



CALIFORNIA COMMUNITY COLLEGES
ONLINE EDUCATION
INITIATIVE

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OEI Online Tutoring Resources Handbook

January 2018

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Welcome, colleagues! This handbook is your go-to reference for information about online tutoring offered as a result of the Online Education Initiative (OEI).

Introduction

All California Community Colleges now have the opportunity to take advantage of tutoring resources that augment local college tutoring services. Each college may choose services that best meet its needs:



Tutoring Platform: Free system-wide license for use and training of the LSI WorldWide-Whiteboard platform, making it easy for students, faculty, and staff to collaborate and tutor online.



Online Tutors: Low-cost license for LSI's NetTutor that provides online, on-demand services to meet with live online tutors, submit questions, and review essays. Colleges may choose to provide a mix of local and NetTutor resources for their students.

If the WorldWideWhiteboard tutoring platform and NetTutor services are not yet offered by your college, please visit the Foundation for California Community Colleges CollegeBuys website for more information.

If your college already offers these tutoring services, this handbook provides valuable resources for college instructors based on the experience gained during the OEI online tutoring pilots that began in the spring of 2015.

This handbook includes:

- Frequently Asked Questions about NetTutor & WorldWideWhiteboard
- Effective practices to promote the use of tutoring services
- Other resources to help instructors incorporate NetTutor into their online course
- LSI's NetTutor implementation and awareness kit

College staff and faculty are encouraged to share this information with their colleagues and offer your own suggestions for increasing the effectiveness of these online tutoring resources.

SPOC/Learning Center contacts:

The main points of contact at LSI who support our partnership, including questions about NetTutor, WorldWideWhiteboard, or Refer-Tutor-Report and ongoing, day-to-day account management are:

Chuck Myers
Regional Sales Manager (northern/central* CA)
cmyers@link-systems.com
916-612-6994

Todd Hopkins
Regional Sales Manager (southern* CA)
thopkins@link-systems.com
770-688-5537

*(split at northern borders of San Luis Obispo, Kern, and San Bernardino counties)

OEI Online Tutoring Services NetTutor & WorldWideWhiteboard FAQ

What is NetTutor? NetTutor is an online tutoring service provided by Link-Systems International (LSI). OEI selected LSI as a partner through a comprehensive review of online tutoring vendors and platforms, as part of a competitive bid process managed by the Foundation for California Community Colleges.

Who are the tutors? The OEI has vetted the training requirements and qualifications of NetTutor. The tutors are subject matter experts with previous teaching or tutoring experience. They are full-time tutors, and all have at least a bachelor's degree; most also have post-graduate degrees.

When are tutors available? Some high-demand subjects have live tutoring available 24 hours a day, every day of the year. Other subjects' live hours are posted at www.nettutor.com/schedule. Also, there is a maximum one-day turn-around for asynchronous question submission and two-day turn-around for asynchronous paper/essay review. Turnaround times are typically less than the maximum times indicated. Your college may choose the tutoring package that best fits your needs.

Why is it important to integrate NetTutor with Canvas? This will give students single sign-on access to NetTutor (rather than remembering another username and password). It also means fewer clicks between students and their tutor, as students can go directly from within their course to tutoring options for that same subject, streamlining their experience.

How do students access NetTutor? When NetTutor is integrated in your course shell, students will have single sign-on access.

Tutoring sessions are held on LSI's collaboration platform, the WorldWideWhiteboard, and all sessions are recorded and stay in a private archive.

Will I know which students accessed NetTutor and when students used it? Yes, at each consortium college, the Single Point of Contact (SPOC) will have access to this information.

Who do I contact when I have questions about NetTutor? Contact your college's RSM, Todd Hopkins or Chuck Myers. See previous page for contact information.

What if my students experience technical issues logging into NetTutor? For technical support, students should submit a Support ticket.

What is the difference between NetTutor and WorldWideWhiteboard? NetTutor is the online tutoring service where LSI provides the tutors, while WorldWideWhiteboard is the platform used. The OEI has funded a system-wide WorldWideWhiteboard license for colleges to use their own tutors to provide online tutoring using the same WorldWideWhiteboard platform. Faculty may also use WorldWideWhiteboard to host office hours.

How should I make NetTutor available to my students? The link to reach a tutor should be communicated to students in your syllabus and course home page. Some faculty remind students that the service is available in each assignment; some even require students to use NetTutor on specific assignments.

Effective Practices for Promoting NetTutor

Encouraging Students to Use Online Tutoring

LSI's tutoring services are geared toward helping boost student achievement in online classes. In both face-to-face and online tutoring environments, encouraging students who can most benefit from tutoring to actually use the services can be a challenge.

