

March 23, 2020

Dear Urban College Students,

The LRC staff hopes you are doing well and would like to help as you adjust to online classes. We will be offering online tutoring through GoToMeeting, Google Drive and over the phone, Mondays to Fridays from 11:00 AM to 7:00 PM and Saturdays from 11:00 AM to 3:00 PM. The appointments will last for 30 minutes. We expect to be very busy and might have to limit you to weekly appointments.

Please follow these steps to make an appointment:

1. Send an **email** to German Miranda at urbancollege tutors@gmail.com
2. Include
 - a. Your name, phone number and class you want help with.
 - b. Day/Times you are available for an appointment (for example, Thursday 2:00pm to 4:00pm).
 - c. Tell us if you need help setting up any technology.
 - d. Please have any documents on Google Drive (docs/slides) or Microsoft OneDrive (Word, PowerPoint) so they can be shared. We can help you do this.
3. German will follow-up with you by **email or phone** to confirm the appointment time.
4. You will receive an **email or phone call** from the tutor to make arrangements for your appointments. This will include setting up any apps you may need.
5. Remember that we have a limited number of time slots available. If we do not hear from you within 24 hours, the appointment will be cancelled and you will have to make a new one.
6. Please be ready, or connect to GoToMeeting, 5 minutes before your appointment.

Here is a video that shows how to join a GoToMeeting and how to use the controls during the tutoring session:

<https://www.youtube.com/watch?v=95dRdnMMgbQ>

We look forward to serving you online!

The LRC Staff and Volunteers,
Bill, Dorothy, Elizabeth, German, Jack, Louis & Yelena