

Remote Tutoring Guide for Students, Tutors, Faculty and Staff

University of Montana Western

Learning Center

Contents

Student Options for Remote Tutoring
Information for Faculty
Information for Staff
Tutor Role and Responsibilities

Students

Students will be able to access remote tutoring several ways: via phone, Zoom, Skype, and through limited walk-in access in the Learning Center. Information on how to access remote tutoring is available on the Moodle Learning Center course page, accessible by clicking the Learning Center icon on the right side of the Moodle home page.



If students haven't enrolled in the Learning Center course page, they will need to do that, however, access is available to everyone using their Dawgs login information. Instructions on how to access remote tutoring is available, as are drop boxes for papers and assignment sheets, under each content area section. The content area sections are: Writing Assistance, History and social science courses, Math courses, and Science courses. Also, under these sections will be Zoom access URL's, after a meeting time is set up with the student/s.

Content peer tutors will be setting up meetings with students, once students make an appointment by calling the Learning Center at 406.683.7200, or by going to the Learning Center "Make an Appointment with a Tutor" form: (<https://w.umwestern.edu/section/make-an-appointment-with-a-tutor/>). Fill out the form, tell us if you want a Zoom, Skype (UMW email based), or phone appointment, and we will reply to your message. If a student requests a Zoom meeting, they should then go to the Moodle Learning Center course page to access the Zoom meeting. Students should be prepared to submit the assignment sheet and/or paper for review prior to the remote tutoring meeting.

If students have any questions, they should contact the Learning Center at 406.683.7200.

Faculty

Faculty can assist students by showing them how to access the Moodle Learning Center course page, by encouraging students to use remote tutoring, and in some cases, by suggesting students meet as a group for remote tutoring with a Learning Center tutor. Courses where this scenario might work particularly well would be business, math, and science courses, as many students are familiar, or prefer, working in the Learning Center as a group with a tutor.

Students who wish to submit papers for review from your class should click on the drop box under Writing Assistance and upload their paper. The Learning Center will be looking at all submissions to all drop boxes several times a day, though, and will contact students to arrange a Zoom meeting, as that will best facilitate communication on writing assignments between the student and tutor. Faculty can refer students with questions directly to Learning Center staff for at 406.683.7200.

Contact the Learning Center to share feedback on how this is working with your students, or to suggest other types of tutoring services not mentioned in this document at 406.683.7143. Tutors

Remote Tutoring Guide for students, tutors, faculty and staff

will record data concerning all types of remote tutoring appointments during blocks 7 and 8. This data will include: date, class, student and tutor name. Any faculty wishing to know this information can contact susan.white@umwestern.edu.

Staff

Staff can assist students by showing them how to access the Moodle Learning Center course page. If they have never used Moodle before, they will login with their DAWGS user and password. If they have not accessed the Moodle Learning Center course page in the past, they will need to enroll. Once the student has enrolled, staff can show students the general information section and the course sections below. Students who wish to submit papers for review should click on the drop box under Writing Assistance and upload their paper. The Learning Center will be looking at all submissions to all drop boxes several times a day and will contact students to arrange a Zoom meeting, as that will best facilitate communication on writing assignments between the student and tutor.

Additionally, staff can refer students directly to the Learning Center staff at 406.683.7200 for any and all questions about remote tutoring.

Tutor Role and Responsibilities

The Learning Center and remote content peer tutors will facilitate meeting times with students, after students have made an appointment for a Zoom meeting, Skype video call or phone call. The Learning Center will confirm all appointments during scheduling, and then tutors will set up the meeting time in Zoom. Students will access the URL link to the meeting at the appointed time. If more than one student requests an appointment from the same course (e.g. chemistry 141), and all students agreed to a group Zoom meeting, all efforts will be made to coordinate a common meeting time. If a common time cannot be determined, individual meetings will be scheduled instead.

Tutors will record data concerning all types of remote tutoring appointments during blocks 7 and 8. This data will include: date, class, student and tutor name. Any faculty wishing to know this information can contact susan.white@umwestern.edu.

Learning Center main line: 406.683.7200

Susan White, program manager: 406.683.7143