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*Models used in Online Tutorial Support
And a
Brief Overview of Existing College Programs*

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Summary of Online Tutoring.

Resource	Type	Application	Cost	Websites
Adobe Acrobat Connect Pro	Software		(10)	http://www.adobe.com/products/acrobatconnectpro/
Ask Online	Software		info@askonline.net	http://www.askonline.net/
BlackBoard	Service	Classroom		http://blackboard.com/
Breeze Live (1)	Software		(11)	http://www.adobe.com/macromedia/proom/pr/2003/breeze_live.html
CCC Confer	Service		Free (12)	http://www.cccconfer.org/index2.aspx
Etudes	Service	Classroom		http://etudes.org/
GoogleDocs	Service		Free (13)	ttps://www.google.com/accounts/ServiceLogin?service=writely&passive=true&cont
Lucy Online	Information			http://www.lucyonline.com/online_classes/tutoringonline.htm
Net Tutor	Subcontract			http://www.nettutor.com/
Smarthinking	Subcontract	Tutoring	(14)	http://www.smarthinking.com/static/sampleTutorials/OWL/
Teacher Tube	Videos			http://www.teachertube.com/index.php
Wimba	Software	Tutoring		http://www.wimba.com/products/

(1) Adobe Acrobat Connect Pro

(10) License, annual subscription, monthly, and pay per use. Free trial available.

(11) \$83/month per user for a complete web conferencing solution.

(12) Free to California Colleges

(13) Requires each user to register

(14) **Plan 1** - \$35 per hour* Users pre-buy one hour upon account creation, good for four months.

Plan2 - Four-Hour Bulk Package \$120 per package The four-hour package is good for four months after purchase.

Plan 3 - Single Essay Submission \$19.95 per essay This essay submission is good for four months after purchase.

Plan 4 - SAT Review - 1 Essay. \$9.95 per essay This essay submission is good for four months after purchase.

Plan 5 - Long Essay (10+ pages) 1 hour Review . \$34.95 per essay This essay submission is good for four months after purchase.

College / University	Location	Department	Contact	Website	Phone	Educational Media
Allan Hancock College	Santa Maria	Writing Center	Kelly Underwood		805-922-6966 ex3501	CCC Confer - Working on it
Allan Hancock College	Santa Maria	Tutorial Center	Donna Bishop		805-922-6966 ex3767	Smarthinking (2)
Bergen Community College	Paramus, NJ			http://www.bergen.edu/pages/2195.asp		Smarthinking (2)
Butte College	Oroville		Miya Squires		530-895-2511	?
California State University	San Marcos					Email - Insert comments & hotlinks
Cerro Coso College	5 CA Locations	Tutoring Coordinator	Bonita Robinson			CCC Confer - Tried it (1) Using Adobe Connect
El Camino College	Torrance			http://www.jeconsults.com/wc/virtualtutor/		J & E Consulting
Fresno City College	Fresno	Tutorial Center		http://blackboard.fresnocitycollege.edu/webapps/portals/blackboard/index.jsp		Wimba (3) Linked from blackboard
LA City College						Etudes
Long Beach City College						Exploring CCC Confer
Mira Costa College	Ocean Side			http://www.miracosta.edu/sites/default/files/tutoring/online/tutoring/		
Moorpark College	Moorpark, CA		Rena Petrello		805-378-1400	Smarthinking (2)
Pacific Oaks College	Pasadena					Email
Palomar College				http://www.palomar.edu/tutoring/	760-774-1150	
Purdue University	West Lafayette, IN			http://owl.english.purdue.edu/lab/owl/tutoring/tutoring.html		
Irvine Valley College	Irvine	Learning Center	Larisa Sergeyeva	http://www.ivc.edu/learningcenter/	949-251-5471	CCC Confer
Saddleback College	Mission Viejo	Learning Assistance	Patti Weekes	http://www.saddleback.edu/learningcenter/	949-242-4605	CCC Confer
San Diego College		Student Svc SupTutorial	Lance Soukhaseum		619-388-3686	Smarthinking (2)
Shasta College	Redding	Writing Center Coordinator	Helaine Rampley		530-242-7500	Tried CCC Confer using Email & Telephone
Southwestern College	Chula Vista	Writing Center	Patty Hiebert		619-421-6700	OWL
Taft College	Taft	Dir of Lib Learning Center	Mimi Collins		661-763-7700	Etudes & BlackBoard
Turro College	NY, NY			http://www.touro.edu/lrc/ol/tutoring.asp		Smarthinking (4) 24/7 Breeze Live
Westwood College						
Westwood College	4 LA area locations					Smarthinking (2)
Woodland Community College	Woodland		Loretta Richard		530-661-5733	CCC Confer - Recommend checking it out.

