



Online Tutoring Student Protocols

- Students must be **DMACC** students to use the online tutoring service. Each student must provide his/her ID Number, as well as the course name for which they are seeking tutoring. *(Students may be asked for the instructor's name as well, but this information is not required.)*
- Students will need to allow access to both the microphone and the camera in order to use the tutoring service. The camera may be turned off, but the microphone will need to be activated to use this service.
- Students must provide the tutor with all necessary materials such as *textbooks, class notes, handouts, homework assignments*, etc. It is the responsibility of students to provide the materials needed for the tutoring session.
- Students need to attempt to complete assignments to the best of their ability before seeking tutoring.
- All reading assignments should be completed by a student before the tutoring session begins. ***It is unreasonable to expect a tutor to teach a lesson to a student.***
- Students will be served in the order in which they connected. There may be a wait time. Tutors will try to estimate wait times, but it may take longer than anticipated to complete a session with another student. Tutors may suggest an alternative time to connect based on heavy traffic, or may also provide a "room" for students studying the same content in order to serve several students at the same time.

- Daytime tutoring will coincide with tutoring in the Academic Achievement Center. Tutors will be serving students both online and in person. Students should expect time limitations as well as wait times, depending on the in-person tutoring demands of the AAC.
- Tutors will guide students in finding their own answers, solutions and/or conclusions. Tutors will ***not*** supply answers for any assignments.
- The tutor's primary purpose is to guide the student in comprehending the coursework, provide feedback to the student, and assist the student with related study skills.
- Students need to play an active role in determining what course of action is best for themselves.
- Tutors may determine that a tutoring session is not servicing the student responsibly, and close the session.
- Tutors may suggest face-to-face tutoring for particular projects or assignments.
- Students may access online tutoring through a phone, a tablet or a computer. Phones and tablets work well for brief inquiries but are less conducive to helping with complicated questions. (Only a computer/laptop will be able to share online applications like MyMathLab.)

Online tutoring (DOT) is part of the Academic Achievement Center (Urban Campus) and is available to all DMACC students. The AAC promotes personal responsibility by having students play an active role in their tutoring sessions. No academic dishonesty is permitted.