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Center for Academic Achievement

Contact: Juanita Wingo, Director
Main Building, Room 117B; 410-462-7759
jwingo@bccc.edu

Main Office: Main Building, Room 117; 410-462-8222

Website: www.bccc.edu/tutoring
Canvas: Tutoring Services

The Center for Academic Achievement (CAA) is an academic support service providing BCCC students with a comprehensive array of programs, resources, and services to assist them in attaining the course-specific knowledge and developing the learning skills necessary for them to become independent, engaged learners and achieve their academic goals. The CAA fulfills this mission by providing students with premier learning facilities that are consistently perceived as completely equipped, well-maintained and attractive, welcoming, and staffed by knowledgeable instructional tutors and assistants.

What is the Center for Academic Achievement?
- The CAA provides free academic support services to all currently enrolled students.
- The CAA offers learning spaces where students can not only improve their learning, but also can build a greater ease and confidence in the academic environment.
- The CAA offers two major services: tutoring and resources.

What resources are available?
- Individual and small group tutoring
- Online Tutoring
- Assistance with forming study groups
- Individual academic assistance
- Writing Consulting
- Better Student Study Skills Workshops
- Quiet rooms for individual study and study groups
- Learning spaces equipped with computer and study stations, textbooks, manipulatives, scientific models, and hands-on laboratories

Where are the Tutoring Centers? (All Centers open at 9:00am. Please call individual Centers for closing and Saturday hours.)
- The Writing Center: MNB 102, 410-462-7649
- The Math Center: MNB 104, 410-462-7649
- The Science Resource Learning Center: LSB 302, 410-462-8008
- The Business, Accounting & Technology Lab: MNB 320, 410-462-7417
- The CADD Lab: LSB 244, 410-462-8522

How do students connect with a tutor?
- Students can walk into any tutoring center or call for an appointment.
A Guide to Tutoring Services

The Center for Academic Achievement (CAA) is your location for tutoring and skill mastery.

Study Guides are tools for improving your academic performance. Knowing how to study, take tests, manage your time and your stress levels can help you become a better student. Study Guides are available in MNB 104 and on our website.

Ways to use the Study Guides: Insert them in your binder or notebook and carry them with you. Discuss them with your study group. Keep a copy on your desk or work table. Review your guides every day and make a note-to-self to practice the strategies. They work!

Tutoring Services and Study Help

Do you want to be a better student? Then come to the Center for Academic Achievement and get a tutor. The writing tutors in MNB 102 offer assistance with the writing process. Tutors in the Math Center in MNB 104 can help you master your math material. Go to the Science Resource Learning Center in LSB 302 to get help in biology, chemistry, anatomy and physiology, and microbiology. The Business, Accounting & Technology Lab in MNB 320 is the place you want to go for assistance with accounting, business and computer courses. Tutoring Centers are open Monday to Saturday. Call the individual centers for hours.

Study Groups should be formed during the first three weeks of classes. Studying with a group is an excellent way to learn new material and prepare for exams. Study groups can schedule times to meet in the LSC: Learning & Study Center located in MNB 121. Contact Tamara Hudson at 410-462-8222 to reserve the room for your study group.

NetTutor Online Tutoring is offered as an extension of the face-to-face tutoring offered in the tutoring centers. Live online tutoring is available 24 hours a day, 7 days a week, every day of the year in a variety of subject areas. Faculty, staff and students can learn how to use this free service. See page 22 in this Guide for instructional video links. You can also learn more about NetTutor online tutoring service in any tutoring center and on our website: www.bccc.edu/tutoring.

Better Student Learning Tools

Learning tools can help you to reach your academic goals. One of the ways to be a better student is to learn good study skills. Come to a Better Student Study Skills Workshop. Pick up study guides in any tutoring center. Your tools are tutoring services, study guides, workshops, study groups, and online tutoring.

Good luck on your quest for academic success. Remember, you can be a better student!
Tutoring Services

Baltimore City Community College instructors are our students’ primary resource for instruction and to facilitate mastery of course material. The Center for Academic Achievement serves as a comprehensive secondary learning resource providing a variety of tutoring support to advancing and enhancing learning.

What is tutoring?

