Making Referrals Using the SAGE Early Warning System: A Guide for John Jay Faculty
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Last updated 1/6/2011

M.C. Doney
What is TutorTrac?

TutorTrac is a web-based software product that tracks student use of support services such as tutoring and academic advisement. Currently, TutorTrac is used at John Jay by the Academic Advisement Center, the Center for English Language Support, the Foreign Language Lab, the Math & Science Resource Center, the Office of Accessibility Services, the SEEK Tutoring Center, and the Writing Center. TutorTrac can handle both appointment-based and walk-in visits for services, and different centers on campus have adapted it for use in different ways.

What is SAGE?

SAGE is a TutorTrac module that makes it possible for faculty and some staff to create referrals for their students to support services such as tutoring. SAGE is completely web-based and is optimized for the Mozilla Firefox browser, so you can make referrals from anywhere that you can access the web via Firefox.

What can I do in TutorTrac/SAGE?

View your students’ visits to support services on campus
Generally, if your students have been using support services in a center that uses TutorTrac, you can see those visits. For example, if you require that your students visit the Writing Center for help on their written assignments, you can verify that they are making those appointments by viewing their visit history in TutorTrac. Similarly, if you encourage your students to attend tutoring in the Math & Science Resource Center and you’d like to know who is following that advice, you can look that up in TutorTrac as well. Not every office uses TutorTrac in exactly the same way, and some centers may block faculty access to their visit histories for reasons of student confidentiality. For these reasons, you should check with the individual center first if you would like to view students’ visits to that center.

Make a referral for support services and monitor the outcome
If you think a student would benefit from support services such as tutoring or advisement, you can help jump-start the help-seeking process by making a referral. You will need to specify the center and the reason for the referral, and you have the option of adding additional notes to let us know how to best assist your student. Once you submit the referral, it is sent directly to the student via email, with copies of the email going to you and to the specified center. It’s up to the student to follow up. You can log in to TutorTrac to see if the student visited the center, and while you’re there, you can look in SAGE to see any follow-up notes entered by the center staff.
Campus offices currently using TutorTrac:

<table>
<thead>
<tr>
<th>Office</th>
<th>Are visits recorded in TutorTrac?</th>
<th>Can you make a SAGE referral?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Advisement</td>
<td>Yes</td>
<td>Not yet</td>
</tr>
<tr>
<td>Center for English Language Support (CELS)</td>
<td>Yes</td>
<td>Not yet</td>
</tr>
<tr>
<td>Foreign Language Lab</td>
<td>Yes</td>
<td>Not yet</td>
</tr>
<tr>
<td>Math &amp; Science Resource Center</td>
<td>Yes</td>
<td>For Spring 2011, MAT104 instructors only.</td>
</tr>
<tr>
<td>Office of Accessibility Services</td>
<td>Coming soon, but will not be visible to faculty or non-OAS staff</td>
<td>Not yet</td>
</tr>
<tr>
<td>SEEK Tutoring Lab</td>
<td>Yes</td>
<td>Not yet</td>
</tr>
<tr>
<td>Writing Center</td>
<td>Yes</td>
<td>Not yet</td>
</tr>
</tbody>
</table>

How do I access the system?

TutorTrac is completely web-based and operates from a secure server on the John Jay campus. You may access TutorTrac from any location where there is internet access. Since a student’s record of participation in campus support services is considered confidential information, it is extremely important that you do not let others access your computer while you are logged in to TutorTrac and that you log out immediately and close your browser when you are finished.

To use TutorTrac, you MUST use Mozilla Firefox as your internet browser. TutorTrac does not work properly with other browsers, including Internet Explorer, Safari, and Google Chrome. If you do not currently have Firefox on your computer, you can download it for free at Mozilla.com. You should also make sure your browser’s plug-ins are up to date.

The URL for TutorTrac is jjctutortrac.jjay.cuny.edu. You can also find links to TutorTrac in Blackboard and in various locations on the John Jay web site.
Blackboard

You can find a link to TutorTrac in Blackboard on the John Jay Faculty & Staff tab. Once you’re on the tab, scroll down until you see something that looks like this:

![Blackboard Image](image)

**Link on your departmental web site**

If your department does not have a link to TutorTrac on its web page, please have your department contact the TutorTrac system administrator (currently Michele Doney in the MSRC).

**Other links on the John Jay web site**

Offices that accept SAGE referrals will typically have a link to TutorTrac on their web pages as well. For example, the Math & Science Resource Center web site has a page with SAGE information (including the most up to date version of this user guide!) and includes a link to TutorTrac.
Logging on

Click on a link to TutorTrac in Blackboard or on the John Jay web site, or enter the URL into Firefox yourself. Once you’re there, you will see a login screen that looks like this:

Enter your John Jay username and password, just like you do when you access your John Jay faculty email account. If you are new to John Jay and you have not yet activated your faculty email account and set a password, you will need to do this before you can begin using TutorTrac or SAGE.
Features of the main screen

After you log in, you will be taken to the main screen, which looks like this:

The useful parts are the TracMan and the Faculty Options box (circled in the diagram above). The search field on this screen is disabled, but don’t worry. You can access all of your students through your course list.

Trac Man:
You can use the TracMan menu to return to the main screen from any other screen in TutorTrac. You will also see a choice on this menu called My Prefs. Just ignore it. There’s nothing there that you will need.

