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Online Tutoring Program Certification Application

Association of Colleges for Tutoring and Learning Assistance

REVISED 09/15/2020



Required Qualifications

All five prerequisites must be met in order to apply for ACTLA Online Tutoring Program Certification.

1. Prerequisite

Check all that apply.

- 01. Our online tutoring program is conducted at a public/private college or university.
- 02. Our online tutoring program uses our own tutors.
- 03. Our online tutors have documented foundational basic tutoring skills training based upon CRLA (College Reading and Learning Association) ITTPC (International Tutor Training Program Certification) Level 1 certification requirements OR ACTP (Association for the Coaching and Tutoring Profession) Associate Tutor certification requirements OR training modules guided by CRLA/ACTP requirements AND/OR training modules guided by the ACTLA Online Tutoring Standards.
- 04. Our online tutoring is synchronous (i.e., tutor and student are communicating in real-time).
- 05. Our online tutoring program has been operational for at least one year.

2. The following qualifications must be met in your application and are listed for your review before you start the application for the certification process.

Check all that apply.

- 06. Our online tutoring program has a documented process for collecting data on the characteristics of our online tutors.
- 07. Our online tutoring program has a documented process for collecting data on the characteristics of online student-users.
- 08. Our training for online tutoring is currently being implemented.
- 09. Our training for online tutoring is at least 10 documented hours in duration.
- 10. Our training for online tutoring has a documented training schedule of sessions and documented training session agendas.
- 11. Our training for online tutoring has documented replicable specific outcomes and assessments for each topic.
- 12. Our training for online tutoring is participatory and interactive and all 10 of the training sessions are at least 1 hour in length and conducted live in real-time.
- 13. Our training for online tutoring includes the following required topics (checkmark all that are included): [] (01) Technology--REQUIRED; [] (02) Synchronous Tutoring--REQUIRED; [] (03) Communication--REQUIRED; [] (04) Pedagogy--REQUIRED; [] (05) Tutoring by Discipline-- REQUIRED; [] (06) Diversity, Equity, Inclusion--REQUIRED; [] (07) Student Accessibility-- REQUIRED; [] (08) Troubleshooting; [] (09) Group Tutoring; [] (10) Challenging Situations; [] (11) Other.
- 14. Our online tutoring program can provide sample modules of these training topics.
- 15. Our training for online tutoring training materials are used in compliance with federal copyright.
- 16. Our online tutoring platform is compliant with Section 8--Web Content Accessibility Guidelines 2.0 and 2.1.
- 17. Our training for online tutoring uses the platform interactively to introduce, demonstrate, and practice online tutoring skills.
- 18. Our training for online tutoring has a documented process for monitoring and recording training for online tutoring hours.
- 19. Our online tutoring program has a documented process for monitoring and recording actual online tutoring hours.
- 20. Our online tutoring program has a documented process for evaluating online tutors and online tutoring.
- If you would like to comment on or clarify any of the items above, check the box, indicate item number(s) and write your comment(s) below.

3. Comment on or Clarification of Required Qualifications

Please complete information below

Contact Information

A. CONTACT INFORMATION

4. 01. Institution Name

5. 02. Institution Address

6. 03. City, State, ZIP Code

7. 04. Center/Program that conducts online tutoring

8. 05. Center/Program Website

9. 06. Online Tutoring Program Name, if applicable

10. 07a. Online Tutoring Program Primary Contact Name and Title

11. 07b. Primary Contact Email

12. 07c. Primary Contact Telephone Number

13. 08a. Alternate Contact Name and Title

14. 08b. Alternate Contact Email

15. 08c. Alternate Contact Telephone Number

16. 09. Institution Type

Mark only one oval.

Public 2-year

Private 2-year

Public 4-year

Private 4-year

Other: _____

B. BASIC FOUNDATIONAL TUTORING SKILLS TRAINING INFORMATION

Please check CRLA ITTPC Level of Certification OR ACTP Certification OR training modules guided by CRLA ITTPC and/or ACTP requirements OR Other

17. Type of Basic Training for Online Tutors (Select All That Apply)

Check all that apply.

