



An Online Tutoring Solution for California Community Colleges

FAQs for Prospective Members

I have potential interest in joining. May I speak with a Council member?

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What is STAR-CA: The Tutor Exchange (STAR-CA)?

You can find detail about our mission, history, and the current schedule at:
<http://www.star-ca.org/>

How many hours do we have to contribute?

Most colleges contribute 5-7 hours per week.

What are the costs?

Currently, your only costs are your supervision time and the cost you spend to pay your tutors. This will remain through June 2024.

What do we need to do to get started?

1. Sign the Participating Institution Agreement (PIA).
2. Identify the subjects, days, and times that your tutors will cover.
3. Put your tutors through training.
4. Make sure STAR-CA is available to all your students via Canvas (in every course). (We'll repurpose the NetTutor link to go to the Pisces landing page, shown on the next page.)

Which administrator signs the PIA? / How did you get them to sign it? / Who is the right person to sign it?

With your NetTutor agreement in place on your campus, STAR-CA is an expansion of online tutoring services utilizing the same Pisces platform. The Participating Institution Agreement (PIA) form is mandatory and can be signed by your Learning Assistance Center Director and/or your Distance Education Coordinator to move forward in joining STAR-CA. It's good practice to consult with your primary administrator to inform them of your online tutoring services expansion for students.

What if we're not a NetTutor partner yet?

It is still possible to join STAR-CA if you are not a NetTutor partner. Contact us to learn more at <https://linksystems.atlassian.net/servicedesk/customer/portal/53>.

What if our tutors do not use Pisces?

Pisces is the STAR-CA platform, so they will be on Pisces during their STAR-CA scheduled hours.

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What does the Pisces landing page look like?

The screenshot shows the Pisces Academic Support landing page. At the top left is the Pisces logo, a stylized blue and green fish-like shape. To its right is the text "Academic Support". Below this is a light green banner with the text "Hello, Robert." and "Welcome, CA Community College Students! Look for a tutor below, or [view available STAR-CA tutors across various subjects](#). If no STAR-CA tutors are available, look for campus faculty or staff in Pisces." Below the banner are five white boxes with rounded corners, each containing a circular icon, a title, and a message. The first box is for "Pisces" with a fish icon and says "There are 0 groups with faculty or staff available." and "You can still access your locker, and if used by your campus, drop off a question/paper or schedule an appointment." with a "Refresh" button. The second box is for "STAR-CA" with a fish icon and says "There are 0 subjects with STAR-CA tutors available." with a "Refresh" button. The third box is for "NetTutor Tutoring Center" with a fish icon and says "If you cannot find help in STAR-CA or Pisces, visit the NetTutor Tutoring Center." The fourth box is for "NetTutor Writing Center" with a document icon and says "Need help with your writing? Drop off a paper or join a live session to get feedback from a writing tutor." The fifth box is for "Customer Care" with a question mark icon and says "Not sure how to use the system? Read how-to articles or connect with a support tech."

PISCES Academic Support

Hello, Robert.

Welcome, CA Community College Students! Look for a tutor below, or [view available STAR-CA tutors across various subjects](#). If no STAR-CA tutors are available, look for campus faculty or staff in Pisces.

Pisces

There are 0 groups with faculty or staff available.

You can still access your locker, and if used by your campus, drop off a question/paper or schedule an appointment.

Refresh

STAR-CA

There are 0 subjects with STAR-CA tutors available.

Refresh

NetTutor Tutoring Center

If you cannot find help in STAR-CA or Pisces, visit the NetTutor Tutoring Center.

NetTutor Writing Center

Need help with your writing? Drop off a paper or join a live session to get feedback from a writing tutor.

Customer Care

Not sure how to use the system? Read how-to articles or connect with a support tech.