Tutoring is an age-old practice. The dictionary definition describes a tutor as a person who gives individual, or in some cases small group instruction. The purpose of tutoring is to help students help themselves, or to assist or guide them to the point at which they become an independent learner, and thus no longer need a tutor. The goal of tutoring is to make you an independent student by assisting you in the learning process.

What are the benefits to students who receive tutoring?

- Offers a more individualized, structured learning experience
- Improves academic performance and personal growth
- Improves attitude toward subject area
- Generates stronger effects than other individualized teaching strategies
- Motivates self-paced and self-directed learning
- Provides intensive practice for students who need it
- Improves self-esteem

Who can use tutoring services?

Tutoring services are provided free-of-charge to all enrolled BCCC students.

Who is on the staff?

The CAA employs peer and professional tutors. Peer tutors are BCCC students enrolled in the current semester and carrying at least 6 credits. Peer tutors have earned an A in the course they tutor and must have a minimum GPA of 3.0. Professional tutors are adjunct faculty, retired Baltimore City public school teachers and professionals in relevant fields. All tutors are contractual employees of the college.

The professional staff consists of the Director, a Tutoring Manager, Tutoring Center Assistants, and the Administrative Assistant.

What types of tutoring services are available?

Walk-in tutoring sessions are offered in all tutoring centers. Small group tutoring is also available for math and science courses.
Where do students go for tutoring?

- Writing: MNB 102, 410-462-7649
- Math: MNB 104, 410-462-7649
- Science: LSB 302, 410-462-8008
- Business, Accounting & Technology: MNB 320, 410-462-7417
- Computer-Aided Drafting and Design: LSB 244, 410-462-7653

How do students get the most from tutoring?

If you have an appointment, be on time. Bring all necessary course materials and assignments with you. Bring specific goals or questions to each session. Avoid asking your tutor to review assignments that will be graded by your instructor (written papers excluded); instead, identify relevant topics and work on sample problems. If you need to change or cancel your appointment, call 410-462-7649.

How do instructors know the student did his/her own work?

Tutors are trained that the goal of tutoring is to create independent learners. Tutors are trained in the Socratic Method: asking leading questions to ignite student thinking. Writing tutors do not edit or proofread students’ work. Math tutors are trained to put the pencil down and let the student do the work. Tutors will not complete or assist with homework, take home or online quizzes or exams. Ultimately the point of tutoring is to provide students with strategies they can use on their own.

How are tutors trained?

Tutors are automatically enrolled in the CAA Academy which incorporates weekly training and on-going training activities specifically designed to train tutors in tutoring foundations and course content. All tutors are required to attend.

Do you provide online tutoring?

Yes. We have an online tutoring service. NetTutor online tutoring is available 24 hours a day every day of the week in a variety of subjects. This is a free service for all enrolled BCCC students. See page 22 in this Guide for more information.
Tutoring Center Usage

Usage

All students must present a valid (updated) BCCC ID to sign in for services.

Sign in. Signing in allows the CAA to measure center usage and to staff the centers properly. When you leave, remember to sign out. When you sign out you will be asked to complete a very short satisfaction survey. This information is very useful to us.

Come to MNB 104 to get a tutor for math, MNB 102 to get a tutor for English, MNB 320 to get a tutor for business, accounting and technology, and LSB 302 to get a tutor for science.

Check in with the Tutoring Center Assistant on duty and he/she will connect you with a tutor.

Working with a Tutor

The length of a tutoring session is usually between 50 minutes to an hour. Some tutoring may last longer.

Do not help yourself to a tutor. Although there may be tutors at their stations without a student, they might be waiting for a student who has a scheduled appointment. Only a Tutoring Center Assistant can assign a tutor.

Feedback is important to us. If you have a problem with a tutor, a recommendation, or any other comment, please speak with the Tutoring Center Assistant on duty first. You may proceed to speak with the Tutoring Services Manager if any issues remain unresolved.

Class Work and Assignments

Tutoring is a supplement to your course and not a replacement. Tutors work best if you have specific questions. If you have not prepared by working on your assignment, you will be asked to return after you have attempted the work.

Tutors can help you if you attempt your work and get stuck on a specific problem, section, or portion of an assignment.

