

Online Tutoring Protocol

Updated 3/07

Also accessible at:

http://naturalresources.haywood.edu/tutor/get_tutoring_online.html

Tutoring Online	
Step 1:	Click on TUTOR REQUEST FORM (see attached) to download form that you will email to the TLC Online Tutor Coordinator.
Step 2:	Your instructor must refer you to tutoring. Click on TUTORING REFERRAL FORM (see attached) to download a form that you will email to your instructor.
Step 3:	Once you have set up an online tutoring appointment you will be added to a Virtual Tutoring Site in Blackboard. You will access this through logging onto Blackboard and selecting Virtual Tutoring Site at the main menu.
Step 4:	Log-on to the Virtual Tutoring Blackboard Site.
Step 5:	Click on <u>COLLABORATION</u> , click on <u>JOIN</u> under the session name virtual chat.
Step 6:	You will see the Launching Chat Tool page. <i>You will need to load a Java Plug-in to access the chat window. Click on download the Java Plug-in.</i> You may want to do this now to avoid delays tutoring later.
Step 7:	Once the plug-in is completed you may need to reopen the COLLABORATION link to open the chat function. If you are not able to log in at the time the instructor is meeting with you, please call or email the instructor to let them know.
Step 8:	You will be able to have a synchronous (real-time) dialog with the tutor.

TUTOR REQUEST FORM

Step #1: Copy and Paste the Following into an email addressed to the online tutoring coordinator.

For the email title put **TUTORING FOR your name in this blank.**

Student Name _____

Colleague Number _____

Email _____

Curriculum/Major _____

Phone number _____

Address _____

Course Name/Number you need tutoring for _____

Instructors Name _____

Please describe in detail what you need help in:

What times are you available for tutoring: _____

ONLINE TUTORING REFERRAL FORM

Step #2: Copy and Paste the following into an email to your instructor. For the email title put **TUTORING FOR your name in this blank.**

Dear Instructor,

Will you please complete this form for online tutoring? Complete the below information and send to the online tutoring coordinator.

Thanks,

Your Name Here

Course name and number

Student Name: _____

Instructor: _____

Course Name and Number: _____

Reason for student referral (please lists needs in detail): _____

Include any other academic concerns and areas of weakness: _____

Online Tutoring Development, Summer 2006
By Susan Roberts, Learning Specialist

The online tutoring development was done in house using the programs and cumulative knowledge of several people I would like to mention including, Elaine Barnes, Amy Vester, Marlowe Mager, and program auditor Richard Garrett.

Using Blackboard we utilized the collaboration feature to communicate with students via an online chat room. We developed a Blackboard course for tutoring and a online tutoring protocol and website. Students are added to the Blackboard course and access tutoring through this function. The tutoring session is recorded within Blackboard for auditing purposes and for other student usage.

An electronic signature policy was put into place in order for instructor referrals to be sent through the internet.

Step By Step “How to Develop an Online Tutoring Program through Blackboard”

- Contact the Coordinator for Distance Learning and have a Blackboard “Online Virtual Tutor” course set up.
- Design an online instructional video with audio for students to view that will teach them how to use the online tutoring sessions. Post this on the web site and within the “Online Virtual Tutor” course within Blackboard.
- On the welcome screen post an introduction to the site with contact information and web site information.
- Set a quick link button on the menu that says “GET TUTORING”
- Under this menu button link to the collaboration sessions.
- Set up a tutor session for each type of student or group.
- When clicking the “join” button, make sure to record each tutoring session for the auditor or for student reference by clicking the “record” button in the top right hand corner.
- Prior sessions may be viewed by clicking the “recordings” button.
- Tutor the student online using the “chat function” or the “virtual classroom function.”
- The “virtual classroom function” can also be used in order to show a student a document or web site during tutoring. Also, remember to record this session.
- When finished close the session.