### C:\Documents and Settings\User\Desktop\NetTutor Logo - my version.JPG

### Rules of Engagement

### between NetTutor® and

### Mt SAC Logo 018

### Live Tutoring and Q&A Center

|  |  |  |  |
| --- | --- | --- | --- |
| **Due Date:** ASAP but by February 1st | | **Today’s Date:** | |
| **Courses** | | **Instructor’s Name** |  |
| e.g., MAT 101 | |  |  |
|  | |  |  |
| **Definition of session** | One session is receiving help from a tutor either in a live interaction or via a question submitted asynchronously | | |
| Return this form, your "Paper Review" form, if applicable, along with your attachments to [egarofalo@link-systems.com](mailto:egarofalo@link-systems.com) | | | |

##### FACULTY CHECKLIST

1. May NetTutor tutors help students with online homework? Yes 🞏 No 🞏
2. May NetTutor tutors help students with potential quiz questions? Yes 🞏 No 🞏
3. Would you like audio capability enabled? (students must ask tutor for audio

when they join the session) Yes 🞏 No 🞏

1. Do you want tutors to share your campus or other links during sessions?

(Please add them in the textbox at the bottom of this document.) Yes 🞏 No 🞏

1. Is the syllabus attached to this email reply? Yes 🞏 No 🞏
2. Is the additional course material file(s) attached to this email reply? Yes 🞏 No 🞏
3. Additional rules you would like to have observed for your course?

(Please add them in the textbox below.) Yes 🞏 No 🞏

1. I am submitting both this form and the "Paper Review" form.  Yes 🞏 No 🞏

**FACULTY DIRECTIONS TO TUTORS (Please do not paste your syllabus in this box)**

If you would like the tutors to engage with students in a way that differs from the engagement described on the next page of this document, please include that information in the box below.

|  |
| --- |
| **Example:**  Please do not offer feedback on test days unless the student asks for generic help in the tested areas. |

**EXPLANATION OF SERVICES**

**Students connecting to NetTutor**

Students can either choose to get connected to a Live Tutor, or submit a question to our Q&A Center.

* The purpose of a Live Tutorial session is to provide immediate assistance to students to clarify and explain any method shown during class. The goal is to highlight the strengths as well as the areas in which students can make improvements and solve similar problems on their own in the future.
* Students will submit the question to our Q&A Center along with any work done toward the solution (including graphs, figures, tables, etc.). If there is no work submitted, the tutor may ask the student to resubmit the question along with the work done to that point. The tutor will review the issue and provide suggestions that will help guide students to the correct solution.

Students will receive notification that the question has been answered via an email message. Students should connect to NetTutor and retrieve the session saved in their Q&A center.

**During a Live Tutorial Session**

When students join a Live Tutorial Session, they will enter a One Queue-Multiple Servers queuing system in which they will have a short wait until the next tutor is available. This first-come-first-served model allows NetTutor to serve students with minimal waiting time and total privacy.

A NetTutor tutor will ask the student to type or copy and paste the entire problem and/or all the work thus far, regardless of the accuracy; this is to provide enough information toward solving the problem. The tutor’s goal is to determine the exact need of the student. Using the tools on the whiteboard, such as different colors, lines, arrows, etc., and to guide the review process, the tutor will point to issues by asking pertinent questions that will lead students through a cognitive process to further develop the correct methods, steps, formulas, etc., and to come up with their own answers.

In the typed comments, the tutor shows empathy, makes helpful suggestions, and will continue to explain the method until students are capable of finishing the exercise on their own offline, or find the solution. In no case will the tutor give the answer or solve the entire problem without the participation of the student. If the student is reluctant to answer the questions asked by the tutor during a Live Session, or if the tutor faces a student who has many weaknesses, the tutor has the option to provide a different example or a lower level problem, in order to show the student the basic steps needed as requisite toward a solution.

**GETTING THE MOST OUT OF NETTUTOR®**

NetTutor assists in promoting usage as a full-time supplement to classroom instruction, contributes its expertise in encouraging student utilization of the service, and provides contacts\* that faculty may consult regarding pedagogy, service, and the implementation of these Rules of Engagement.

Based upon experience, faculty can optimize NetTutor usage by:

* Publicizing the availability of online tutoring through classroom announcements.
* Including a description of NetTutor access in the course syllabus.
* Sharing with students that NetTutor tutors help with processes and do not necessarily give answers. Students can become frustrated if the latter is their expectation.
* Emailing all students with descriptions of the access procedure and the benefits of working with the trained tutors at NetTutor.
* Arranging for direct assistance in connecting students to NetTutor.
* Offering a minimal amount of extra credit for logging in to NetTutor at least once.
* Contacting NetTutor for additional material to distribute to students and inform them about using the service.

\*Customer Service: Please contact your Regional Sales Manager

\*NetTutor Director of Tutoring Services: 813-674-0660 x 212 [egarofalo@link-systems.com](mailto:egarofalo@link-systems.com)

**Notice: This is a formal agreement between faculty, administrators, and NetTutor. The document is utilized by NetTutor tutors to identify how they interact with your students; hence, it is not meant for student or public consumption. Posting this document on your website should have protocol restrictions in place.**

**NetTutor will do everything possible to accommodate the requested changes to customize the ROE; however, it does not guarantee that the changes will be implemented in all instances.**