Faculty Options box: Your current course sections
The Faculty Options box contains active links to rosters for all of your current sections. We update the TutorTrac database from SIMS weekly, so if a student registers late, it may take up to a week for her to appear in TutorTrac. In addition, please note that students who drop your class do NOT disappear from your roster in TutorTrac automatically. Be careful not to make referrals for students who are no longer in your course.
Finding your students

Click on the section in the Faculty Options box. You should get a list of students similar to this:

![Image of student list]

Disregard the dates on the right—they don’t mean what you think they mean. Also, when you look at the list of students, remember that this is NOT a real time reflection of SIMS. Students who add your class late may take up to a week to appear on this roster and students who drop your class will still appear here. The features you will want to use on this page are these:

1. The active link to the left of each student’s name. This will get you access to that individual student’s file, allowing you to view her appointment and visit histories and create SAGE referrals for her.
2. The List Options menu. Please request training before you use ANY of the tools on this menu. Some of them don’t work the way you’d think.

Click on the student to enter their record. You will see the following tabs:

![Image of student entry]

Last updated 1/6/2011

M.C. Doney
General Info Tab
You will see the student’s TutorTrac ID and barcode, which you can disregard. You will also see the student’s name, followed by the last 4 digits of the SSN. Finally, you will see the student’s email address.

You can totally disregard the Documents tab, as we currently do not use this feature at John Jay.

SAGE Tab
Use this tab to view and create SAGE referrals. See below for instructions.

Visit Summary Tab
This tab is currently disabled. You can access a student’s visit history through the History tab.

History Tab
Under the History tab are additional tabs, of which the Visits and Resources tabs are active. All other areas are currently disabled.

The Visits tab shows you all of the student’s visits including the name of the center.

To see the details of a visit, click on the active link. Currently, you can see when the student has visited, but you cannot see the subject. We are working with the software vendor to fix this.
The Resources tab shows how often the student has checked out resources from a center that uses the TutorTrac resource library. For example, if a student regularly checks out a textbook or study guide from the MSRC, you can see that here. If you have deposited special materials for your students in our library such as sample exam questions, answer keys to recent exams, supplemental readings, or DVDs of your lectures, you can use this tab to see if a particular student is making use of those materials.
Making a SAGE referral

Once you have reached the student’s record, click on the SAGE tab. To create the referral, click the “NEW” button.

Next, choose your referral type from the list of available types and click the Create button:

This will take you to the screen where you will enter the details of the referral, which looks like this:

As shown in the picture above, there are FOUR steps you must complete before you click “Save”:

1. Enter a SUBJECT, just like you would for an email. For example, you might say “MAT108 tutoring referral,” or, “extra help with quadratics,” or, “tutoring referral from Dr. Smith,” or, “please review missed problems from the most recent test.”
2. If you wish, enter NOTES for the center. These are usually specific details about the type of help needed, such as the type of problems you want the student to work on with a tutor. Remember that the STUDENT WILL SEE everything that you write.
3. Choose the REASON for the referral
4. Choose the RECOMMENDATION

In this example, the reason is tutoring and the recommendation is a weekly appointment for the rest of the semester. Do not enter anything in the follow-up fields. Those fields are for center use only.

5. **When you have entered all of this information, click “Save”**.

Visual confirmation that your SAGE referral has been saved and sent will appear in the form of a message in red letters in the upper left corner of the screen:

![Image of confirmation message]

When you save your referral, three emails are generated automatically:

1. Email to the student so she knows she has been referred and needs to act
2. Email to the center so we know to expect to hear from the student shortly
3. Email to you, which serves as confirmation that the referral was sent successfully.

Here’s an example of what your confirmation email will look like:

![Example confirmation email]
How do I know if my student has acted on my SAGE referral?

You can log back in to TutorTrac and access the student’s SAGE screen to view follow up on past referrals. You can also view the student’s visit history to see if she has visited the center since you made the referral.

How do I know if my students are using support services on campus?

There are three ways to do this:

1. Log on to TutorTrac and view the student’s visit history in the History tab in TutorTrac. Please be aware that not every center makes its visits visible to faculty.
2. Ask the student to bring you a printout of their visit history.
3. Contact the center and ask for a history to be sent to you, usually via email.

Troubleshooting

I can't log on

Every instructor with a valid, active John Jay email address and password should be able to access TutorTrac and SAGE. If this is your first semester teaching at John Jay, you will have to wait until the beginning of the semester to access the system because of the way our data imports are scheduled.

I can't see my courses/students

The most common reason why an instructor cannot see his/her sections is that they are listed in SIMS as “Staff” or under the name of a different instructor. If you are not the instructor of record for the section, it will not show up on your list in TutorTrac. You will need to contact the registrar or your department in order to have this information updated. Once the problem is corrected in SIMS, it may take up to a week for the correction to appear in TutorTrac.

If you can see your courses but there are students missing, those students may have added the course late. Data imports from SIMS happen once per week, so it may take up to a week for a student to appear in TutorTrac after they add a course.
I can't see all of my students' visits
Under certain rare circumstances, the visit record may not exactly match the appointment attendance record. Usually this happens when the student forgets to check in upon arrival and their attendance record is corrected at a later date. We remind students of the importance of checking in when they arrive. You can help us by emphasizing these good habits to your students when you encourage them to come for tutoring.

I can't make a SAGE referral
If you have followed all of the above instructions and your referrals are not going through, you will need to contact the campus TutorTrac system administrator for help.

Getting help with TutorTrac/SAGE

If you need help using SAGE, contact the campus TutorTrac system administrator, currently Michele Doney in the Math & Science Resource Center. If you have a question about a specific referral or visit, please contact the relevant center. Please do NOT contact the software vendor, as our support contract specifies that support calls must come from the sysadmin.