



CALIFORNIA COMMUNITY COLLEGES
ONLINE EDUCATION
INITIATIVE

ACCESS | QUALITY | COMPLETION

OEI Online Tutoring Resources Guide

FEBRUARY 2016

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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 WorldWideWhiteboard 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.

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 24/7/365 or near 24/7/365 live tutoring available. For pilot colleges, every OEI course will include a minimum of 80 live tutoring hours per week during high demand hours, plus 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 our CMS? 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 with an OEI course, 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, through the OEI, you will be provided access to detailed usage statistics. Individual student usage data may be requested by the college or instructor, though initial reports will include more aggregated data.

Who do I contact when I have questions about NetTutor? Contact your college's OEI lead point of contact for general information or to share course materials and ROE.

What if my students experience technical issues logging into NetTutor? For technical support, students should use the link to "Submit a Support Request" or call LSI at 813-674-0660 x204 (live assistance available M-F 6am-9pm, Sat & Sun 10am-4pm).

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.

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

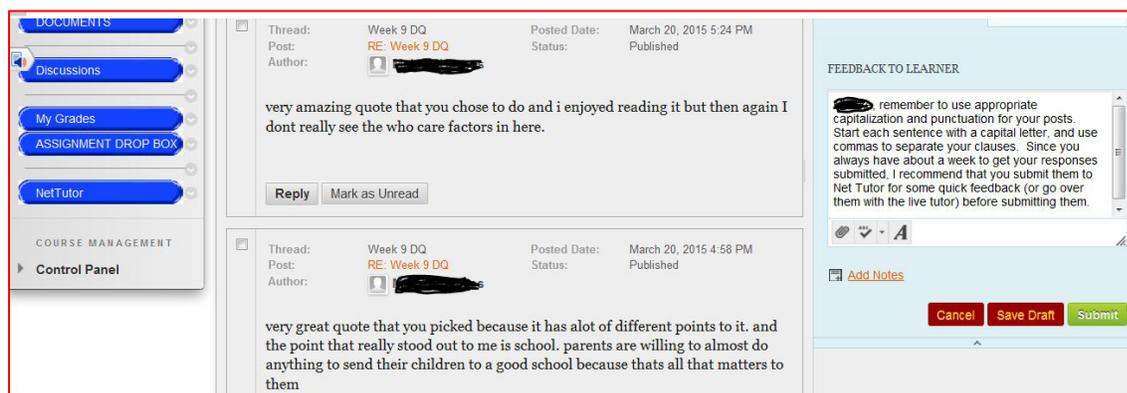
LSI's tutoring services are geared toward helping boost student achievement in online classes. However, significant utilization of the online tutoring services is needed to achieve this goal. In both face-to-face and online tutoring environments, encouraging students who can most benefit from tutoring 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. These are practical actions that can be taken to help drive utilization of tutoring services. 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.

In the image below, there is a link to NetTutor as part of the Course Management System (CMS) course's home page. See the link to NetTutor in the left column, along with the other CMS standard links, such as "Discussions" and "My Grades."

*NOTE: make sure that you go into your Course Management System and "click the switch" to make the link visible to your students. Some CMS have this item set as the default; other CMS have the default to not make links visible to students.



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

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

Online Tutoring now available!

Posted on: Wednesday, February 11, 2015 7:57:29 AM PST

Hi Students,

You may notice that there is a new blue tab available on our menu: **NetTutor**

This is an opportunity for you to receive online tutoring in case you cannot make it to the LRC tutoring center. Using the NetTutor is, of course, totally free. Here is how to use it.

1. Click on the tab for NET TUTOR, then click on the **NET TUTOR LINK - ONLINE TUTORING**
2. If you want a tutor to look over your paper and give you feedback, click the **ONLINE WRITING LAB** - it can take up to 48 hours for them to get back to you, so be sure to give yourself time. For a whole paper review:
 - Click on the Online Writing Lab link
 - Select NET TUTOR PAPER CENTER
 - Then, fill out the form (you can leave a message for the tutor as well, about things you want to work on).
 - Browse and Upload your paper. The system only accepts PDF files, so you'll need to save your essay in PDF format (go to Save as – PDF in your file menu)

Start checking back every 6 hours or so to see if the tutors have provided you with feedback.

3. If you have a quick question, you can click on **LIVE ENGLISH TUTOR**, and there will be someone there to chat with you. It's not me, but a trained tutor that works for NET TUTOR.

