

AS GOOD AS GOLD

NetTutor®

Genuine Partners in our Learning Community

PRESENTERS

- ✘ Connie Ayala, American River College
- ✘ Dr. Barbara Illowsky, OEI
- ✘ Lindsay Laney, Columbia College
- ✘ Richard Meade, NetTutor

TOPICS

1. Tutoring Best Practices
2. Earning Faculty Advocacy and Trust
3. Building Student Awareness
4. Creating Independent Learners
5. Lessons Learned from the OEI Partnership

online tutoring and campus-based tutoring

TUTORING BEST PRACTICES

SIMILARITIES

- × Tutor, not teach
- × Training
- × Socratic method
- × Scaffolding
- × Questions to gauge level of understanding (Bloom's Taxonomy)

DIFFERENCES

- × Student engagement
- × Training
- × f2f personal connection with students
- × Observations with feedback

TUTORING BEST PRACTICES

online tutoring and campus-based tutoring

EARNING FACULTY ADVOCACY AND TRUST

SIMILARITIES

- ✘ Time will tell, faculty hesitant to trust both online and on-campus
- ✘ Positive/negative experiences
- ✘ Addressing students' needs
- ✘ Faculty buy-in is challenging
- ✘ Gathering data on student satisfaction
- ✘ Refer students to tutoring

DIFFERENCES

- ✘ Show online archives
- ✘ Tutor relationships with faculty
- ✘ Faculty contribute to recruitment process through referrals
- ✘ Tutors have completed courses at the college
- ✘ In-person conversations with students, tutors, and staff about “super users”

EARNING FACULTY ADVOCACY AND TRUST

online tutoring and campus-based tutoring

BUILDING STUDENT AWARENESS

SIMILARITIES

- × Orientation
- × Announcements
- × Included in syllabi
- × Flyers
- × Videos
- × Email communication
- × Word of mouth
- × Website
- × Faculty referrals

DIFFERENCES

- × Integrate into LMS
- × Hours of availability
- × Days of availability
- × Campus tours
- × Scavenger hunts
- × Worried about using technology
- × f2f interactions

BUILDING STUDENT AWARENESS

online tutoring and campus-based tutoring

CREATING INDEPENDENT LEARNERS

SIMILARITIES

- ✘ Refer to course materials
- ✘ Techniques for students to find information themselves
- ✘ Access/guidance to online resources
- ✘ Ask student to recall what was learned
- ✘ Encouragement

DIFFERENCES

- ✘ Flag a tutor in the center
- ✘ Recurring sessions with same tutor
- ✘ Build off previously identified strengths and weaknesses
- ✘ Build rapport
- ✘ Build relationships with tutee
- ✘ Consistency with student-tutor interactions

CREATING INDEPENDENT LEARNERS

LSI & CCC Partnership

LESSONS LEARNED

CCC & LSI PARTNERSHIP: LESSONS LEARNED

- ✘ Communication
 - + OEI Handbook
 - + OEI Paraphrase assignment
 - + OEI Live tutoring assignment
- ✘ Shared best practices
 - + Awareness of common challenges and solutions
- ✘ Planning
 - + Implementation + reset meetings
 - + Marketing materials and promotion
 - + Sample sessions
- ✘ Training / Awareness
 - + Show students how to access a tutor
- ✘ Ongoing check-in calls and follow up
- ✘ “Just-in-time” support for students when they need it

QUESTIONS



THANK YOU!

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