(1) Problems configuring the microphone

(2) Smarthinking fee based tutoring service available 24/7 for educational institutions.

(3) Like it very much see Wimba

(4) Must be submitted as MS Word

Online Educational Resources

A search and review of online resources directed toward educational institutions indicates they fall into three categories:

1. Tutoring
2. Conducting of courses
3. Teleconferencing

Tutoring – there are two types of online tutoring
Subcontracting
In-house

Subcontracting

One text book publisher Houghton Mifflin provides purchasers online tutoring for a limited time. They in turn subcontract their tutoring service to Smarthinking.

Conducting of courses – This analysis address two areas of online educational resources and their use:

Software and Service Providers

Following are excerpts from the respective web sites including hotlinks and my comments as a note.

Adobe Acrobat Connect Pro software - <http://www.adobe.com/products/acrobatconnectpro/>
eLearning <http://www.adobe.com/products/acrobatconnectpro/elearning/>

Cost: Software Option, Annual Subscription, and Monthly Pay Per Use. Free trial available.

Uses: Virtual classroom, and Teleconferencing. Does not appear to have tutoring capability.

Exerpts:

Make eLearning easy, effective — and enjoyable

Easily create and deliver compelling self-paced courses, conduct highly interactive virtual classes, and efficiently manage training programs. With Adobe® Acrobat® Connect™ Pro software, you can:

1. Quickly create high-impact content
2. Deliver courses via virtual classrooms or self-paced courses
3. Reuse learning assets with templates and content libraries
4. Track course effectiveness with robust reports
5. Read the Acrobat Connect Pro eLearning solution brief (PDF, 648k)

Ask Online - <http://www.askonline.net/> <http://www.askonline.net/technology/brochure.pdf>

Cost: Current prices for AskOnline's Services are available by contacting info@askonline.net.

Uses: Tutoring. Used by Cal State University LA

Testimonials: <http://www.askonline.net/aboutus/testimonials.html>

Exerpts:

AskOnline creates online tutoring software that increases retention, supports learning, is simple to use, and is effective for middle-school through adult learners. With AskOnline you can retain students and improve outcomes in your program more effectively than ever before.

Turn your tutors into online tutors! Let students connect from anywhere, any time with your tutors. With AskOnline's online tutoring software, you keep control over your program, your tutors, your students, your vision.

Track everything: document payroll, contact hours, and more. Use our integrated scheduler to help your students connect with your tutors. Best of all, there's no software to install. Download our brochure to find out more, you'll be surprised how inexpensive the AskOnline system is.

Current prices for AskOnline's Services are available by contacting info@askonline.net.
Used by Cal State University LA

BlackBoard - <http://blackboard.com/> Site map: <http://www.blackboard.com/Footer/Site-Map.aspx>

Cost: Unknown

Uses: Online courses, no tutoring capability.

Note: Their website didn't contain any detail.

Excerpts: Course Delivery - Students and educators need flexibility to work inside and outside the classroom in ways that make sense to their learning. Tools must be easy to use and open to integration with other systems. And since they directly support your teaching and learning mission, they must be truly reliable.

Breeze Live - http://www.adobe.com/macromedia/proom/pr/2003/breeze_live.html

Cost: \$83/month per user for a complete web conferencing solution.

Uses:

Note: This is Adobe Acrobat Connect Pro

Exerpts:

MACROMEDIA BREEZE LIVE NOW AVAILABLE. Online, real-time meetings available as both hosted and standalone solutions. San Francisco, CA—October 8, 2003—Macromedia, Inc. (Nasdaq: MACR) today announced the immediate availability of Macromedia Breeze Live, which reinvents the user experience of online meetings and takes the pain out of planning and running those meetings. Breeze Live is available as a standalone product or as an add-on module for the Macromedia Breeze platform. For more information, visit www.macromedia.com/go/breezelive/.