IMPORTANT: You need to shrink your window, so that you can see the dialogue box – it may be cut off at the bottom of the screen. On a PC, an easy way to do this is to hold down the CTRL button and the “-” sign (the minus sign, next to the + sign) to shrink it.

This is a test program for our college, so we are interested in your feedback. If you have any questions, or if you run into problems, let me know what you think!

Thank you.

Send the two links below to your students.

The two short, captioned videos show students just how to use NetTutor.

Below is a sample email, based upon the emails Melissa Colón sent to her faculty and students at Columbia College:

Hello Pilot Instructors & supporters,

Here are some really great videos that are closed captioned for students to review before they use the NetTutor Whiteboard and the Paper Center. These very short NetTutor videos are a great way to see how it all works.

Let us know how things are going!

NetTutor Introduction Video to Tools: https://www.youtube.com/watch?v=i_14QCR2g1A

NetTutor Modules Video: <http://youtu.be/YvaloQxq8ZQ>

NetTutor Paper Center Video: <http://youtu.be/1AfZq5UhC9U>

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."

Include an embedded NetTutor reminder right inside the assignment.

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

Week 7 is available and Essay #2 is due MONDAY

Posted on Sunday March 1, 2015 5:02:44 PM PST

Dear class,

I hope your weekend is going well! I am writing to remind you that WEEK 7 is now available. The Learning Unit and DQ thread is up and running. For this week, here are the major deadlines.

1. **Essay #2 Final Draft** is due Monday at 10pm in the ASSIGNMENT DROP BOX.

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

- Read my feedback on your introduction paragraph AND Essay #1 and incorporate those suggestions and corrections into your next paper.
 - Read the peer reviews that your classmates provided on Friday of last week in the DISCUSSIONS section.
 - Receive [Tutoring](#) if you need it, either in person at the Tutoring Center (it's free) or using the new NET TUTOR tab in our course menu.
2. **Discussions** As usual, be sure to complete the readings and post your response to the DQ by Wednesday, and two peer responses by Friday.
 3. **Quiz** You have a quiz this week, which will be available on Friday at 10:00am through Saturday at 10:00pm.

Thank you.

Include an embedded 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

Posted on Thursday, March 19, 2015 12:42:49 PM PDT

Hi ENG 1A students,

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

- Complete your peer reviews for Essay #3 by FRIDAY at 10pm and post them as a REPLY to two of your classmate's threads.
- As usual, complete you DQ response and two peer responses by FRIDAY at 10PM.
- The final draft for ESSAY #3 is not due until WEDNESDAY, April 1. This is the WEDNESDAY after SPRING BREAK.
- Your quiz, as usual, will be available FRIDAY at 10am through SATURDAY at 10pm.

Please let me know if you have any questions. Also, remember that you can use the NET **TUTOR** tab to receive feedback on your draft -- even during Spring Break!

Thank you.

Send a separate email in Week 1.

Sample email:



Dear Students,

This course is part of a major pilot being conducted by the California Community Colleges Chancellor's Office to improve student success in online courses by integrating resources, such as free online tutoring for students.

What does that mean to you? First, it means you will have free access to online tutoring. Second, you are pathbreakers, and your experience will inform and have an impact on the possible expansion of these services and the shape of online education in the state. It is the state's goal to help the college give you access to online learning tools that may enhance your learning and success in courses like this one.

The service will be available to you in Blackboard once the module is uploaded. I will send out an announcement once everything is in place. I am very excited about the possibilities opened by the concept of online tutoring.

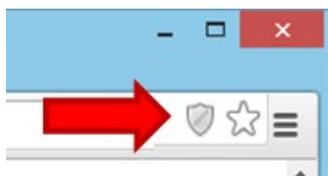
The tutoring service is provided by NetTutor, an outside commercial vendor. If you were to pay for this service it would cost you \$33 for ONE hour of tutoring, \$50 for two, \$100 for 5 hours, and \$180 for 10 hours. However, **YOU GET TO USE THIS SERVICE FREE!**

I want to advise students that since this is an outside vendor picked by the Chancellor's Office, I have little control over it. If you encounter any problems, or have any complaints, please let me know immediately!

