Frequently Asked Questions for Tutors during Online Instruction

Are tutors required to host live sessions at the days/times of their tutoring groups?

Yes. Tutors need to host live sessions via WebEx at the days/times (CDT) that your groups are regularly scheduled to meet. Our goal is that this provides tutees with some consistency and support in this challenging time. Live sessions offer an opportunity for students to ask specific questions of tutors and to interact with their peers in the virtual session.

WebEx can be accessed here: https://web.iastate.edu/signons/

Here’s a video on how to use WebEx as a tutor: https://www.youtube.com/watch?v=Uplah4XSbTA

What if a tutor cannot facilitate online sessions?

It is our expectation that tutors facilitate sessions virtually via WebEx during the day/time of their groups. If tutors are unable to hold sessions at all, they need to email tutoring staff. If tutees can’t join or tutors need to miss one session, cancellations can still happen. The campus community and tutees are relying on the support tutors provide – this support is especially critical now, considering the abrupt transition to an online learning format.

Can tutors continue to facilitate in-person sessions if they choose?

No. Per university policy, tutoring sessions can only be facilitated virtually via WebEx. Adherence to this guidance is critical to help maintain social distancing in an effort to contain the Novel Coronavirus/COVID-19 Infection.

Do tutors need to take attendance for online sessions?

Yes, attendance should be taken like normal right after a session. This is the only way you get paid. Please be lenient in excusing tutees who are unable to attend or have trouble connecting virtually.

What if internet connection or technology is a concern?

ISU Extension and Outreach offices are located in all Iowa 99 counties and are equipped with high-speed internet. WebEx has the option to join via phone call if internet or computer access is a concern for tutees. Again, tutors should notify tutoring staff and their tutees if they do not have the capacity to hold virtual sessions.

Are tutors required to be on campus to facilitate virtual tutoring sessions?

No. Tutors can facilitate virtual sessions using WebEx from any location.

Can tutors provide recordings for students to access at any time?

Yes, but this does not negate the requirement to facilitate live sessions at your published days/times.
Can tutors choose to use a different video conferencing service other than WebEx?

Yes, but WebEx is highly encouraged. WebEx is a comprehensive web conferencing tool – allowing for video, voice, and text chatting. It has many additional features including a white board, screen sharing, and recording. We encourage you to explore and test out WebEx as soon as possible. Attached to this email is a “How to Deliver your Tutoring Sessions Using WebEx” document for your review – you can also learn much more on the WebEx Support/Help site. If you are experiencing technical challenges with WebEx, please try to troubleshoot the issues using the WebEx support site https://help.webex.com/en-us/

What information are students receiving about the transition to online tutoring?

All tutees in your groups have received messaging from us regarding the transition to online tutoring. This includes any new tutees that may still join your group. It is still your responsibility to contact all of your tutees to inform them how to virtually attend your sessions, and to set any updated expectations. Tutees can withdraw if they are not interested or able to connect with online tutoring.

Are observations still taking place?

Peer observations are postponed until further notice. Tutor mentors are instructed to reach out to tutors to set up half hour, one-on-one meetings to check-in, ask questions, and answer questions.

Will the Academic Success Center be open?

The ASC physical office will be closed during this time, but staff are still working virtually to support you. Please email tutorsrv@iastate.edu with any questions or concerns. Please visit www.asc.dso.iastate.edu/more/covid-19-asc-info to learn how our services are continuing to operate.

How can I get help/support with my tutor role?

The best option is to email tutoring staff directly.

Rebecca Nation - Assistant Director rgnation@iastate.edu
Maddy Scott - Program Assistant mgsclott@iastate.edu
Aiden Jones - Graduate Assistant tutorga1@iastate.edu
Emma Kwapioski - Graduate Assistant tutorga3@iastate.edu
Matthew Andersland – Tutor Mentor mda1@iastate.edu
Alexa Brooker – Tutor Mentor brooker@iastate.edu
Jordyn Pinnello – Tutor Mentor jpin97@iastate.edu
Erin Stender – Tutor Mentor stendere@iastate.edu
Mia Wright – Tutor Mentor miaw1@iastate.edu