Macromedia Breeze Live is available as either a hosted ASP or enterprise licensed solution. ASP annual packages start at \$83/month per user for a complete web conferencing solution, including video and archiving. Software Licensing, Annual Subscription, Monthly and Pay Per Use
Free trial. For more information, visit <http://www.macromedia.com/go/breezelive>

CCC Confer – <http://www.cccconfer.org>

Cost: No cost to California Colleges.

Uses: Teleconferencing and tutoring.

Excerpts:

Meet with faculty, staff, and students in real time, in groups of two or even hundreds—with just a PC, a telephone and an Internet connection. Meet & Confer is the California Community Colleges system's FREE Web and phone-based collaboration service. You can conduct your meetings, trainings, classes and events at a moment's notice, anytime, anywhere without traveling. Share documents, presentations, poll your audience and use a white board for taking notes. There are public and private chat features and the ability to archive the entire meeting for later playback.

Meet & Confer has a full array of high-touch client assistance, including technical support, instructor-led and self-paced training, and hands-on support for any meeting or event.

Get together with your colleagues across the campus or across the State; with Meet & Confer.

Etudes - <http://www.lacitycollege.edu/online/Menu.htm>
<http://etudes.org/>

Cost:

Uses: Appears to similar to BlackBoard

Excerpts:

Etudes is a non-profit organization that offers centralized hosting, support, site and account management, training and professional development opportunities to institutions and organizations that need a turn-key, fully-managed course management solution. As an Application Services Provider, Etudes supports over 94,000 student enrollments across 25 client institutions with its platform.

Additionally, Etudes leads open source software development, focusing on building content authoring, collaboration and assessment tools, with an emphasis on e-learning and the needs of its Etudes users and clients. Read what our clients have to say about the value of Etudes. View the video to hear from members of the Etudes community.

GoogleDocs –

http://www.google.com/accounts/ServiceLogin?service=writely&passive=true&continue=http%3A%2F%2Fdocs.google.com%2F<mpl=WR_tmp_2_lfty&nui=1&utm_campaign=en&utm_source=en-ha-na-us-bk&utm_medium=ha&utm_term=googledocs
Tutorial-http://www.teachertube.com/view_video.php?viewkey=0c1b9311cb8f40eb4f25

Cost: Free – Requires each user to register.

Uses:

Excerpts:

1. Create and share your work online
2. Upload from and save to your desktop
3. Edit anytime, from anywhere
4. Pick who can access your documents
5. Share changes in real time
6. Files are stored securely online
7. It's FREE!
8. Take a tour - New Features

Net Tutor <http://www.nettutor.com/>

Cost:

Uses: Tutoring, Math and English

Example: <http://www.link-systems.com/pdfs/nettutorbrochure20080221.pdf>

Note: Good, appears to be similar to CCC Confer, using a Whiteboard

Excerpts:

NetTutor® hires exclusively from among experienced instructors, graduates. Setting the standard for online tutoring service, NetTutor® deploys a powerful whiteboard interface complete with necessary tools and symbols to provide the appropriate learning environment for students from 3rd grade through college. NetTutor® tutors fully grasp the field in which they tutor, and are able to communicate with the student in a way that allows them to be successful. All tutoring sessions are conducted by

local tutors who understand how to help today's students learn. NetTutor® and NetTutor® logo are registered trademarks of [Link-Systems International, Inc.](#)

Online Tutoring:

Link-Systems International is the pioneer in the online tutoring market, delivering quality online tutoring services since 1999. Students gain access to online tutoring in a couple of ways:

1. We contract with institutions and textbook publishers to provide our flagship NetTutor® online tutoring service to end-users. We offer both off-the-shelf packages and fully customized, custom-branded service offerings.
2. Students can purchase online tutoring at a low hourly rate from www.nettutor.com/buytutoring. NetTutor® and NetTutor® logo are registered trademarks of Link-Systems International, Inc.