A. CRLA ITTPC Level 1 (<https://www.crla.net/index.php/certifications/ittpc-international-tutor-training-program>)

B. ACTP Associate Tutor (<https://www.myactp.com/certification/>)

C. Training modules guided by CRLA ITTPC and/or ACTP certification requirements and/or ACTLA Online Tutoring Standards.

Other: _____

18. REQUIRED ATTACHMENT--If A or B was selected above, please attach a copy of the program certificate.

Files submitted:

19. REQUIRED ATTACHMENT--If C or Other was selected above, please attach a course syllabus or training schedule and training session plan (see below) for your basic tutor training. Additional documentation may be requested. Note: Please scan multiple documents into one attachment.

Files submitted:

The Training Schedule and Training Session Plan

The Training Schedule

A well-developed training schedule details and guides the overall training by providing the sequence and timing of the training topics.

- 01) Number of overall sessions;
- 02) Session dates, times, and locations; and
- 03) Order and duration of topics (including introductions, breaks, and summary) per session.

The Training Session Plan

A well-developed training session plan details and guides individual training sessions helping to ensure organized, thorough, and consistent training.

- 01) Topics;
- 02) Goals for each topic;
- 03) Outcomes (clearly stated, specific, and measurable) for each topic;
- 04) Materials, Supplies, Resources, and Equipment needed;
- 05) Tutor Preparation;
- 06) Activities (step-by-step instructions and timing) and Methods;
- 07) Planned Assessments for each outcome;
- 08) Annotated Bibliography.

Online Tutoring Platform Information

Please complete information below.

C. ONLINE TUTORING PLATFORM INFORMATION

20. 01. Online Tutoring Platform Used
-

21. 02. If your online tutoring platform is not compliant with Section 8--Web Content Accessibility Guidelines.2.0 and 2.1., how do you ensure accessibility for students with disabilities?

22. 03. Online Tutoring Platform Features Available (Select All That Apply)

Check all that apply.

- Audio-video conferencing
- Chat
- Interactive whiteboard
- Equation generator
- Screen sharing
- Document sharing
- Application sharing
- Session transcripts
- Session recording/archiving
- "Break-out rooms"
- Platform help line

Other: _____

23. 04. Type of Equipment Used to Support Online Tutoring (Select All That Apply)

Check all that apply.

- Desktops
- Laptops
- Tablets
- Digital writing instruments
- Head/Earphones
- Microphones
- Webcams

Other: _____

- 24. 05. If your program is also using a third-party for-profit vendor to provide tutoring using the company's own tutors, which vendor are you using? If you are not using a third-party vendor, write "NA."

Online Tutoring Program Information

Please complete information below.

D. ONLINE TUTORING PROGRAM INFORMATION

- 25. 01. Please attach a hierarchical organizational chart for the staff in your online tutoring program. Include tutors, coordinators, directors, and administrators along with their titles and numbers.

Files submitted:

- 26. 02. How many semesters/quarters has your online tutoring program been operational?

- 27. 03. When is online tutoring available (i.e., days and times)?

- 28. 04a. How many tutors trained for online tutoring are currently available to tutor online?

29. 04b. Do the online tutors also tutor face-to-face as part of your general tutoring services?

Check all that apply.

Yes

No, hired to tutor online only

Other: _____

30. 05a. Describe your tutors who conduct online tutoring. (Select All That Apply.)

Check all that apply.

Peer (Undergraduate or Graduate Student)

Professional (i.e., Non-student possessing Bachelors or Advanced Degree)

Staff

Faculty/Adjunct

Other: _____

31. 05b. If more than one group was selected in 05a, indicate the number of tutors of each kind.

32. 05c. What is the diversity of your tutor pool? Please provide the demographic data for your tutors.

33. 05d. What specific targeted strategies do you use to attract tutor applicants who most closely approximates the demographics of the general student population or the students who use your tutoring program?

34. 06a. What kind of student-user demographic data do you collect?

35. 06b. How do you collect this data?

36. 06c. Provide a brief summary of your data that describes the characteristics of your student-user population.

37. 06d. How does your student-user data compare to the characteristics of your general student population?

38. 07a. How many unique students does your online tutoring program typically serve per year?

39. 07b. How do you track and collect this data?

40. 08a. What is the total number of actual online visits/sessions per year?

41. 08b. How do you track and collect this data?

42. 09. How does the size of your online tutoring program compare to the size of your general face-to-face tutoring services (number of tutors)?

