Online Tutoring Service
Funded by the California Community Colleges Online Education Initiative

nettutor
Online Tutoring Service
• **NetTutor overview** presentation (15-20 minutes) hosted by Chris Bergeron, Director, Institutional Sales

• **Log into NetTutor as a student**, including sample interaction on WorldWideWhiteboard (5-10 minutes)

• **Rules-of-Engagement (ROE) review and roundtable discussion**, showing math and writing as samples (15-20 minutes) led by Dr. Emilia Garofalo, NetTutor Manager

• **FAQ** follow-up / any open questions (remaining time)
LSI is an e-Learning solutions provider founded in 1996.

Our partners value and trust LSI because we listen to their needs, offer innovative service, and—most importantly—care about their students.

Our goal is to enhance the student learning experience.
Why offer online tutoring?

- Some students prefer the anonymity of online tutoring.
- Some subjects do not have tutoring offered on campus.
- Tutoring center(s) are closed during late evenings, weekends, or holidays.
- Students are unable to visit campus for tutoring (working, kids are in bed, live far from campus).
- Accreditation requires that students who are taking online courses be supported with comparable service.
- Safety considerations (visiting tutoring center after dark).
Who uses NetTutor?
NetTutor Outcomes

• A recent study shows NetTutor access increased student retention by 17% (over the control course which did not have access) while NetTutor usage resulted in an additional increase of 13% in student retention.

• One customer survey measured enthusiastic student response, with results that consistently show a 97% approval rate. Virtually every student who visits a tutor once pledges to return.

• Administrator testimonials:
  – “The customized nature [of NetTutor] is its best feature.” - Dr. Dawn Hodges, Vice President of Academic Affairs at Southern Crescent Technical College (Georgia)
  – “[The NetTutor platform is] very easy for students to immediately use; there's not a big learning curve." - Bailey Smith, Director of the Learning Assistance Center at Mt. San Antonio College (California)
• Professional tutors who are Subject Matter Experts trained in Best Practices for engaging students online.
• Every tutor has a bachelor’s degree; most also have a post-graduate degree.
• Every tutor has experience teaching or tutoring in the American education system.
• Tutors are trained in LSI’s Integrated Cognitive-Contextualize Learning (ICCL) theory; training is also aligned with the methods developed by the Association for the Tutoring Profession (ATP) and the College Reading and Learning Association (CRLA).
• Tutors participate in ongoing professional development, including LSI’s certification for ESOL tutoring.
NetTutor Principles

• Use the Socratic Method, scaffolding, and other formal tutoring techniques to prompt critical thinking
  – Encourage the learning process
  – Motivate the learner
  – Strive for the “aha!” moment
• Personalize tutoring
  – Offer faculty and tutoring coordinators custom "Rules of Engagement"—defining how tutors engage students
  – Invite faculty to share course materials so tutoring aligns with course pedagogy
• Maintain compliance with government regulations
Rules of Engagement

Always
- be polite and provide help with all questions
- identify and address specific area of concern to student
- identify and address the student at his or her level within the subject
- use only provided textbook and/or course syllabus, if applicable

Discuss and Explain
- mathematics concepts and methods and answered problems from course textbook
- all examples from this textbook, if applicable
- the statement of any problem
- the suggestions given to the student and how they can be applied

Offer alternative examples to
- any problem that is not from the course textbook, if requested by client
- any problem without a correct answer given by the student or the textbook, if requested by client

Assist in arriving at
- correct answers for all problems whose matching answer is given in the textbook
- details of correct explanations of methods for solving problems
Student-tutor interaction occurs on an intuitive platform, the WorldWideWhiteboard, designed by faculty for academic collaboration.

- web-based
- no downloads or installations
- desktop computers, laptops, and mobile devices
Ways to Get Help

Live tutoring
Student connects with a real, live tutor on-demand.

Question drop-off
Student asynchronously submits a question and returns later for tutor feedback. Question responses are available within one day.

Paper/essay review
Student asynchronously submits a file and returns later for tutor feedback. Tutors will ask questions and suggest areas for improvement. Paper reviews are available within two days.
English*
Writing, Vocabulary, Grammar, Reading

Math Tutoring Subjects*†

Accounting, Economics, Finance, & Business Tutoring Subjects*†
Accounting; Principles of Financial; Intermediate Accounting I, II, III; Advanced Accounting; Governmental Accounting; Principles of Managerial; Accounting; Cost Accounting I, II; Audit I, II; Internal Audit; Taxation; Tax I (Personal); Tax II (Business/Corporate); Law; Business Law; Law and the Accountant; Economics; Principles of Microeconomics; Principles of Macroeconomics; Finance; Principles of Finance; Management; Principles of Management; Marketing; Principles of Marketing; Information Systems; Principles of Information Systems
**Sciences Tutoring Subjects**
Physics*, †, Classical Mechanics, Classical Electromagnetism, Optics, Nuclear, Physics, Quantum Mechanics†, Acoustics, General Relativity, Biology*†, General Biology*, Biochemistry, Molecular & Cell Biology†, Microbiology†, Human Anatomy & Physiology†, Genetics, Zoology, Botany, Ecology, Evolution, Chemistry, General Chemistry I and II, Organic Chemistry I and II, Biochemistry†, Inorganic Chemistry†, Physical Chemistry†, Analytical Chemistry†, Earth Science, Geology

**World Languages***
Spanish†, French, German, Italian†, Portuguese†

**General Humanities & Social Sciences***†
Nursing Tutoring Subjects*†
Human Anatomy and Physiology I and II, Introduction to Pharmacology, Medical Terminology, Pathophysiology, Principles and Concepts of Nutrition, Maternal/Fetal Nursing, Newborn and Neonatal Intensive Care, Psychiatric Nursing, Hospice Care, General Medical/Surgical Nursing, Dosage and Calculations, Oncology, Fundamentals of Nursing, Medical-Surgical Nursing, Critical Care Nursing

Information Technology & Computer Science Tutoring Subjects
NetTutor can be integrated with any learning management system (LMS) thereby allowing single sign-on (SSO) access.

- Canvas, Blackboard, Moodle, Sakai

Students can connect from their specific course to its correlating subject or from a common course to all subjects.

- Math 101 → NetTutor Math tutor
- Virtual Tutoring Lab → NetTutor (list of all subjects)
Bilingual Customer Support
• English and Spanish

Available for end-user technical issues:
• Web form on every NetTutor webpage
• Live telephone support
  M-F 9am-9pm EST / 6am–6pm PST
• Host regularly-scheduled conference calls
• Share usage statistics
• Coordinate ROE and course materials
• Coordinate surveys
• Provide promotional materials to distribute to faculty and students
• Independent

• How does online tutoring impact grades, attendance, course completion,...?

• Consider help-seeking behaviors, personality traits, study habits, and organizational skills

• Be prepared to drill down into the data
Let’s take a look...
Review & roundtable discussion
NetTutor Recap

• Measurable impact on learning outcomes
• All core subjects and many specialty areas
• Personalized online tutoring
• Live tutoring, question drop-off, and paper/essay review
• 24/7/365 access to live tutor or asynchronous option
• Intuitive interface
• Integrates with LMS
• Entirely web-based
Questions?