Rationale:
Address Student Needs

- Support increased number of online graduate and undergraduate students.
- Support non-traditional student needs.
Software Requirement

Mimic Face-to-Face Tutor–Tutee Interaction
Software Requirement
Enable Online Document Sharing
Software Requirement

Maintain Tutee Confidentiality
Software Requirement

Utilize existing software/hardware, already supported by the university

Wimba

Classroom

Tablet PC
A group effort
- Collaboration between e-Learning and AAC Departments
- Involved tutors in the design

Request Form
- Utilized <Google Form> embedded in our web page
  - Form available 24/7 on our webpage
  - Form automatically alerts AAC staff of the online request

eTutoring set up through Blackboard organization

Tutors tested the design with each other
The Student Submits Online Request

The Process

Tutor Contacts Tutee

AAC Staff Contacts Tutor
• Presence - immediacy, multi-modal communication
• Document Sharing
<table>
<thead>
<tr>
<th>Privacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archive</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Caleb Fletcher, Architecture</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caleb Fletcher, Architecture - 01/14/2011 12:49</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ESL and Writing: With JJ</th>
</tr>
</thead>
</table>
Implementation

- **Fall 2010**: Testing with Tutors
- **Summer 2011**: Train the Tutors
- **Spring 2011**: Pilot Training and ‘Train-the-Trainer’
- **Fall 2011**: Roll-Out

**On-going** - Advertise to students and faculty
- Email and announce in online courses
- Announce at meetings
- University paper
Challenges

- Tutees not familiar with Wimba
  - **Solution:** develop general student training
- Tutor retention on how to use Wimba
  - **Solution:** monthly practice becomes a part of job description
- Not a lot of people know about eTutoring
  - **Solution:** increase dissemination/marketing of service
Benefits

- Increased convenience and access
- Meets software requirements
  - Maintains confidentiality
  - Uses existing software supported by the university
  - Mimics the in-person tutor-tutee interaction
  - Allows for tutor-tutee document sharing
- Indirectly improves processes/services
  - Form asks what is tutee question; tutor can prepare better
  - Accountability through recording of sessions
  - Tutor job description now involves online collaboration competency, which is a 21st century learner need
Next steps

- Re-evaluate best practices particularly from Tutee perspective
- Increase comfort level with Wimba by providing basic Wimba tutoring for tutees
- Evaluate other venues such as GoogleDoc sharing coupled with Google chat (particularly for writing)
- Market service through multiple venues
Open discussion

- Is there a need in your college for online tutoring?
- What software is already available and supported?
- Do you have an e-Learning department with which you could collaborate?
- Are there other technologies or strategies that you would suggest for online tutoring?
- How could we improve our online tutoring?
thank you
thank you
thank you