Even though there are still many details to attend to for successful implementation, we do know NetTutor's "Live Tutoring Schedule" for PSYCHOLOGY Spring 2015:

Sun 8 am - 10 pm
Mon & Tues 10:30 am – 9 pm Wed 7 am – 9 pm
Thurs 10 am – 9 pm
Fri 11 am - 8 pm
Sat 11 am - 10 pm

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 allow access (this example is where the shield is located in Google Chrome):



I will keep you updated as more tutoring information comes available

Send a short email reminder in Week 3 directly to students 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):

To share course materials and update Rules of Engagement, contact Dr. Emilia Garofalo (NetTutor Manager) at egarofalo@link-systems.com. For technical assistance, contact submit a Support Request using the form on the website, email support@link-systems.com, or call 813-674-0660 x204 (M-F 6a-6p PST).

OEI NetTutor Live Tutoring Schedule

To access the most current schedule for live tutoring, please click on the link below:

www.tinyurl.com/ccc-live-tutoring

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://CCCOlineEd.org/student-success-resources/tutoring>

NetTutor Implementation and Awareness Kit

The "Implementation and Awareness Kit" that follows has been provided by NetTutor and provides a framework for introducing NetTutor to your college:



Introduction

One of the most important lessons we have learned since NetTutor was founded more than 15 years ago is that the number of students who take advantage of our award-winning tutoring service is directly proportional to the number of students who are, in fact, aware that this support is available to them on a 24/7 basis.

So with this lesson in mind, we have created a kit whose primary purpose is to help you and your colleagues increase the number of students in your school who could clearly benefit from the expert, personalized tutoring support that NetTutor offers—but are not as yet taking full advantage of this service.

The ideas and suggestions we will be sharing with you in this kit are all based on practices currently being implemented in schools that are deriving the maximum benefit from everything NetTutor has to offer. Some of these practices may already be in place in your school, and not all of them, for any number of reasons, may be logistically possible to implement.

Faculty and administration should consider implementing the enclosed recommendations on a regular basis in order to be effective in reaching students. We will be happy to provide or help with design and language for marketing resources and we hope that you find this information useful. This kit has been created to help you and your institution achieve your goals and if you have more ideas, please let us know!

We urge you to read the kit and to take advantage of the “internal marketing” resources we have included in this package. We also encourage you to get in touch with us at any time to answer any questions you might have any of the information we have included in this kit or if you have ideas on how we might be of further service to you.

Client Services Team

Joseph Bowers, VP Customer Services	(813) 674-0660 x223	jbower@link-systems.com
Chuck Myers, California Sales Manager	(916) 612-6994	cmyers@link-systems.com

NetTutor Issues:

Adrian M. Martin, Relationship Manager	(813) 674-0660 x249	amartin@link-systems.com
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WorldWideWhiteboard Issues:

Christopher Yerkes, Relationship Manager	(813) 674-0660 x249	cyerkes@link-systems.com
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Administration: Raising Awareness for Students

- If they are not already involved, inform your Library and Tutoring/Learning Center staff about NetTutor and share with them any marketing materials you receive in regards to NetTutor
- Involve your school's IT and PR departments; post about NetTutor on your school's website, tutoring center's website, SIS, CMS, Facebook, Twitter (description, flyer, YouTube videos, encouragement to use/like/follow) (**Appendix A-D**)
- Attend Academic Leadership Team meetings to discuss NetTutor with Deans and Directors
- Discuss NetTutor with an Academic Recovery/Retention Team to inform students that are currently on academic probation, so they could make sure their students are aware of the service
- Survey students to assess awareness of NetTutor and satisfaction with the service (**Appendix E**)
- Distribute a one-page flyer that describes your online tutoring program (including name/logo of NetTutor and your school/department, a brief description, three simple steps telling students how to find NetTutor, and on-campus contact information) (**Appendix C**)
- Print as cards, flyers, bookmarks or posters and post in library, tutoring centers, academic department offices, computer labs, dorm bulletin boards, and other high-traffic locations (**Appendix C**)
- Handout, email, post in announcement area or on homepage of online course (**Appendix A-B**)
- Distribute a NetTutor "how to access" video and/or provide "how to access" information for students which can then be displayed throughout the college campus televisions (**Appendix D**)
- Craft and have Provost send a message to students informing them about NetTutor; both including the flyer and video created by NetTutor (**Appendix A-D**)
- Contact the professional advising staff in regards to NetTutor as they may suggest better ways to distribute flyers and guides to your students
- Post information in the University's electronic newsletter and/or newspaper for students maybe an article about the availability of NetTutor or include an advertisement (**Appendix A-C**)
- Encourage student participation with reminders (**Appendix A-B**)
- Integrate NetTutor with your LMS/CMS (e.g. Blackboard, Moodle and Canvas) (**Appendix F**)
- Include NetTutor as part of your school's Student Orientation or First Year Experience (FYE) activities