Do not expect the tutor to go through each problem with you or teach you material you have not had in class, read, studied or reviewed.
Plan. Do not cram! Coming to tutoring on a regular basis works. Waiting until the last minute does not. Going to each class and coming to tutoring every week ensures you are always prepared – you never have to prepare for a test, only review for a test.

Bring your notes and textbook. Tutoring is most productive if the tutor follows the method your professor uses in class.

Tutors cannot work with any graded assignments. The tutor will get similar problems or topics that will help you understand the concept.

**Tutoring Center Rules**

All cell phones, audio and mobile communication devices must be turned off or set to vibrate/silent.

No eating is permitted in the tutoring center. No drinks are allowed. We intend to keep the tutoring centers clean and protect our technology.

Keep socializing to a minimum. All non-academic conversations should be taken outside.

Be respectful of others. All students must abide by the code of conduct, sexual harassment policy and all other policies set forth by Baltimore City Community College and the Center for Academic Achievement to ensure a healthy learning environment.

*Courage does not always roar. Sometimes it is the quiet voice at the end of the day saying, “I will try again tomorrow.”*

*Mary Anne Radmacher*
How to be a Better Student

Got an A? Want an A+? Got a B? Want an A? Got a C? Want a B? Want to be a better student?

Here is what you do:

1. Set goals
2. Stick to a study schedule
3. Get rest
4. Adopt healthy study techniques
5. Work with a tutor
6. Develop note-taking skills
7. Go to workshops
8. Form a study group
9. Get a manageable course load
10. Go to class
11. Participate in class
12. Use the library

BETTER STUDENT workshops are offered each semester. Topics include

- Set your goals for the semester
- The power of a study group
- How to talk with your teacher
- Note taking
- How to create your own study guide
- Writing strategy
- Learning styles
- How to read a college textbook
- Managing your time
- Managing test anxiety & test-taking strategies
- Memory skills

Pick up a workshop schedule for the fall semester in any tutoring center.

Ask for your “I AM A BETTER STUDENT” t-shirt when you sign up to work with a tutor in any tutoring center or attend any BETTER STUDENT workshop.

I AM A BETTER STUDENT.
I work with a Tutor.
Responsibilities for Students

Philosophy of tutoring:

- Tutoring is intended to provide supplemental assistance. It is not the primary way students receive content instruction.
- Tutoring is a privilege, not a right, of students.
- Students are responsible for being prepared to participate in a tutoring experience.

Responsibilities of the Student Using Tutoring Services

As the student, you are expected to

- sign in before meeting with the tutor and sign out at the end of the session.
- complete an evaluation at the end of your tutoring session.
- turn off your cell phone or switch to vibrate; leave the room to take/make calls.
- attend classes: tutoring is not a substitute for going to class. If you do not understand the class work, talk to your teacher during office hours.
- prepare for your tutoring session by
  - completing as much work as possible before the session – read the textbook, write a draft of the essay, attempt homework problems, etc.
  - coming with questions to ask the tutor.
- bring necessary materials: textbook, syllabus, class notes, course work, assignments, calculator, pens, pencils, etc.
- try to do your math homework on your own before working with a math tutor.
- return any books or materials you borrow in a timely manner.
- follow the directions of the tutors during tutoring sessions.
- always treat the tutor with respect.

As the student, please do not

- bring food or drinks into the tutoring site.
- sit on tables or carrels.
- interrupt a tutor when he/she is working with a student.
- ask tutors to explain entire chapters to you.
- ask tutors to assist you with homework, graded assignments, tests or quizzes.
- expect the tutors to do the work for you.
- expect the tutors to socialize with you while they are on duty.

YOU HAVE RIGHTS ACCOMPANYING YOUR RESPONSIBILITIES:

- You have the right to be treated with respect during the tutoring sessions.
- You have the right to expect a clean, organized and functioning environment conducive to tutoring and studying.
• You are not expected to put up with insults or derogatory remarks about your performance during a tutoring session.
• You have the right to report any questionable behavior by a tutor to the Tutoring Services Manager: Meredith Lowman, Main Building, room 121A.

**Guidelines for Using Computers**

Tutoring Centers are not computer labs. They are great places to work on assignments, work with tutors, or to study.

• You may not print out PowerPoint handouts or information from websites.
• You may print your course related materials to work with a tutor.
• You may not browse the internet for websites unrelated to course assignments.

