

NetTutor Online Tutoring

A Student Guide

What Is NetTutor?

NetTutor is a comprehensive online tutoring service for all levels of college courses.

Southeastern has elected to make this service available to you to assist you with homework and learning.

You can find the NetTutor icon in Moodle when online tutoring is offered for your course.

All of the tutors are highly trained and experts in the course that you are taking. They are ready to help.

Services are available 24/7/365.

How Do I Get Started?

- Click on the NetTutor icon and you will automatically see the student dashboard for your course.
- Click the "Live Tutorial" icon and you will be connected to a tutor's chat room. The chat area lets you know your position in the queue.
- To ask a question, simply click "Ask a Question," and type your question on the whiteboard. When you're ready, click "Submit," and the tutor will answer your question.

What Happens In A Tutoring Session?

When you connect with a live tutor, you will hear the "NetTutor" cowbell ring, letting you know *the game is on*.

From that point on, the tutor can instantly see what you type on the whiteboard.

ESL and text-to-speech is available.

Your tutor will help with your concerns. They are there to assist, but not to do your work for you! Come prepared to learn!

What Is The Live Tutorial Schedule For My Course? See: www.nettutor.com/schedule

What If I Don't Have Time To Chat With An Online Tutor?

The Q&A Center allows you to ask a question offline, which a tutor will answer usually within 24 hours.

Once an answer has been prepared and is ready for you to review, an automated email will be sent to you letting you know your question has been answered.

After you review the answer, you can ask a follow-up question.

Will NetTutor Work On My Computer?

NetTutor works with Windows and Macintosh on almost any browser. After you login, you will be prompted for a Browser Test consisting of seven steps to confirm your computer's compatibility with NetTutor and to tell you where to find anything you may be missing.

You may try the Browser Test directly by visiting: <http://nettutor.com/browsertest/>

Make sure you have the latest version of Java on your computer.

What If I Need More Help?

Should you have questions or technical difficulties, please contact NetTutor at support@nettutor.com or call 813.674.0660 X204.

There is a comprehensive Online Manual that includes an extensive Frequently Asked Questions section, which can be found at <http://www.nettutor.com/usermanual/>

Demonstration Videos: Center for Student Excellence web page under Tutoring