Administration: Raising Awareness for Faculty

- Meet with the each College Department (i.e., College of Science/Technology) Leadership Team to discuss NetTutor with them
- Craft and have Provost send a message to faculty informing them about NetTutor; both including the flyer and video created by NetTutor (**Appendix A-D**)
- Meet or email the Chairs of Math/Stat, English, and Director of Core Curriculum with links to information about NetTutor services in Math/Stat and the Writing Lab (e.g. NetTutor website, flyer, and YouTube videos) (**Appendix C-D**)
- Survey faculty to assess awareness of NetTutor and satisfaction with the service (**Appendix E**)
- Choose a well-respected administrator or faculty member and ask them to advocate for your program
- Present or discuss NetTutor during school functions (like Convocation or Faculty Forums/Orientations) LSI can assist with the presentation
- Encourage faculty participation with reminders (**Appendix A-B**)
- Invite faculty to “kick the tires” by scheduling a NetTutor webinar—hosted by NetTutor representatives; provides an overview of the service with focus on customizing the rules of engagement and sharing course materials

Faculty: Raising Awareness for Students

When instructors provide information and guidance about the NetTutor service, students listen and take advantage of it when the need arises. Consider the following ways listed to introduce your students to NetTutor’s online tutoring:

- Encourage faculty participation with reminders
- Mention NetTutor in your syllabus when discussing the resources available to students who need assistance in your course (include a reminder at exam time or when projects are due) (**Appendix A**)
- Include information about how to access NetTutor in the course syllabus
- Whenever assignments are soon to be due or tests are coming up, remind students that NetTutor can help them prepare for an exam or can help them improve their writing (**Appendix B**)
- After a pre-test, review session, or a class exam, send students to NetTutor to work with a tutor on concepts they do not understand or questions they miss (correcting misunderstandings when they occur will help students get back on the path to successful course completion)
- Mandate or Incentivize students to use the service (i.e. 10 points extra credit per assignment).

- Assigning students a task to prove they can access NetTutor (for example, the student can submit a Question in the Q&A Center or Paper in the Paper Center, which can be printed and/or seen in usage stats)
- Conduct orientation sessions for your classes to show them how to access NetTutor, to discuss the ways in which the service can be used, and to review the ways in which use of this service can help them succeed (when possible, have students logon to the service and begin using it)
- Post a link to NetTutor on your course web page, and include links to student support documents including the NetTutor Student Flyer (**Appendix C-D**)
- Send an email to all students on probation to inform them about the grades they needed to achieve to avoid suspension following the end of the semester (in it, remind/inform them of the availability of NetTutor, include flyer)
- Adding information in regards to NetTutor in conjunction with on-campus tutoring during student orientation including some access information, documentation and playing of the instructional video created by NetTutor (**Appendix A-D**)
- If your institution provides an “Intro to the College Experience” or similar course include a briefing on NetTutor and show “the how to access the video.” Peer instructors should be asked to discuss access to NetTutor and show the video in their classes if possible (**Appendix D**)

Appendix A (Announcements)

1) Launching of Online Tutoring

I am happy to announce the availability of online tutoring for all *College Name* students via NetTutor. Online math tutoring is available 24 hours a day, every day of the week. Writing assignments can be submitted 24 hours a day, every day of the week and all writing submissions to NetTutor will maintain a 48-hour turnaround time. All other subjects will follow the NetTutor subject hours for the semester.

Please let me know if you have any questions.

[NetTutor Customer Support](#)

2) TRiO Online Tutoring Announcement

This is just a friendly reminder that *College Name* offers free online tutoring to TRiO students. Below is a flyer detailing the courses that are covered and instruction outline of how to access free online tutoring. For further information please feel free to contact:

Name / Number / Email

[NetTutor Customer Support](#)

3) Recommendation Blurb

We strongly recommend our students to use the free tutoring service that *College Name* offers. The service is called NetTutor. Online math tutoring is available 24 hours a day, every day of the week. Writing assignments can be submitted 24 hours a day, every day of the week. All writing submissions to NetTutor will maintain a 48-hour turnaround time. All other subjects will follow the NetTutor subject hours for the semester

[NetTutor Customer Support](#)

Appendix B (Suggested Email Language)

1) NetTutor is for the Holidays

Hi all!