Students who do not adhere to the responsibilities of the tutoring sessions will be asked to leave the tutoring site.

The Center for Academic Achievement reserves the right to not provide tutorial services to students who do not meet the responsibilities noted above.

Please keep your belongings with you at all times. Tutoring Center management assumes no responsibility for items left unattended. The Tutoring Center management is not responsible for lost, stolen, or damaged items.
How to Get the Most Out of Your Tutoring Session

Tutoring Session Tips – General

1. When setting up an appointment with your tutor, be sure to take down all important information including the time, place, necessary materials, length of the tutoring session, etc. At this point, you may also consider inquiring about your tutor’s expertise and/or training. You’ll want to be certain that you are confident about and comfortable with your tutor’s skills.
2. Come prepared to your tutoring session with all relevant worksheets, notes, handouts, materials, drafts, and supplies.
3. Bring a notebook to jot down any important advice or information your tutor gives you.
4. Do not ask or expect your tutor to complete your class assignments/projects. The purpose of your tutor is to guide you through and explain concepts so that you have the skills to complete your assignments/projects successfully on your own.
5. Bring specific questions to your tutoring session. This will help guide the tutor to your main concerns and prevent you from spending time on issues that you are not as worried about.
6. Ask your tutor to review the most important issues at the beginning of the session so that you don’t run out of time before addressing them.
7. Speak up! Be certain that your tutor is clear when explaining concepts. If you don’t understand an explanation, ask your tutor to explain an idea in a different way until you understand it.
8. Finally, if you feel that you would benefit from another tutoring session, make an appointment right away to provide yourself with as much time to successfully complete your assignment(s) as possible.

Tutoring Session Tips – Math/Sciences

1. Don’t simply sit back and watch your tutor solve a problem; work alongside the tutor.
2. As you work through a problem, try to verbalize the rationale behind each step (or ask the tutor to help you to do this).
3. After receiving an explanation from your tutor, sit to the side for a while and try to work through some problems on your own. (This will build the confidence you need later for quizzes/exams.)
4. If your tutor introduces a new method for solving a problem, be open to it. Try using the new method on your own and then decide whether you will use the old or new method.
5. To increase your confidence and independence, try to tie the tutor’s explanations with material in your lecture notes or textbook.
6. If you have identified consistent errors in your homework, ask the tutor if she/he has any suggestions for avoiding that kind of error.
Tutoring Session Tips – Writing

1. Most tutors will ask you to bring the assignment sheet or homework assignment as written out by the instructor. This is very important! You want your tutor to clearly understand what is required of you to successfully complete the assignment, so that she/he can best help you.

2. If you are not far enough along in the writing process to provide the tutor with a complete draft of a paper, bring your written ideas, notes, and/or an outline after they have been reviewed by your instructor so your tutor better understands your approach to the assignment.

3. Concentrate on the “bigger picture” (i.e. paper organization, transitions, clarity/quality of content, etc.) first and then move on to smaller issues (i.e. spelling, fragments, punctuation, etc.).

4. When working on large projects like research papers be sure to consult with the tutor far enough in advance so that you have ample time for revision before the paper’s deadline.

5. Have your questions ready for the tutor. For example, “Could you explain a thesis statement; I don’t understand what it is?” or “Could you explain how to use commas?” The tutor will not proofread or edit your paper.

The purpose of tutoring is to help students help themselves or to assist or guide them to the point at which they become independent learners, and thus no longer need a tutor.
Study Groups

What is a Study Group?

A study group is a small group of students who meet together regularly once a week with or without a tutor to discuss concepts and insights into course material. Each group is unique, contains students with different backgrounds and abilities, and determines its own pace and the material that will be covered. This allows each group to address the needs of the individuals in the group.

Students also have indicated that study groups benefit them in a variety of ways. They include:

- Understanding how much of the class material they understood
- Understanding how others might approach/consider a problem
- Detailed explanations at a slower pace
- Solid exam preparation
- Meeting other students with whom they can study
- Forces early and constant preparation of the material, leading to a high level of confidence, a mastery of the material, and better grades

Contact Jose Barata: 410-462-8222 or Meredith Lowman: 410-462-7601 for guidance in starting a study group.