Smarthinking - <http://www.smarthinking.com/> Sample:
<http://www.smarthinking.com/static/sampleTutorials/OWL/>

Cost:

Uses:

Excerpts:

Over 300 colleges and universities contract with SMARTHINKING to improve student success and save money. For more information about SMARTHINKING, please contact us at:

SMARTHINKING, Inc., 1900 L St, NW, Suite 301, Washington, DC 20036,
Phone: (888) 430-7429, Fax: (202) 543-5589

- For GENERAL INFORMATION, email us at info@smarthinking.com.
- For CUSTOMER SUPPORT call (888) 430-7429, ext. 1
- For SALES INFORMATION call (888) 430-7429 ext. 224.

Welcome to the **Houghton Mifflin** SMARTHINKING Live Online Tutoring Service! All you need to register is the SMARTHINKING password packaged with your new textbook (or to sign in through your Eduspace account). Join today for online help from our expert live, online tutors.

Once you have used all of the time allotted to you based on the new textbook purchased from Houghton Mifflin, you can buy additional tutoring time directly from SMARTHINKING. Information on regular SMARTHINKING rates can be found here.

Teacher Tube - http://www.teachertube.com/view_video.php?viewkey=0c1b9311cb8f40eb4f25

Cost:

Uses: Share documents. Has many educational videos.

<http://www.teachertube.com/index.php>

Note: Exposes students to many advertisers.

Excerpts:

Wimba - <http://www.wimba.com/products/>

Cost:

Uses:

Note: Received praise from Fresno City College for Math Chemistry, Biology, English and Writing, Accounting, and Psychology.

<http://blackboard.fresnocitycollege.edu/webapps/portal/tab/11/index.jsp>

Excerpts:

Learn how schools throughout California can use the Wimba Collaboration Suite Express to create engaging online classes and meetings. In this special webinar, you'll not only learn from Wimba and even Blackboard, but also from CSU Chico's Dr. Cris Guenter - who won the National Arts Educator of the Year Award in 2008 - as she discusses how

she teaches arts courses to students in mountainous northern California.

<http://www.wimba.com/company/events/1486-wimba-classroom%E2%84%A2-express%3A--collaboration-for-21st-century-teaching-and-learning-across-california>

Hundreds of universities, community colleges, school districts, and further education institutions from around the world utilize Wimba's collaborative software to connect thousands of teachers and students.

The creativity, passion, and innovation that Wimba customers bring to online learning is remarkable.

You'll see what we mean when you read some of our customer spotlights and testimonials.

A snapshot of more than 1,000 enterprise-wide institutions using Wimba today in 33 countries, on 6 continents: <http://www.wimba.com/customers/>

Educational Institutions Using CCC Confer:

1. Santa Rosa Junior College, Santa Rosa, CA, Jeffrey Diamond Instructor, CIS Department
2. Saddleback Community College, Robin Rogers Cloud, Instructor, Art Department
3. Saddleback Community College, Patti Weekes, LAP Director.
4. San Diego City College, David Kater
5. Coastline Community College, Fountain Valley CA, Sylvia Amito'elau, Distance Learning Department
6. Los Medanos College, Pittsburg, CA, Laurie Huffman, MS, MA, Ph.D., Uses BlackBoard
7. Grossmont College, Fallbrook, Jim Musgrave, Faculty

Questions – Several questions arose while reviewing various resources that could not be found on their web sites, they are:

1. How do they track the tutoring session in order to meet the mandate requirements?
2. What is the cost?
3. Are there privacy issues with GoogleDocs?
4. How do they handle the different Word Processing platform issues, ex Word 2003 (DOC) vs Word 2007(DOCX), MS Works (WPS) WordPerfect (WPD)?
5. Does the student and tutor observe the paper together?
6. Do colleges use sub-contractors because of lack of tutoring staff and/or facilities?

Additional Resources:

Lucy Online - http://www.lucyonline.com/online_classes/tutoringonline.htm

Personal note: While engaged in adopting CCC Confer to emulate a live one-on-one experience for English tutoring, several stumbling blocks were encountered, however were turned into stepping stones; they were:

1. The student's emailed document platform is not always compatible with Word 2003. We have them to convert it to a RTF (Rich Text File) file before emailing.
2. Returning the student's document with comment, footnotes, and hotlinks intact is not compatible with the RTF platform. We use CutePDF to create a PDF file and returned it to the student via an attachment in a reply to the student's original email.
3. Who should the student email his or her document to? A dedicated email address was created that each tutor can access.