I wanted to give everyone an update on the online tutoring hours for the Holiday Break. Math will continue to be available 24 hours a day, every day of the week and all paper/lab reports can still be submitted 24 hours a day every day of the week. All writing submissions to NetTutor will maintain a 48-hour turnaround time during the Holiday Break. All other subjects will follow the previously available hours for the semester (those hours of availability are attached to this email).

Also, now is the perfect time to go over any questions or concepts you missed on exam reviews or your actual exams; and to prepare for future exams. You can also use NetTutor to prepare for your final exams that are fast approaching! NetTutor is very easy to use, even on your iPad and other tablet devices, and the tutors would love to help everyone succeed this semester!

Please let me know if you have any questions.

[NetTutor Customer Support](#)

2) Final Exam Prep

Hi all!

I wanted to ensure that everyone was aware of the availability of online tutoring through NetTutor. Live online math tutoring is available 24 hours a day, every day of the week and all paper/lab reports can be submitted 24 hours a day every day of the week. All writing submissions to NetTutor will maintain a 48-hour turnaround time. Online Tutoring is available in variety of other subjects so login and ask a tutor a question.

Also, now is the perfect time to give your exam preparation a boost by going over any questions or concepts you missed on exam reviews or your previous exams with a tutor. We have on campus tutors available to assist you and online tutoring available via NetTutor to assist with any of your exam reviews! NetTutor is very easy to use, even on your iPad and other tablet devices, and the tutors would love to help everyone succeed!

Please let me know if you have any questions.

[NetTutor Customer Support](#)

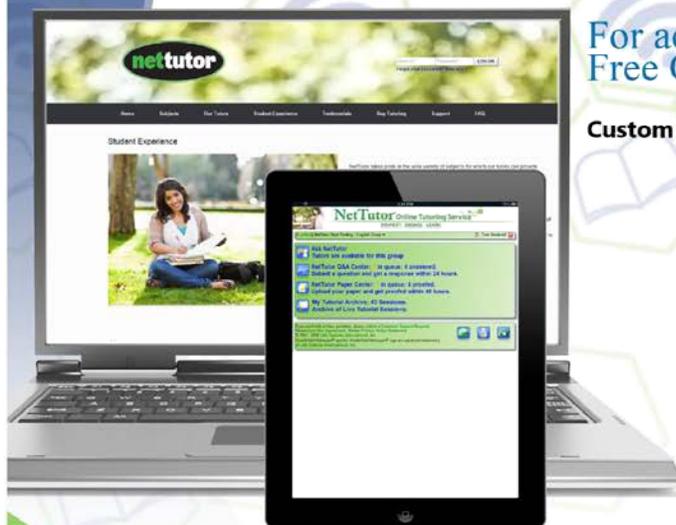
Appendix C (Flyer)

Logo
Goes
Here

**AVAILABLE
ON
MOBILE!!!**

FREE ONLINE TUTORING IS AVAILABLE

All NetTutor tutors are highly qualified professional tutors,
available anytime day or night!



For access to
Free Online Tutoring

Custom Login Instructions Go Here

Contact name
Title
Department name
Name of Institution
Phone number
Email address

SUBJECTS:

These courses has been chosen to be part of a pilot project to see if offering free online tutoring will increase student retention and success.

Please take advantage of this wonderful service!

In addition to free live tutoring, students are also welcome to drop off questions or papers/essays to NetTutor, our free online tutoring service, at any time. Questions will receive a response within one day of submission. Papers and essays will receive a response within two days of submissions.



Appendix D (Videos)

Student Focused

NetTutor Modes: Details the different ways to receive tutoring including *Ask a NetTutor*, *Q&A Center* and the *Paper Center* <https://youtu.be/25pTejQj7wM>

NetTutor Live Tutoring: This video demonstrates how a live tutoring session is conducted on NetTutor <https://youtu.be/VlrPU34FzuY>

Using the Tools on NetTutor's Whiteboard: This video shows how a student goes about typing, drawing, composing math equations and uploading images during a tutoring session <https://youtu.be/YvaloQxq8ZQ>

How to Ask NetTutor a Question: This video shows how to submit a question to a live tutor while using NetTutor <https://youtu.be/iP8cZZQ7HyA>

Using the NetTutor Paper Center: This video demonstrates how to submit a paper to the NetTutor Paper Center, retrieve it once the paper has been reviewed and even upload it to the NetTutor whiteboard during a live session if you have any questions about the paper review <https://youtu.be/1AfZq5UhC9U>

Faculty/Administration Focused

NetTutor Intro Video: This video is a brief overview of NetTutor <https://youtu.be/MEGKThJv9qU>

NetTutor Faculty Video: This video is geared towards faculty and gives a comprehensive overview of NetTutor <http://1drv.ms/1ZquJHO> (This link will allow you to view as well as download the video.)

