

Online Tutoring

Question:

I am trying to research what other public state universities have in place for online tutoring. Does anyone out there offer tutoring 24/7? Do you host in house or outsource? We do offer online tutoring now, but are looking to continuously improve! Thank you in advance for your input!

- Suzanne Kenner, Director of Compliance & Quality Assurance, University of Arkansas Global Campus
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Answers:

The University of Hawaii offers online tutoring (manoa.hawaii.edu/ola) for any students in our system, as well as with high school students.

Math & Science: Mon-Fri 9 am - 10 pm, Sun 5 -10 pm

Writing: Mon-Sat 8 am - 10 pm (appointment basis since students submit their paper and schedule an appointment to review with tutor)

- Hae Okimoto, Director, Academic Technologies, University of Hawaii System
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In BC we host e-Tutoring, an online tutoring application provided by the Connecticut Distance Learning Consortium (CTDLC). For the US, CTDLC hosts the application and has a number of post-secondary institutions using the service. The cost for the application and maintenance is quite reasonable and if you take a consortia approach where you are sharing your tutoring resources, the total cost of the service is more reasonable. The hours of the service would be up to the institution or the consortium, as the application is always available. The e-Tutoring platform also works with Adobe Connect to provide synchronous online tutoring options, should you wish to pursue that route.

Right now this online solution is being used in BC and Alberta through BCcampus' hosting. If you would like contact information for CTDLC, I would be happy to send that to you. We enjoy our partnership with CTDLC and have found the platform to be quite successful.

- Denise Goudy, Manager, Collaborative Services, BCcampus
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In Alberta, we have partnered with CTDLC and BC Campus to offer asynchronous writing support using the etutoring.org platform. eTutorAlberta (www.etutorialberta.ca) has been a great success to date (we're in our second year) and we have been delighted with the support and service from both our partners.

The model enables participating institutions to provide their own tutoring hours, resulting in a pool of shared tutoring hours, which are available to support learners from multiple institutions.

We are also starting to explore an expansion of services to support synchronous math support using Adobe Connect as Denise from BC Campus mentioned in another post.

I think that students have a sense of it being available 24x7 as they can submit at any point and will get a response typically within 24-48 hours. I encourage you to contact Carolyn Rogers at the CTDLC.

- Tricia Donovan, Executive Director, eCampusAlberta

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We have been providing SMARTHINKING (now a part of Pearson) tutoring services to our online students for about eight years now. We have seen a steady increase in usage over the years and we have recently made it easier for our students to log in using LTI integration in Blackboard. The tutoring services most used by our students are writing and statistics. We've had great customer services and almost no complaints ever.

- Eric Friedman, Director, Office of Distance Education, Boston University

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We combine several things in our tutoring:

1. Smarthinking
2. MyFoundationsLab (Although we may be going away from this because of connectivity problems rather than quality of product.
3. Live tutoring online self-sponsored (Our coverage is not 24x7, however we track usage and budget the department at one hour per actual usage time. This has grown to broad coverage between Monday and Saturday running from 8am to 11pm on weekdays, and midnight on Saturday when homework is due. Sunday was a dead day for usage so we have not provided coverage on that day. I anticipate that we will continue coverage as currently scheduled.
4. Most of our 100 level courses have now flipped, and we merged courses for coverage with like topics into group coverage where all the instructors take an hour each week that is open to all students in each of those sections. If no one is in the section, they call students from any of the courses they are covering and proactively invite students to come in for one-on-one help in their



course. This has been extremely successful.

- Alan Hansen, Independence University

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At Excelsior College, we use Smarthinking (note that there is only one “T” in the name) for online tutoring. The students seem to like the service, use it regularly, and we find they are reliable. You can check out more about them at <http://www.smarthinking.com/services-and-subjects/>. Make sure you are looking at the website for Smarthinking with one “T”.

- Susan Woerner, Instructional Designer, Excelsior College, Albany, NY

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