

Online Tutoring Services

Frequently Asked Questions



What is NetTutor?

NetTutor is an online tutoring service provided by Link-Systems International (LSI). The OEI selected LSI as a partner, and our college has also chosen NetTutor.

Who are the tutors?

The OEI has vetted the training requirements and qualifications of NetTutor. The tutors are subject matter experts with previous teaching or tutoring experience. They are full-time tutors, and all have at least a bachelor's degree; most also have post-graduate degrees. Tutor training is aligned to CRLA and ATP guidelines.

When are tutors available?

NetTutor offers live tutoring and asynchronous tutoring. Live tutor schedule varies by subject; that schedule is posted within NetTutor. Asynchronous tutoring provides one-day feedback to questions and two-days feedback (or less) for papers.

Why is it important to integrate NetTutor with our LMS?

This will give students single sign-on access to NetTutor (rather than remembering another username and password). It also means fewer clicks between students and their tutor, as students can go directly from within the LMS to tutoring, streamlining their experience.

How do students access NetTutor?

When NetTutor is integrated with a course, students will have single sign-on access. Tutoring sessions are held on LSI's collaboration platform, the WorldWideWhiteboard, and all sessions are recorded and stay in a private archive.

Will I know which students accessed NetTutor and when students used it?

Yes, you will be provided access to detailed usage statistics. Individual student usage data may be requested by the college or instructor, though initial reports will include more aggregated data.

What if my students experience technical issues logging into NetTutor?

For technical support, students should use the link to "Submit a Support Request" or call LSI at 813-674-0660 x204 (M-F 6am-9pm, Sat & Sun 10am-4pm).

What is the difference between NetTutor and WorldWideWhiteboard?

NetTutor is the online tutoring service where LSI provides the tutors, while WorldWideWhiteboard is the platform used. The OEI has funded a systemwide WorldWideWhiteboard license for colleges to use their own tutors to provide online tutoring using the same WorldWideWhiteboard platform.

How should I make NetTutor available to my students?

The link to reach a tutor should be communicated to students in your syllabus and course home page. Some faculty remind students that the service is available in each assignment; some even require students to use NetTutor on specific assignments.