# NetTutor® Online Tutoring Service
## Connect. Engage. Learn.

"Integrating the NetTutor service into our curriculum was a great choice for BCCC. The tutors are skilled, really understand the struggles our students face, and explain the concepts students are challenged with in a clear and effective way. It is because of these qualities that NetTutor is invaluable for student success."

**Juanita Wingo**
**Coordinator**
**BCCC Center for Academic Achievement**

# An LSI Case Study

## Baltimore City Community College

*Using the NetTutor® Online Tutorial Service to help meet the diverse needs of students in the urban community college*

www.link-systems.com

**Client:** Baltimore City Community College (BCCC)

**Challenge:** Providing across-the-curriculum subject-based support outside the classroom for busy learners at an urban community college. BCCC provides a variety of online and campus resources to its students. A significant percentage of BCCC's 7000 students hold part-time or full-time jobs, raise families, and may be returning to school or facing other time-consuming obligations. These learners and others typical of cities like Baltimore require individualized support after the usual hours of a writing center or tutoring center. BCCC has a prize-winning Distance Learning Department, which features reference materials, courses, and access to counseling resources wherever and whenever a student logs in. Funded by Baltimore City, the BCCC and its Distance Learning Department need a sustainable source of professional, around-the-clock tutoring assistance on or off the campus. The provider must show that it respects and understands learners' need for professional, live, one-on-one homework assistance and the rapid, accurate review of writing assignments. In-person training of faculty, on-campus tutors, and students is a must.

Core areas of need include mathematics, the sciences, English as a second language (ESL) and English composition.

**Solution:** BCCC elected to partner with Link-Systems International (LSI) to provide free, online tutoring services in all subjects via Net-Tutor® Online Tutoring Services. Key points considered by the Distance Learning team included:

- In English or ESL courses, students submit their written work or discuss questions with trained writing tutors
- In math and the sciences, students discuss questions one-on-one with a live tutor and can reach a tutor with less than a minute of waiting time
- In world languages and ESL, students practice conversation skills and review grammar and composition with a live tutor using a microphone and headset

All operations of the NetTutor Online Tutoring Service take place in its Tampa, Florida headquarters. Tutors undergo continuous training and evaluation, rigorous subject-area examination, and participate in an immersive study program designed to impart a deep sensitivity toward the learning goals of today's students. These methods gave assurance that NetTutor and its tutors could address the unique facing learners in the urban community college.

**Result:** By working with NetTutor, BCCC is able to offer the highest quality of tutoring free of charge to all of its students. Students can reach NetTutor by logging into the campus Blackboard site. From there, they can reach tutors in their subject areas at a single mouse-click.

The Distance Learning Department is able to work directly with the subject-matter experts of NetTutor to see that all tutoring addresses the issues of urban students. For instance, students receive not only a writing review emphasizing areas they specify, but a concise summary of the main issues to address to improve their college writing.

The student response to the service is enthusiastic, with surveys that consistently show a 97% approval rate. Virtually every student who visits a tutor once pledges to return. Hundreds of students log in every month, with nearly one out of every ten students logging in over the course of last semester, many with three, four, or five sessions or papers for review.

**Testimonial:** "Integrating the Net-Tutor service into our curriculum was a great choice for BCCC. The tutors are skilled, really understand the struggles our students face, and explain the concepts students are challenged with in a clear and effective way. It is because of these qualities that NetTutor is invaluable for student success. The Net-Tutor team's willingness to visit our campus and provide information and tutoring the way we need it has had a positive effect on student outcomes."**—Juanita Wingo Coordinator, BCCC Center for Academic Achievement**