



# An Online Tutoring Solution for California Community Colleges

## FAQs for Members

### How do I submit my tutors for training, and what does that include?

Campus Supervisors: to request STAR-CA: The Tutor Exchange (STAR-CA) training access for your tutors, email their first and last names and their email addresses to [star-ca@linksystems.atlassian.net](mailto:star-ca@linksystems.atlassian.net).

There are required self-paced online assignment modules that cover these topics: Introduction to Online Tutoring, Technology/Platform Overview, How to tutor in Pisces One-on-one Mode, Maintaining FERPA-compliance Online, and Supporting Students with Disabilities Online. Then there are live training webinars on these topics: Introduction to Pisces, How to Use the Pisces Leader Tools, and Translating In-Person Strategies to be Effective in Online Tutoring Sessions. Tutors may also join a “jam session” to connect with their NetTutor peers. (The training schedule is published bimonthly.)

### What happens after I request training access for my tutors?

First, tutors will receive an email giving them access to Sofia™ (an online assignment tool). This email will have the subject line “Sofia Registration” and will contain directions for how to access the training modules.

Second, tutors will receive a follow-up email from a STAR-CA Support representative. This email will have the subject line “Welcome to STAR-CA training!” and will contain an overview of the training process and guidance on what to do once training has been completed.

### My tutor only sees the student view of STAR-CA. How do they get the tutor role?

A few days before their first shift, tutors need to select the online tutoring NetTutor link in Canvas and click on STAR-CA. Then the tutor should submit a ticket to [star-ca@linksystems.atlassian.net](mailto:star-ca@linksystems.atlassian.net) to let us know that this step has been completed. We will change their role to “tutor” in Pisces.

### How do my tutors get technical support? How do my tutors get help after-hours?

STAR-CA tutors can call Support (813-674-0660 x204) for technical assistance during business hours M-F, or they can send an email to [star-ca@linksystems.atlassian.net](mailto:star-ca@linksystems.atlassian.net).

### What if the STAR-CA tutor doesn't know how to help the student?

They can redirect the student to NetTutor.

### What if the STAR-CA tutor is sick?

They should email their Campus Supervisor and cc [star-ca@linksystems.atlassian.net](mailto:star-ca@linksystems.atlassian.net).



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## **How are tutor sessions evaluated and assessed? How does STAR-CA implement QC efforts?**

STAR-CA conducts tutor evaluations during and at the end of each term. Those evaluations are shared with the tutor and their campus supervisor. Additional training may be administered as needed.

## **How can CA community colleges who collect apportionment document the hours a local tutor spends with its own college students on STAR-CA? Are there reporting mechanisms?**

STAR-CA administrators have access to usage details and session recordings. Aggregate and school specific data is shared with the member schools at the end of each term. For more info, look for the webinar about online tutoring and apportionment with Dr. LeBaron Woodyard here:

<http://actla.info/webinar-series/>.