoffensive**, as this will help future tutors prepare their lessons better if they ever tutor your student!

After-lesson feedback form