

## SBCC Continuity of Tutoring and Learning Support March 13, 2020

Dear Faculty and Staff Colleagues:

The Partnership for Student Success (PSS) and the Tutorial Advisory Committee (TAC), as well as Learning Support faculty, and critical staff members, all met on March 13th to see how we will offer tutoring and learning support online.

What follows are the ways in which our tutors (and NetTutor) can support our students while our classes are being held online.

“Line of sight” supervision (required by Ed Code) of synchronous tutoring sessions will be maintained by recorded online tutoring sessions. Asynchronous tutoring (such as providing feedback via Pipeline email) must be “recorded” by saving all communication. If you have any questions not addressed in this document, please contact Dr. Vandana Gavaskar at [vsgavaskar@pipeline.sbcc.edu](mailto:vsgavaskar@pipeline.sbcc.edu).

All requirements to visit tutors and/or the Writing Center should be waived for Spring 2020.

<b>Tutoring Available for All Classes</b>	
<p><b><u>NetTutor</u></b> A professional online tutoring service* that is currently available in every Canvas shell and offers tutoring services at times when students would otherwise not be able to access support.</p> <p><i>*These are remote professional tutors, not local SBCC tutors.</i></p>	<ul style="list-style-type: none"> <li>● 24/7 options for students whose subjects are supported by tutors.</li> <li>● Link to NetTutor already in every Canvas course</li> <li>● <a href="#">Instructions for Students</a></li> <li>● <a href="#">Subjects and hours of live tutoring</a></li> <li>● Sessions are automatically recorded</li> </ul>
<b>Tutoring for Classes with Embedded Tutors (i.e. Gateway and PAL/SI)</b>	
<p>Model of tutoring is considered embedded when the tutor is assigned to a specific section. Tutors may hold their synchronous tutoring hours based on the same availability as previously agreed upon or modified through consultation and approval of the instructor of record.</p>	
<p><b><u>Pisces App in Canvas</u></b> SBCC local embedded tutors can use this app in the Canvas course shell for one-on-one tutoring or group tutoring sessions.</p>	<ul style="list-style-type: none"> <li>● <i>Note: Not yet available. IT is working on Pisces integration--should be ready by early next week</i></li> <li>● <a href="#">Pisces Training Available (for faculty, tutors, and supervisors)</a></li> <li>● A tutor training session is scheduled</li> </ul>

	<p>for <a href="#">Monday, March 16th at 2pm</a> and training will be compensated. Contact <a href="#">Dr. Vandana Gavaskar</a> for more information.</p> <ul style="list-style-type: none"> <li>• Instructors do not have to set up sessions (as required in Zoom).</li> <li>• Sessions are automatically recorded.</li> </ul>
<p><b><u><a href="#">Zoom Video Conferencing Tool</a></u></b>          SBCC local embedded tutors can use this simple web conferencing app. Attendees can easily join sessions via their mobile devices or from their computers. Webcam, microphone, chat, polling, screen-sharing integration, and ability to control others' shared content creates a highly interactive environment for attendees no matter their location.</p>	<ul style="list-style-type: none"> <li>• Instructor will need a ZoomPro account (email <a href="#">helpdesk</a> with your Pipeline email address with a request for an upgraded license)</li> <li>• All other "meeting" attendees (tutors/students) do NOT need a ZoomPro account</li> <li>• Tutors may watch videos and read linked documents/webpages <a href="#">here</a> for up to one hour of paid Zoom training</li> <li>• Sessions are <a href="#">required to be recorded</a>.</li> <li>• Instructor will need to set up the Zoom Meetings (and can be set up as recurring.)</li> <li>• <b>Required when setting up the meeting:</b> <ol style="list-style-type: none"> <li>1. Check the box that says "Record the meeting automatically."</li> <li>2. Enter tutor's SBCC Pipeline email as an "Alternative Host"</li> </ol> </li> </ul>
<p><b><u>Asynchronous Tutoring via Email</u></b>          Tutors can respond to questions collected between working shifts via email (asynchronous) and then respond when they return to work their next shift.</p>	<ul style="list-style-type: none"> <li>• All communication must be conducted via official SBCC Pipeline email addresses.</li> <li>• Tutors must save all emails.</li> </ul>
<p><b><u>Tutoring for subjects with Drop-In Tutoring</u></b>          Model of tutoring is considered Drop-In when the tutor is not assigned to a specific section but rather supports many sections and courses (Note: The Math Lab, Writing Center, and ESL Lab are excluded from this category.)</p>	
<p><b><u><a href="#">Zoom Video Conferencing Tool</a></u></b>          SBCC local embedded tutors can use this simple web conferencing app. Attendees can easily join sessions via their mobile devices or from their computers. Webcam, microphone, chat, polling,</p>	<ul style="list-style-type: none"> <li>• Tutors will hold their synchronous tutoring hours based on the same availability as previously agreed. If changes are necessary, then the tutor should notify the Tutor Supervisor <b>and</b></li> </ul>