43. 10a. How long is a typical online tutoring session? (Select One Unless More Than One Applies-
-See 10c Below.)

Check all that apply.

- Up to 15 minutes
- 16 to 30 minutes
- 31 to 45 minutes
- 46 to 60 minutes
- 1 to 1-1/2 hours
- 1-1/2 to 2 hours

Other: _____

44. 10b. Describe how you collect this data.

45. 10c. If more than one time frame was selected in 10a above, please describe the time length per type of session or what accounts for the differences in time.

46. 11. Please attach a list of courses tutored online.

Files submitted:

47. 12. What types of courses are tutored online. (Select All That Apply.)

Check all that apply.

- Online courses
- On-campus courses
- Blended courses

Other: _____

48. 13. What formats do you use to offer online tutoring? (Select All That Apply)

Check all that apply.

- Scheduled personal session by appointment
- Open session
- Scheduled group/review sessions

Other: _____

49. 14. Describe what method or web-based application you use to schedule online tutoring sessions.

50. 15. List specific examples of the supplemental online resources (e.g., Khan Academy, Purdue University OWL, etc.) that your online tutors use and recommend.

- 51. 16. Describe how you use technology (e.g., website, social media, etc.) and other methods to market and promote your online services and online resources.

- 52. 17. Describe any related online services you offer (e.g., online academic coaching, asynchronous tutoring, etc.) or any other information you would like us to know about the scope of your online tutoring services.

Training for Online Tutoring Program Information

Please complete information below.

E. TRAINING FOR ONLINE TUTORING PROGRAM INFORMATION

- 53. 01. Who conducts the training for online tutoring?

- 54. 02. When during the semester/quarter is training for online tutoring conducted?

- 55. 03. How many sessions and how many total hours constitute the training for online tutoring? (A minimum of 10 hours is required.) This information should be reflected in your training schedule.

- 56. 04. Describe the online tutoring model taught in the training for online tutoring, that is, the steps that guide the tutors in the online tutoring process.

- 57. REQUIRED ATTACHMENT--Title as "Training Schedule" and attach a sample copy of your overall training for online tutoring (see below).

Files submitted:

The Training Schedule

The Training Schedule

A well-developed training schedule details and guides the overall training by providing the sequence and timing of the training topics.

- 01) Number of overall sessions;
- 02) Session dates, times, and locations; and
- 03) Order and duration of topics (including introductions, breaks, and summary) per session.

F. TRAINING FOR ONLINE TUTORING TOPICS

58. Indicate all topics included in your training for online tutoring. The first seven topics are required. Note: Topics may be combined but each topic must be at least one hour in length.

Check all that apply.

*Required TECH--(01) TECHNOLOGY (i.e., the tutors will explain and demonstrate the effective use of platform features--whiteboard, chat, screen sharing, writing/drawing, equation generator, etc.)

*Required SYNC--(02) SYNCHRONOUS TUTORING (i.e., the tutors will describe and demonstrate the specific challenges of this mode of tutoring and how to successfully address them.)

*Required COMM--(03) COMMUNICATION (i.e., the tutors will describe the differences and challenges between online and face-to-face communication and demonstrate how to address them; describe and demonstrate establishing rapport, active listening, and paraphrasing.)

*Required PEDAG--(04) PEDAGOGY (i.e., the tutors will describe and demonstrate active learning techniques for engaging online students.)

*Required DISC--(05) TUTORING BY DISCIPLINE (i.e., the tutors will describe and demonstrate techniques for discipline-specific online tutoring.)

* Required DEI --(06) DIVERSITY, EQUITY, INCLUSION (i.e., the tutors will identify student differences and describe and adjust their tutoring methods to the student's diverse needs [e.g., English language learners, military, race/ethnicity, 1st generation and/or low income, LGBTQIA+, adult re-entry, homeless, single parent, etc.]

* Required STAC--(07) STUDENT ACCESSIBILITY (i.e., the tutors will describe and demonstrate how to facilitate making online tutoring accessible to all students [e.g., students with disabilities, English Language Learners, etc.]

TRBL--(08) TROUBLESHOOTING (i.e. the tutors will identify, explain, and demonstrate solving technical platform problems.)

GROP--(09) GROUP TUTORING (i.e., the tutors will identify and describe the specific challenges of tutoring groups online and describe and demonstrate how to successfully resolve them.)

