

## Frequently Asked Questions for Tutors during Online Instruction

---

**Q1. Can tutors continue to facilitate in-person sessions if they choose?**

No. In order to provide consistent and accessible tutoring, sessions are to only be held online.

**Q2. Are tutors required to be on campus to facilitate virtual tutoring sessions?**

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

**Q3. 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/>

You may also reference [video instructions](#) or [PDF instructions](#) for how to use Webex as a tutor.

**Q4. 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 many courses transitioning to an online learning format.

**Q5. 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.

**Q6. 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.

**Q7. 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.

# IOWA STATE UNIVERSITY

## Academic Success Center

### **Q8. 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. 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/>

### **Q9. Are tutor observations still taking place?**

Yes. Tutor mentors will be reaching out via email to join your online session to observe and then hold a brief conversation afterward to talk about what went well and additional ideas for improvements.

### **Q10. Will the Academic Success Center be open?**

The ASC physical office will reopen on August 3 and remain open throughout the fall semester. To get connected with us, you can call the ASC at 515-294-6624, contact [tutorsrv@iastate.edu](mailto:tutorsrv@iastate.edu) or find specific staff contact info [here](#).

### **Q11. How can I get help/support with my tutor role?**

The best option is to email tutoring staff directly. You are welcome to email any of the staff below to get in contact with a tutor mentor as well.

Rebecca Nation - Assistant Director [rgnation@iastate.edu](mailto:rgnation@iastate.edu)

Maddy Scott - Program Assistant [mjscott@iastate.edu](mailto:mjscott@iastate.edu)

Aiden Jones - Graduate Assistant [tutorga1@iastate.edu](mailto:tutorga1@iastate.edu)

Maranda Spencer - Graduate Assistant [tutorga2@iastate.edu](mailto:tutorga2@iastate.edu)