Appendix E (Prepare For Success)



Preparing for Tutoring Sessions

Are you prepared to become an active and independent learner? If you come prepared for online tutoring, the assistance will be more beneficial and helpful.

- Log into a tutoring session **EARLY** in the semester. When you first begin to experience difficulty in a class, seek assistance immediately. If you seek tutoring assistance the day before an exam, or when you feel that you may be in danger of failing a course it may be too late. It is best to envision online tutoring as supplementary to what you are covering in your course.
- Assume responsibility. A tutor's role is to help you learn how to do your course work, not to do it for you. Tutors can provide support and insight, as well as guide you in problem solving. Our central goal is for you to become an independent learner.
- Read all pertinent material before meeting with a tutor. Try to work all assigned problems prior to the session, and bring your work to the tutoring session for the tutor to review. This will allow you to ask specific questions about issues you may have and pinpoint particular difficulties you may have experienced.
- Aim to engage in tutoring sessions in an active manner. You will reap more benefits from assistance if you are the one doing the work.
- Set reasonable goals about what can be accomplished. Always keep in mind that it is not realistic or feasible to ask questions about a semester's worth of material in one tutoring session.
- Be patient during particularly busy tutoring times (e.g. mid-terms, final exams, etc.).
- Do not hesitate to say, "I am still having difficulty understanding this type of problem. Could we go through it one more time?"
- Review your recorded live tutoring session on a consistent basis. Try to continually expand your understanding of the material as you strengthen your knowledge base.

Appendix F (Surveys)

1. From the list below, please select the class for which you were enrolled in this term.
2. Based on your recollection, how often did you meet with a LIVE tutor during this course? (How many sessions?)
3. How helpful did you find the LIVE sessions?
4. Overall, how long did you have to wait for a LIVE tutor to respond?
5. To the best of your recollection, how many times did you use the Paper Center to submit a paper for review?
6. If you submitted a paper to the Net Tutor Paper Center, how soon were you notified that your paper was ready for review (via email)?
7. If you submitted a paper, how would you rate the feedback that you received on the paper?
8. How would you describe the process for submitting a paper?
9. If you submitted a question through the Q&A area, how soon did you receive a response?
10. If you submitted a question through the Q&A area, how helpful was the answer to your question?
11. How satisfied were you with the Net Tutor service overall (LIVE, Paper Center, Ask a Question)?
12. If you used the service, what impact do you feel it had on your overall performance in the course?
13. Please feel free to share your experience about the Net Tutor service and make suggestions or recommendations for improvement.

Survey for students who have not used NetTutor

1. You have not logged in to NetTutor or used online tutoring this semester...please explain why:
2. Do you plan to use NetTutor and online tutoring?

Appendix G (Integration)

NetTutor LTI Integration

Link-Systems International, Inc. has rolled out its implementation of LTIv1.0 to allow flawless and easy integration of its products into the numerous learning management systems available.

Learning Tools Interoperability (LTI) provides a standardized method of integrating rich learning applications and tools with a learning management system (LMS) seamlessly and securely. Through LTI, remote applications such as NetTutor can be presented to users without the need to send a plugin or package to be installed by the LMS administrator.

To learn more about LTI, please visit the following address:

<http://www.msglobal.org/toolsinteroperability2.cfm>

For NetTutor integration, you will need the launch URL (provided below), the key, and a launch secret for your setup (both can be obtained from your sales representative). Most learning management systems have resorted to labeling this as “External Tool” within their software. You need the following information for setup:

Launch URL: https://gw.link-systems.com/blti/blti_https.php

Launch key: (contact NetTutor client services)

Launch secret: (contact NetTutor client services)

It is recommended that the external tool be configured to open in a new window. It **must** send, at minimum, the **user’s ID, email address and the resource link ID (or course ID)** to NetTutor, the tool provider. It is recommended, but not required, that the first name, last name, and course name be sent as well. If supported by the LMS, the ability to send the resource link description should be enabled also.

No custom parameters are required.

OEI Implementation Note:

Integration requires that local CMS course-IDs be provided by the college CMS administrator to the LSI Client Services team so that the links can be "mapped" to the current tutoring subject area in NetTutor. There is some variation in how course ID strings are provided based on which CMS the college is using.