CHAL--(10) CHALLENGING SITUATIONS (i.e., the tutors will identify, describe, and demonstrate difficult online situations and how to effectively manage them [e.g., tutoring passive, non-participating students; demanding, abusive students; technologically- inexperienced students, etc.]

59. OTHER-(11)-Please list topic title and briefly describe training contents.

60. OTHER-(12)-Please list topic title and briefly describe training contents.

61. OTHER-(13)-Please list topic title and briefly describe training contents.

62. OTHER-(14)-Please list topic title and briefly describe training contents.

63. OTHER-(15)-Please list topic title and briefly describe training contents.

64. OTHER-(16)-Please list topic and briefly describe training contents.

G. SAMPLES OF THE SEVEN REQUIRED TRAINING FOR ONLINE TUTORING TOPICS

Training session plans for the SEVEN required training topics and accompanying training materials are required.

The Training Session Plan

The Training Session Plan

A well-developed training session plan details and guides individual training sessions helping to ensure organized, thorough, and consistent training.

- 01) Topics;
- 02) Goals for each topic;
- 03) Outcomes (clearly stated, specific, and measurable) for each topic;
- 04) Materials, Supplies, Resources, and Equipment needed;
- 05) Tutor Preparation;
- 06) Activities (step-by-step instructions and timing) and Methods;
- 07) Planned Assessments for each outcome;
- 08) Annotated Bibliography.

65. 1a. "TECHNOLOGY" REQUIRED ATTACHMENT--Attach a copy of the training session plan for this first required training topic.

Files submitted:

66. 1b. "TECHNOLOGY" REQUIRED ATTACHMENT--Attach a copy of the accompanying training materials (e.g., PowerPoint in PDF format, handouts, etc.) for this first required training topic. Include links to online resources. Note: Please scan multiple documents into one attachment.

Files submitted:

67. Additional accompanying training materials.

Files submitted:

68. 2a. "SYNCHRONOUS TUTORING" REQUIRED ATTACHMENT--Attach a copy of the training session plan for this second required training topic.

Files submitted:

69. 2b. "SYNCHRONOUS TUTORING" REQUIRED ATTACHMENT--Attach a copy of the accompanying training materials (e.g., PowerPoint in PDF format, handout, etc.) for this second required training topic. Include links to online resources. Note: Please scan multiple documents into one attachment.

Files submitted:

70. Additional accompanying training materials.

Files submitted:

71. 3a. "COMMUNICATION" REQUIRED ATTACHMENT-- Attach a copy of the training session plan for this third required training topic.

Files submitted:

72. 3b. "COMMUNICATION" REQUIRED ATTACHMENT--Attach a copy of the accompanying training materials (e.g., PowerPoint in PDF format, handout, etc.) for this third required training topic. Include links to online resources. Note: Please scan multiple documents into one attachment.

Files submitted:

73. Additional accompanying training materials.

Files submitted:

74. 4a. "PEDAGOGY" REQUIRED ATTACHMENT-- Attach a copy of the training session plan for this fourth required training topic.

Files submitted:

75. 4b. "PEDAGOGY" REQUIRED ATTACHMENT--Attach a copy of the accompanying training materials (e.g., PowerPoint in PDF format, handout, etc.) for this fourth required training topic. Include links to online resources. Note: Please scan multiple documents into one attachment.

Files submitted:

76. Additional accompanying training materials.

Files submitted:

77. 5a. "TUTORING BY DISCIPLINE" REQUIRED ATTACHMENT--Attach a copy of the training session plan for this fifth required training topic.

Files submitted:

78. 5b. "TUTORING BY DISCIPLINE" REQUIRED ATTACHMENT--Attach a copy of the accompanying training materials (e.g., PowerPoint in PDF format, handout, etc.) for this fifth required training topic. Include links to online resources. Note: Please scan multiple documents into one attachment.

Files submitted:

79. Additional accompanying training materials.

Files submitted:

80. 6a. "DIVERSITY, EQUITY, INCLUSION" REQUIRED ATTACHMENT--Attach a copy of the training session plan for this fifth required training topic.

