

TUTOR MATCH FAQ: Who? What? Why? How? When?

What is Tutor Match?

Answer:

Tutor Match is a remote tutoring option offered by Brainfuse, a free, on-line tutoring service available to Chandler-Gilbert students. Tutor Match allows you to schedule on-line tutoring appointments with CGCC tutors.

[Click here to connect to Brainfuse Tutor Match.](#)

Why should I use Tutor Match?

Answer:

Due to COVID-19 restrictions, all Chandler-Gilbert campuses are closed and all in-person classes will switch over to a remote format. To help provide academic support for CGCC courses, access to online tutoring has been extended to all students (previously only available for students in online and hybrid courses). Tutor Match will let you connect with tutors from the CGCC Math, Science, and Writing Centers for help with any of your current Chandler-Gilbert classes.

Who can use Tutor Match?

Answer:

At this time, access to Brainfuse and Tutor Match has been extended to all CGCC students. **Please note that you may only use Brainfuse for assistance with Chandler-Gilbert courses in which you are currently enrolled.** The use of Brainfuse for coursework from other institutions is strictly prohibited and subject to the college's policies and procedures regarding the acceptable use of student support resources. Brainfuse tutoring sessions are recorded and reviewed by college personnel on a regular basis.

When can I use Tutor Match?

Answer:

Tutor Match will show which tutors are available once you have chosen a subject. You can then select a session time from the list of available tutors. Students also have access to the Live Help option (through Brainfuse staff) for times that CGCC tutors are not available for pre-scheduled sessions. **As much as possible, it is highly recommended that you utilize CGCC tutors via Brainfuse Tutor Match since they are more familiar with your CGCC coursework, instructor expectations, and assignments.**

How do I use Tutor Match?

Answer:

Login to Brainfuse

- **First time users** can login [here](#) with their MEID and password. Once logged in, Brainfuse will send you a username and password to your MEID@maricopa.edu email address for future logins.
- **Returning users** may use the Learning Center website link or www.brainfuse.com directly with the username and password Brainfuse provided.

If you have any issue logging in, please email tutoring@cgc.edu or call 480-723-7231 for assistance.

Request a Tutoring Session

- Look for **Tutor Match**.

- Select a **Topic** (the discipline in which you need help; not necessarily your school of study) and select a **Subject** (a specific class or subject)

Select a topic first

Then select one of the courses with CGCC course numbers
(for example, **Microbiology BIO205**)

The screenshot shows the 'Tutor Match' interface. At the top, it says 'Tutor Match' and 'Schedule an appointment'. There is a dropdown menu currently set to 'Biology'. Below it is another dropdown menu labeled '-- Select Subject --'. This menu is open, showing a list of courses: Anatomy/Physiology I BIO201, Anatomy/Physiology II BIO202, Biology Concepts BIO100, Biology for Allied Health BIO156, General Biology I BIO181, General Biology II BIO182, Introductory Anatomy/Physiology BIO160, and Microbiology BIO205. The 'Microbiology BIO205' option is highlighted in blue. To the right of the dropdowns is a yellow circular icon with a pencil. At the bottom right, there is a logo for 'LEAP Learning' and the text 'Diagnostic test c'.

- Click on **Schedule**

The screenshot shows the 'Tutor Match' interface. It has the title 'Tutor Match' and the subtitle 'Schedule an appointment'. There is a green circular icon with a calendar. Below the icon are two dropdown menus. The first dropdown menu is set to 'Biology' and the second is set to 'Microbiology BIO205'. At the bottom of the interface, there is a blue button labeled 'Schedule', which is circled in red.

- Ensure your **Time Zone** is correct (for Arizona, select **MST**). If it is not correct, click on the time zone link. A separate box will appear where you can change your time zone and continue scheduling your appointment.
- **Preferred Modality** should be set to **Online**
- Select a specific tutor from **Available Tutors** to narrow your search to the tutor of your choice. Otherwise, to see **ALL** available tutors, leave as "Select a tutor".

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Tutor Match

Welcome To TutorMatch

Request Tutoring Session
Please choose a day with available sessions to select an available timeslot.

Subject: Microbiology BIO205 (Change)

Preferred Modality: Available Tutors:

Your current time zone: **MST** [Click Here to Change](#)

< > today **March 31, 2020** month day

Tue, Mar 31	Wed, Apr 01	Thu, Apr 02	Fri, Apr 03	Sat, Apr 04	Sun, Apr 05	Mon, Apr 06
9 sessions available	25 sessions available	22 sessions available	20 sessions available	8 sessions available		
Tutor1 12:30pm-01:00pm Select						
Tutor1 01:00pm-01:30pm Select						

- Select the date for your appointment from the calendar.
- Find a time slot that works for you and click on **Select**. (Please schedule appointments at least 20 minutes in advance of the session start time so tutors have a chance to confirm the appointment.)
- Tip: If you prefer to view the calendar for the entire month, select **month** in the upper right-hand corner.
- Almost done! Double-check your time zone is correct, complete the online form with your phone number, SMS reminder preference, and notes about the assistance you are seeking, then click **Request Session**.