Before your group meeting:

- Review class notes and the assigned reading.
- Write down points that are unclear or questions you would like to discuss.
- The leader can help lead the discussion on topics brought to the group.
- Students working together can organize thoughts, test understanding, and learn new approaches to the material from each other.

Study groups usually begin the second or third week of the term and meet once a week during the term. Extra review sessions are also scheduled to allow for exam preparation.

A study group does the following:

1. Reinforces and deepens your learning by providing the opportunity to teach. (Research indicates that many students improve their grades by supplementing individual study with group study.)
2. Provides feedback -- before the test -- on how well you are learning the material.
3. Prepares you for the working world, with its emphasis on teamwork. (You might indicate on your resume that you organized several study groups.)
4. Provides a "support group." All students feel discouraged at times, but a study group can "refuel" your motivation and make studying more fun.
5. Helps you overcome shyness about discussing issues in class.
6. Helps you become motivated to study, because you know your study group is depending upon your preparation.

Getting Started

1. Get to know your classmates.
2. Invite 1 to 4 students to meet with you to study.
3. To avoid a situation of "the blind leading the blind," make sure that at least some members of the group are knowledgeable about the field.
4. Each person should study individually before the group meets.

Study Agenda

We can provide you with assistance in organizing your study group and establishing how your group will function.

1. Some groups begin their session by comparing lecture notes.
2. Most groups use their lecture notes, a lecture handout, or a study guide written by the professor as an outline to guide the order of topics to discuss. If you are a student in the health sciences, an organ system review is often effective.
3. IF YOU PREFER A FORMAL GROUP: At the end of each session write an agenda for the next session, with each group member assigned to prepare/present specific material. Volunteer to be the presenter in the area you find most difficult. Research this area thoroughly and become an expert. Develop five questions to ask the others.
4. IF YOU PREFER INFORMALITY: Decide at the beginning of the session what topics you will study and how you will study. You might assign topics/single lectures to each other and then work independently for a time to come up with 5 to 10 questions on each topic or lecture.
5. Create and copy summary sheets and charts to share.
6. Have each member write a practice test and give these tests to each other.
7. List your group's remaining areas of confusion and go to the professor for clarification.

Where to Meet with Your Study Group

Only study in a public area like a cafeteria if the group members are able to keep focused.

1. Come to MNB 117 and we may be able to assist you with a location, time and day.
2. Do find a place with comfortable chairs. Also, you may want a room with a blackboard or whiteboard.
3. Try one of the following locations: an empty classroom, a group study room in the library, or a lounge area.
4. Locations which have group study rooms: Bard Library, the Center for Academic Achievement Learning and Study Center (The LSC) – MNB 121.

Pitfalls & Problems

1. If your group begins to deteriorate into merely a social group, use a strict agenda and a strong convener. Or, simply ask, "Will that be on the test?" when group members get off track. Many groups report that most of their time wasting occurs during late night sessions. Decide ahead of time when you will stop studying for the evening. Also, to stay focused, schedule regular breaks.
2. Don't allow group members to attend unprepared. To keep members who are failing to do their fair share is to enable and encourage irresponsibility. Remember, you are not providing free tutoring.
3. Don't allow lengthy complaints about courses or professors during group time.
4. Encourage members to reveal their weaknesses so that they can strengthen them. This will only happen if members refrain from critical comments about one another.

*Friends don’t let friends fail.*
*Let’s start a Study Group!*
Do you need a quiet place to study?
Would you like to learn how to make a study schedule?
Do you need a place to meet with your study group?
Interested in improving your study skills?
Come see what you can do in the
LSC: Learning & Study Center – MNB 121
Hours: Monday - Friday 9:00 am - 5:00 pm
Contact Tamara Hudson: 410-462-8222
No Show and Late Cancellation Policy

The Tutoring Centers rely on the punctuality and consistency of our students in order to continue to provide critical resources.

Unfortunately, our ability to provide those services to students is sometimes hampered when students book appointments with our tutors and then do not arrive for their appointments without formally canceling. When students do not show up for their appointments, other students lose the benefit of scheduling an appointment.

As such, the Tutoring Centers have formally adopted policies concerning No Show violations and Late Cancellations. All students utilizing the services of the CAA agree to abide by these policies and agree to the consequences of policy violations.