<p>screen-sharing integration, and ability to control others' shared content creates a highly interactive environment for attendees no matter their location.</p>	<p>Tutorial Center Coordinator (Jason Levy.)</p> <ul style="list-style-type: none"> <li>● All sessions are <a href="#">required to be recorded.</a></li> <li>● Only Tutor Supervisors need ZoomPro accounts (email <a href="#">helpdesk</a> with Pipeline email address and a request for an upgraded license)</li> <li>● Tutor Supervisor(s) will need to set up the Zoom Meetings (can be set up as recurring.)</li> <li>● <b>Required when setting up the meeting:</b> <ol style="list-style-type: none"> <li>1. Check the box that says "Record the meeting automatically."</li> <li>2. Enter tutor's SBCC Pipeline email as an "Alternative Host"</li> </ol> </li> <li>● Tutor supervisor(s) will send meeting invitations/links either to tutors and students directly, <b>OR</b> to instructors who will then invite tutors and students using the link in emails or Canvas course shells.</li> <li>● The <a href="#">tutoring schedule posted on the Tutorial Center Website</a> will include links for the Zoom conference meetings. Tutor supervisors will be provided access to edit their schedule of tutoring hours as listed on the Tutorial Center Website.</li> </ul>
<p>Writing Center (LRC)</p>	<ul style="list-style-type: none"> <li>● Zoom sessions replace face to face sessions</li> <li>● Writing Center uses the Zoom Protocol previously developed with some modifications of the intake form.</li> </ul>
<p>Math Lab (IDC 102)</p>	<ul style="list-style-type: none"> <li>● Drop-in tutoring will primarily be done via NetTutor.</li> <li>● Embedded tutors will continue working with their assigned courses</li> </ul>

	<p>(<a href="#">see embedded tutoring above</a>).</p> <ul style="list-style-type: none"> <li>Math LTAs will be reaching out to faculty to pair up some of the other general drop-in tutors with courses that do not currently have an embedded tutor.</li> </ul>
Modern Languages Lab (H304)	<ul style="list-style-type: none"> <li><a href="#">Zoom tutoring</a> will be used for tutors supporting modern language classes.</li> <li>In addition, <a href="#">NetTutor</a> supports tutoring in Romance languages.</li> </ul>
EOPS	<ul style="list-style-type: none"> <li><a href="#">Zoom between tutors and EOPS students</a></li> </ul>
DSPS	<ul style="list-style-type: none"> <li><a href="#">Zoom between tutors and DSPS students</a></li> </ul>
AAZ	<ul style="list-style-type: none"> <li><a href="#">Zoom between AAZ tutors and AAZ students.</a></li> </ul>
Learning Resources	<ul style="list-style-type: none"> <li><b><u>Workshops Postponed until further notice.</u></b></li> </ul>

### Frequently Asked Questions

1. What if my tutor does not have access to equipment?

*Tutors will be able to check out computers and work with the LRC for any needs that they have. Please have them contact Vandana Gavaskar ([vsgavaskar@sbcc.edu](mailto:vsgavaskar@sbcc.edu)) for troubleshooting.*

2. Will tutors still be clocking in and out? How will they record their hours?

*Tutors working remotely should continue logging their hours using either the live clock-in and out method or with the approval of their supervisor can use the retroactive time entry. Payroll has the following [instructions for employees](#) to record their hours worked.*

3. How do we handle the line of sight supervision requirement?

*NetTutor and Pisces automatically record tutoring sessions to provide "line of sight supervision." For Zoom, the recording option must always be selected. Similarly, Pipeline emails must be saved with automatic reference to the time and content of tutoring.*