



# A Student Guide to NetTutor®

## Live One-on-One Tutoring

### What is NetTutor® ?

NetTutor is a comprehensive online tutoring service for all levels of college courses. Baltimore City Community College has elected to make this service available to you to assist you with homework and studying.

All of our tutors are highly trained, and experts in the course that you are taking.

We're ready to help.

You can find the NetTutor icon in Communication Tools on the Blackboard site for your course. Click the link to open your NetTutor® Tutoring Home Page.

### How do I get started?

- Select the tutor for the subject you are working in. The page for that tutor will open.
- Click on a "Live Tutorial" icon to connect to the tutor's chat room.
- To submit a question, simply click "Ask a Question" and you can type your question on the whiteboard. Use the toolbar for special symbols you may need.
- When you are ready, click "Submit," and the tutor will answer your question in turn. The chat area lets you know your position in the queue.

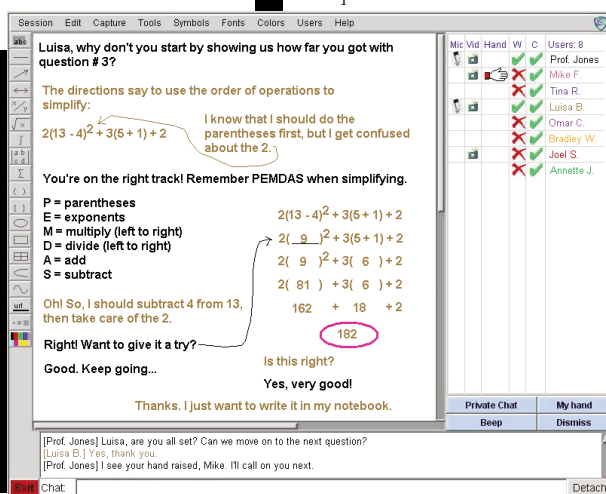
### What happens in a tutoring session?

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.

Your tutor will help you work the problem out, giving you hints any time you get stuck.

Please come prepared to learn.



### 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 usually answer within 24 hours. When an answer has been prepared, you will receive an email notifying you that your question is ready. After you review the answer, you can ask a follow-up question.

### Will it work on my computer?

NetTutor works with Windows and Macintosh, and on almost any browser. After you login, our Browser Test will confirm that your computer is compatible with NetTutor. If anything is missing, the test will tell you where to find it. You may try the Browser Test directly by visiting

<http://www.nettutor.com/browsertest/>

### What if I need technical help?

If you have any questions or technical difficulties, click the **Customer Service Request** link and fill out the form.

There is a comprehensive Online Manual that includes an extensive Frequently Asked Questions section, which can also be found at

<http://www.nettutor.com/usermanual/>



NetTutor is a division of Link-Systems International, Inc. ([www.link-systems.com](http://www.link-systems.com)). LSI has been serving the academic community since 1995 as an eLearning services and technology company dedicated to student success.

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