

Online Education Initiative

Online Tutoring Services for 2015 Pilot Colleges 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. The OEI has purchased a block of hours for the January 2015 through June 2016 pilot and is making access available to pilot 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. Every OEI course will include a minimum of 80 live tutoring hours per week during high-demand hours, plus a maximum one-day turnaround for asynchronous question submission and two-day turnaround for asynchronous paper/essay review. Turnaround times are typically less than the maximum times indicated.

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 tutors, 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-6pm, extending this fall to 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 systemwide WorldWideWhiteboard license for colleges to use their own tutors to provide online tutoring using the same WorldWideWhiteboard platform. Details about this blended (local tutors + NetTutor) approach will be coming this summer.

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.

STAY TUNED!

The OEI will be offering faculty webinars in preparation for summer courses. These sessions will include tips and effective practices related to incorporating NetTutor into your course.

For more information, contact:

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