

STAR-CA FAQs

What is 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?

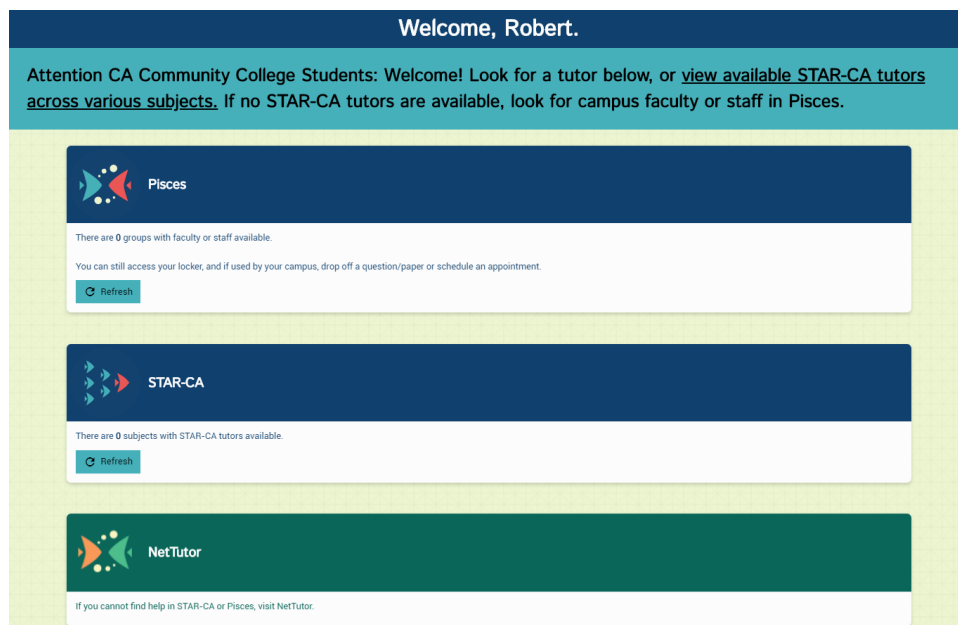
Most colleges contribute 5-7 hours per week.

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 2021.

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 of your students via Canvas (in every course). (We'll repurpose the NetTutor link to go to the STAR-CA landing page, shown below.)



The STAR-CA landing page gives students the option to visit a campus tutor, STAR-CA tutor, or NetTutor.

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 in order to move forward in joining STAR-CA for 2020-2021. 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.

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

Campus Supervisors: to request training access for your tutor(s), email their first and last name and their email address to 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?

1. First, tutors are enrolled into the **STAR-CA Support Portal**, for general information and end-user support.
2. Second, they'll get an email giving them access to **Sofia™** (an online assignment tool). The email subject will be “Sofia Registration” and will contain directions for how to register into the training modules.

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

At least a few days before their first shift, tutors need to use 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 to let us know that this is completed. We will then go in and change their role to “tutor” in Pisces.

What are the recommended tutor system requirements?

Tutors should use a desktop or laptop with the latest version of Firefox.

How do my tutors get technical Support? How do my tutors get help after-hours? STAR-CA Support

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. On weekends or after-hours, they can call a special #.

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.

How do students whom are visually or auditory impaired access the system?

Pisces and NetTutor are both WCAG 2.1 AA compliant, and work with assistive technologies. Learn more here: <https://cvc.edu/about-the-oei/accessibility-statements/>

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/>