The following effective practices for promoting NetTutor have been collected from pilot college faculty, tutoring coordinators, and our NetTutor partners. College staff and faculty are encouraged to engage in the following effective practices for deploying NetTutor and increasing student awareness of the benefits of online tutoring.

Include an embedded link on your course home page.

NetTutor can be embedded into a Course Management System (CMS) course's home page. Contact your campus SPOC or Distance Education Coordinator for directions.

Include information and a directly embedded link to NetTutor in your student welcome email and discussion postings.

In the email below, the instructor sent a message to her students when NetTutor was implemented. Feel free to use her language and modify the email to meet the needs of your course.

Online Tutoring Now Available

Hello Class:

You may notice that there is a link on our menu labeled NetTutor.

This is an opportunity for you to receive online tutoring in case you cannot make it to the LRC Tutoring Center. Using NetTutor is free to enrolled students. To get started, see the instructions below.

1. Click on the NetTutor link in the course menu.
2. If you want a tutor to look over your paper and provide you feedback, click the Online Writing Lab. You will see a form to complete, with the ability to upload your paper. Be sure to save your file as a PDF; the system only accepts PDFs.
3. If you have a quick question, you can choose the option to communicate with a live tutor.

If you have any questions for me or need help, please let me know.

Thank you!

Make an introductory assignment for your students.

Create a low points assignment for your students in Week 1. The assignment could be asking a NetTutor tutor a simple question by a certain date. Below are some examples:

- Visit NetTutor and ask the live tutor a question about grammar, punctuation, or APA formatting rules.
- Put your first name, the instructor name, and the name and section number of this course onto a Word document. Save the file as pdf. Then, upload that pdf to NetTutor's Paper Center.
- Go to NetTutor when a live tutor is available. Ask the tutor a question, such as "why did you become a tutor" or "what other careers have you had" or "what was your biggest struggle when you were a student."
- Assign a Live Tutoring exercise (example: <http://ccconlineed.org/wp-content/uploads/2016/09/Live-Tutoring-Exercise.pdf>)

Include a NetTutor reminder right inside an assignment.

In the email below, the instructor posted to her class tips for completing their essay assignment. One of the tips is a reminder with an embedded link to NetTutor.

Essay #2 is Due Monday

Hello Class:

I am writing to remind you that Essay #2 is due Monday.

To improve your grades on your essay, here are some recommendations:

1. Read my feedback on your introduction paragraph and Essay #1, then incorporate those suggestions and corrections into your paper.
2. Read the peer reviews provided by your classmates in Discussions.
3. Receive tutoring if you need it, either in person at the Tutoring Center or using the NetTutor link in our class menu.

Let me know if you have any questions.

Thank you!

Include a NetTutor reminder in your regular student emails and discussion postings.

In the email in the image below, the instructor sent a weekly class message that reminded the students about using NetTutor, along with an embedded link to NetTutor.

Wrapping Up Week 9

Hello Class:

As we wrap up Week 9, here are a few reminders:

1. Complete your peer reviews for Essay #3 by Friday at midnight.
2. Prepare for our next quiz.
3. Remember you can use the NetTutor link in our class menu to receive feedback on your draft—even during Spring Break.

Let me know if you have any questions.

Thank you!

Send a separate email in Week 1.

Sample email:

Dear Class,

As an enrolled student, you have [access to free online tutoring](#) through a vendor called NetTutor. You are able to access NetTutor with the designated link on our course menu.

Since this is an outside vendor, I have little control over it. If you encounter any problems, or have any complaints, please let me know immediately and submit a support ticket through the NetTutor site.

You may view NetTutor's "Live Tutoring Schedule" here: www.nettutor.com/schedule

Depending on your browser (Chrome, Explorer, Firefox), you will need to allow your computer to open NetTutor. After you click on the "NetTutor" link you need to click on the shield icon to begin a tutoring session.

Please let me know if you have any questions.

Thank you!

Send an email in Week 3 reminding students about NetTutor.

Week 3 is about when students are set in the course and past the initial acclimation. Remind them in an email with an embedded link.

Contact information (for faculty):

For customer service or technical assistance, submit a Support Request using the form on the website.

OEI NetTutor Live Tutoring Schedule

To access the most current schedule for live tutoring, please visit: www.nettutor.com/schedule

NetTutor Integration in Canvas, Blackboard, Etudes, and Moodle

Instructions for integration of NetTutor into Canvas, Blackboard, Etudes and Moodle can be found on the following web page:

<http://CCCOnlineEd.org/student-success-resources/tutoring>