No Show Policy & Late Cancellation Policy

To cancel an appointment, call the Main Tutoring Center – 410-462-7649. If no one answers, the Tutoring Center is equipped with a voice message system; please leave your cancellation notice through this messaging system.

No Shows

Students with tutoring appointments have ten minutes to arrive for their intended appointment. If the student does not arrive within 10 minutes of the appointment’s scheduled start time, the student will be considered a No Show. Tutors are no longer obligated to meet with a student who arrives more than 10 minutes late for his/her session, but they may still choose to do so at their discretion and if no other student is waiting to work with a tutor.

Late Cancellations

Students are advised to cancel within 24 hours of their appointment’s scheduled start time. However, the Center for Academic Achievement recognizes that sometimes advanced notice is not possible. Appointments cancelled within two hours of the appointment’s scheduled start time (or within 10 minutes after the appointment has already started) are considered Late Cancellations.

Students will not be unfairly penalized for unsuccessful cancellation attempts that may result due to internal communication or staff errors.
We’ve Got Good Stuff on Canvas

Find us on Canvas. There’s a lot of great information there.

To get to Canvas: Open your web browser and browse to http://www.bccc.edu. On the main menu, click on Canvas – NEW under Stay Connected on the right side. You will arrive at the Canvas log in page. Enter your user name and password to log in.

On the top tab go to Courses and click on Tutoring Services. You will arrive at the Center for Academic Achievement (CAA) landing page. Go to the Modules tab to the left under Tutoring Services.

When you select the MODULES button this is what you see:

Click on MODULES and browse around. You’re going to like what you see.
Study Skills Resources on the Web

www.how-to-study.com/
www.sla.purdue.edu/asc
www.ucc.vt.edu/stdyhlp
www.studygs.net/
www.educationatlas.com/study-skills.html
www.howtostudy.org/
www.columbia.edu/cu/augistine/study/
www.infoplease.com/homework/studyskills1.html
www.sas.calpoly.edu/asc/ssl.html
www.csbsjtu.edu/academicadvising/helplist.htm
www.arc.sbc.edu/study.html
www.bucks.edu/~specpop/studyskills.htm
www.uic.edu/depts/ace/strategies.shtml
www.d.umn.edu/student/loon/acad/strat/
www.mathpower.com/tips.htm
www.trcc.commnet.edu/Ed_Resources/TASC/Training/Study_Skills.htm
www.testtakingtips.com/study/index.htm
www.dartmouth.edu/~acs/success/study.html
www.studytips.org/
www.howtostudy.com/
www.studytips.admsrv.ohio.edu/
www.academictips.org/
www.sas.calpoly.edu/asc/ssl/notetaking.systems.html
www.uni.edu/walsh/linda7.html
www.und.edu/dept/ULC/handout.html
www.algebrahelp.com
www.purplemath.com
www.math.com
www.khanacademy.org/
NetTutor Online Tutoring Service

NetTutor: Live tutoring whenever-the-need-arises that makes tutoring available to students on a 24/7/365 basis and includes mobile access from tablets and iPads.

NetTutor is a comprehensive online tutoring service for all levels of college courses. Students can connect with a live tutor 24 hours a day every day of the week in a variety of subject areas.

NetTutor is very easy to use, even on your iPad and other tablet devices. This free online service is a great tool for students taking online courses and for getting help when face-to-face tutoring centers are not open.

You can access NetTutor through Canvas or through the Tutoring Services website.

Come to any tutoring center to learn how to use NetTutor or watch a video.

Video Links

NetTutor Promo Video: Describes how easy it is to access NetTutor and some of the new features NetTutor has to offer.
https://www.youtube.com/watch?v=i_14QCR2g1A

NetTutor Modes: Details the different ways to receive tutoring including Ask a NetTutor, Q&A Center and the Paper Center.
https://www.youtube.com/watch?v=25pTejQj7wM&feature=youtu.be

Using the NetTutor Paper Center: This video demonstrates how to submit a paper to the NetTutor paper center, retrieve it once the paper has been reviewed and even upload it to the NetTutor whiteboard for a live session if you have any questions about the paper review.
https://www.youtube.com/watch?v=lAfZq5UhC9U&feature=youtu.be

CENTER FOR ACADEMIC ACHIEVEMENT
BETTER STARTS HERE