

ACTLA Quick Questions About Online Tutoring

Questions

- 1 Are you currently doing online tutoring?
- 2 If "yes" to #1, what were your greatest fears, concerns, and obstacles in implementing online tutoring at your campus?
- 3 If "no" to #1, what are your concerns or issues?

Answers

- No** How to avoid a situation where the online tutorial will turn into a pure proofreading & editing situation. How to help Basic Skills students even get access to computers and online services.
- No** How do I supervise tutors working online?
How do I encourage students to try it? In the past, it was GREATLY under utilized, even with an extensive marketing campaign!
- No** How to address reading tutorials through an on-line venue.
- No** We spent last year researching which system we wanted to use to provide online tutoring. We are going to start with CCC Confer but need time to find tutors, to find classes to participate in our pilot, and to train.
We want to make sure we link the program with a few specific classes to begin so we know it will be used and will be more controlled.
- No** Providing online help presents difficulty in using inquiry--the Socratic method?
Quality of service? Supervision of service/tutors? Cost?
- No** Unfortunately. It was tried in the past and did not work. So now I have a past experience to get the old staff to forget and try again!
- No** But, probably have a need to. Procedures--how to establish? What do students need as far as tutoring?
Logistics--what equipment/programs to use? Resources--(tutors) Appointments?? Call in/drop-in?
- No** Just haven't had time to pursue it. I have the equipment. My college will be trying to do online tutoring this fall.
- No** Our attendance taking procedure is based on "seat" time, which means that we would not receive much productivity should our program allow students to receive assistance outside the lab.
- No** We don't house any modules for students online.
- No** How to implement so it meets the requirements for apportionment "Supervised Tutoring."
All technical and staffing concerns.

ACTLA Quick Questions About Online Tutoring

- No** What is the best software?
What procedures should we implement?
How to structure tutor time for on-line tutoring?
- No** How to start. What is the one thing, or more, you wish you would have known to get started?
- No** Enough resources/instructors.
- No** We have just contracted with an outside company. We do not have enough knowledge, tech support or tutors to offer support from campus.
- No** I am a tutor and a study worker in the Learning Assistant Center. I want to educate myself and help the ever-growing online population.
- No** Student participation/interest.
Ease of use. Amount of computer competency needed for tutors and students.
- No** Resources. Who will manage it? Technical personnel?
- No** How is it going to work for math? How is this going to work or be clear for basic skills students?
- No** Computer access for my students. Student knowledge of computer skills. Less ability to "get to know" student.
- Some** Not clearly addressing "problems" or getting the "physical" signs of areas that need addressing.
Not getting an accurate view of tutee's understanding.
- Partial** I consider that online tutoring can't replace face to face tutoring, it can only be an enhancement for tutoring.
- Partial** That students really understand what I am saying.
That IT & Business want to invest in a better system to do online tutoring.