Files submitted:

81. 6b. "DIVERSITY, EQUITY, INCLUSION" REQUIRED ATTACHMENT--Attach a copy of the accompanying training materials (e.g., PowerPoint in PDF format, handout, etc.) for this fifth required training topic. Include links to online resources. Note: Please scan multiple documents into one attachment.

Files submitted:

82. Additional accompanying training materials.

Files submitted:

83. 7a. "STUDENT ACCESSIBILITY" REQUIRED ATTACHMENT--Attach a copy of the training session plan for this fifth required training topic.

Files submitted:

84. 7b. "STUDENT ACCESSIBILITY" REQUIRED ATTACHMENT--Attach a copy of the accompanying training materials (e.g., PowerPoint in PDF format, handout, etc.) for this fifth required training topic. Include links to online resources. Note: Please scan multiple documents into one attachment.

Files submitted:

85. Additional accompanying training materials.

Files submitted:

H. COPYRIGHT

86. Description of how the training for online tutoring program complies with copyright of materials used in training for all copyrighted materials used. GUIDELINES: [1] no copyrighted printed or online materials will be photocopied and distributed to tutors without express consent of the author(s), [2] copyrighted materials will be purchased by the tutors or materials will be purchased by the program and loaned to tutors or tutors will be given links to websites and online materials, [3] all training materials will cite source, including PowerPoint and handout images.

I. ONLINE TUTOR TRAINING HOURS

87. Describe how you monitor and track individual online tutor's training hours.

88. **REQUIRED ATTACHMENT:** Attach a completed sample copy of the form(s) used to track and record training for online tutoring hours for each tutor (e.g., training date, tutor's name, training topic, topic completion date, etc.). Note: Please scan multiple documents into one attachment.

Files submitted:

J. ONLINE TUTORING HOURS

- 89. Describe how you monitor and track individual tutor's actual online tutoring hours working with students.

- 90. REQUIRED ATTACHMENT--Attach a completed sample copy of the form(s) used to track actual online tutoring hours working with students (e.g., session date, tutor's name, student's name, course/subject, starting and ending time, etc.). Personal identifying information may be redacted. Note: Please scan multiple documents into one attachment.

Files submitted:

K. ONLINE TUTOR EVALUATION

- 91. What are the types of assessments used to evaluate your tutors? (Select All That Apply.)

Check all that apply.

- Student Evaluations
- Supervisor Observations
- Peer Observations
- Tutor Self-Evaluations

Other: _____

- 92. Describe how you evaluate your online tutors using both qualitative and quantitative measures.

93. Describe when and how often you conduct your evaluations of the online tutors.

94. REQUIRED ATTACHMENT--Attach a completed sample copy of the form(s) used to evaluate your online tutors. Personal identifying information may be redacted. Note: Please scan multiple documents into one attachment.

Files submitted:

L. ONLINE TUTORING EVALUATION

95. Describe how you evaluate your online tutoring program using both qualitative and quantitative measures.

96. Describe when and how often you conduct your evaluations of the online tutoring program.

97. REQUIRED ATTACHMENT--Attach a completed sample copy of the form(s) used to evaluate your online tutoring program. Note: Please scan multiple documents into one attachment.

Files submitted:

- 98. Describe how you report the evaluation data about your online tutors and online tutoring program and use the data for program improvement.

M. FUTURE PLANS

- 99. 01. Reflect on the adequacy of the budget for tutor staffing, space, equipment for online tutoring and what is needed.

- 100. 02a. Reflect on your satisfaction with the ease of use and reliability of your online tutoring platform. Please indicate the online tutoring platform in your responses.

- 101. 02b. What are the pros and cons in using this platform?

102. 02c. Which other platform(s) would you consider using and why?

103. 03a. Reflect on what specific ideas/plans you have for improving your training of online tutors.

104. 03b. Reflect on what specific ideas/plans you have for improving your online tutoring program.

N. PROGRAM PERMISSION

105. May ACTLA have your program's express permission to archive, share, and use with appropriate citation samples of your submitted documents to assist your colleagues to develop their own online tutoring programs.

Mark only one oval.

- YES, ACTLA has our permission.
- NO, ACTLA does not have our permission.

FINAL REMINDERS

106. Before you submit, please review your application and be sure you have completed the following.

Check all that apply.

- All answers are completed and detailed as possible.
- All required documents have been uploaded.
- A copy of the application and required documents has been made for your records.

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