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Tutor Match

Welcome To TutorMatch

Almost Done

Thank you for your session request!

This request is **pending** confirmation from your selected tutor. You will receive an e-mail confirming your request at [redacted]@cgc.edu.

In the case of a scheduling conflict, you will receive an e-mail asking you to request another time and/or date.

Please read the following to be sure that you are properly set up for a successful tutoring session.

Session with Tutor1
Start: Tuesday, March 31st 2020, 12:30pm to 01:00pm MST
Your current timezone is: MST [Click here to Change](#)

Notes

In order to help your tutor better prepare for your appointment, please provide the following:

Focus/reason for appointment (copy and paste assignment instructions if applicable):

Request Session

Please be sure to log into Brainfuse/Online Tutoring just before your session starts. You will find your session by clicking My Calendar at the top of the page, then click on Enter to access the session and tutor. If you are no longer available, please cancel this session. You can also cancel the session at a later time by visiting the "My Calendar" page.

Session Confirmation

You will see a **pending confirmation page** letting you know that the tutor has been notified of your request

- When the tutor confirms your request, you will receive a **confirmation email** to your MEID@maricopa.edu account
- The time and date of the appointment will be included.

How to Attend

- Log back into Brainfuse shortly before your session starts, hover over your name (top right on the page), and click on **My Calendar** and then on **Enter** to access the session.

The screenshot shows the Brainfuse HelpNow interface for Chandler-Gilbert Community College. At the top, there are logos for Brainfuse HelpNow and Chandler-Gilbert Community College. The user is logged in as 'James'. The main navigation bar includes Home, Expert Help, Academic Tools, and Collaboration Tools. A blue banner indicates 'Tutors are available now' and provides a link to 'Get the Brainfuse HelpNow App'. Below this, a search bar asks 'What subject or class can we help you with? Try 'Algebra'...'. The interface is divided into three main sections: 'Live Help' (with a 'Connect' button and a cost of 300), 'Tutor Match' (with a 'Schedule' button), and a 'My Calendar' section. A red arrow points to the 'My Calendar' link in the user menu.

This screenshot shows the 'Calendar' section of the Brainfuse HelpNow interface. The user is logged in as 'Student'. The 'Calendar' section contains instructions on how to schedule live, online meetings. It lists the following details for a session:

- Moderator:** Tutor name
- Attendees:** Student name
- Notes:** Focus/reason for appointment(copy and paste assignment instructions if applicable): Test/image
- Start:** Thu 4/9/20 5:00 PM MST to Thu 4/9/20 5:30 PM MST

 There are 'Enter' and 'Cancel' buttons next to the session details. A red box highlights the 'Enter' button with the text 'Click here to enter a tutoring session'. A red arrow points from this box to the 'Enter' button. On the left, there is a list of 'Other Services' including Live Tutoring, Writing Lab, SkillsSurfer, Send Question, Language Lab, LEAP, Brainwave™, FlashBulb™, and MEET™. On the right, there is a 'Learning Account Features' sidebar with links to My Account, My Past Sessions, My Message Center, My Tests, My Calendar, My Brainwaves, and My CloudPack.

- Note: Brainfuse works best on your computer, laptop, or tablet. Accessing Tutor Match through your cell phone is not recommended.

How to Cancel a Tutoring Session

- Log into **Online Tutoring**
- Click on your **Username** in the top right corner under the "Logout" button
- Select **My Calendar**
- Click **Cancel** next to the appointment that you wish to cancel



Tutors are available now
Get the Brainfuse HelpNow App

What subject or class can we help you with? Try 'Algebra'...

Live Help
Get live help now

-- Select Topic --
-- Select Subject --

Por favor marque aquí si prefiere tutoría en español

Tutoring Schedule **Connect** 300

Tutor Match
Schedule an appointment

-- Select Topic --
-- Select Subject --

Schedule

My Account
My Past Sessions
My Message Center
My Tests
My Calendar
My Brainwaves
My CloudPack



- Other Services**
- Live Tutoring
 - Writing Lab
 - SkillsSurfer
 - Send Question
 - Language Lab
 - LEAP
 - Brainwave™
 - FlashBulb™
 - MEET™

Calendar

Easily schedule live, online meetings between you and others. To get started, simply click the "Add Session" button.

Student here are your scheduled sessions:

Moderator: Tutor name
Attendees: Student name

Notes:
Focus/reason for appointment(copy and paste assignment instructions if applicable):
Test/image

Start: Thu 4/9/20 5:00 PM MST to Thu 4/9/20 5:30 PM MST

Enter **Cancel**

Click here to cancel a tutoring session

- Learning Account Features**
- My Account
 - My Past Sessions
 - My Message Center
 - My Tests
 - My Calendar**
 - My Brainwaves
 - My CloudPack



Learning Center

Chandler-Gilbert Community College

Maricopa Community Colleges

Email Us: tutoring@cgc.edu

Leave us a voicemail: [480-732-7231](tel:480-732-7231)

Business Hours: Monday - Thursday: 8:30 AM - 5:30 PM

Friday: 9:00 AM - 3:00 PM