nettutor

CONNECT. ENGAGE. LEARN.

Student Guide

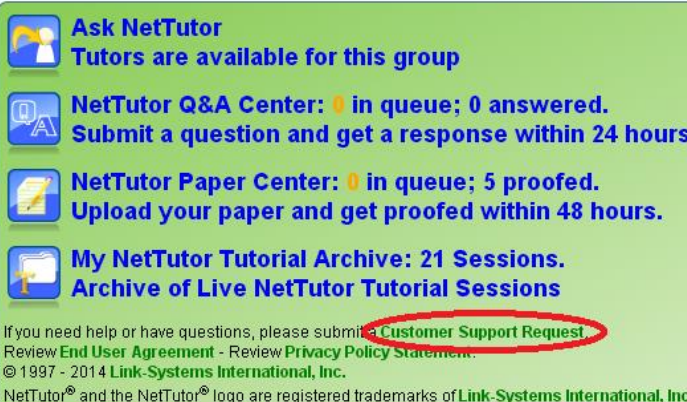## Table of Contents

Introduction

Thank you for choosing NetTutor®! You have taken the first step in obtaining the best live, online tutoring available. NetTutor was created in 1996 by a team of math professors who wanted to give their students additional assistance online.

This handbook will help you to better understand how to get the most out of the NetTutor web site. It is split into the various modes of tutoring we provide, whether through live, one-on-one interactions with a tutor, or through submitting your written work to our Paper Center for review.

Contacting Customer Service

Customer Support Request Link

If you need to contact Customer Service you will find a link to submit a Customer Support Request at the bottom of every page within NetTutor. Simply fill out the form with your information and the issue you are encountering and a Customer Service representative will respond as soon as possible.

Emailing Customer Service

You can also email Customer Service at any time at support@link-systems.com. Please be as specific as possible when submitting a request by email—include your full name, institution, user ID, and the issue you are experiencing.

Calling Customer Service

Customer Service is available by phone Monday through Friday, 9:00 AM to 5:30 PM Eastern Time. The phone number is 1-813-674-0660, extension 204.

Updating Your Account

To update your account information, click on the Student Icon on the upper right hand of the screen.
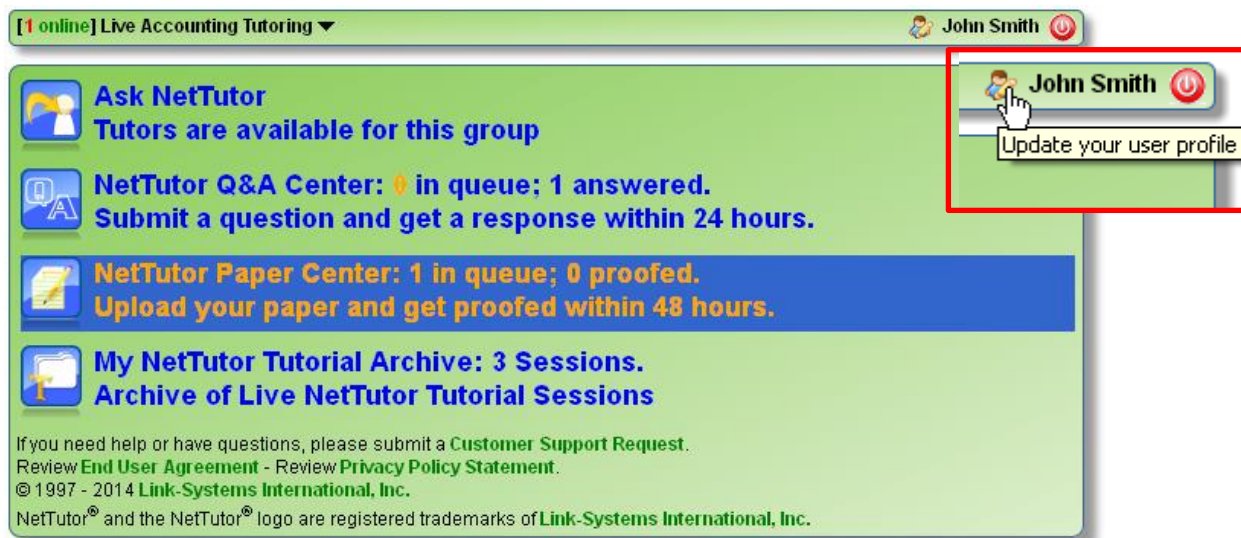
Type in your new information, then click "Update Profile" to confirm your changes. Make sure you use an email address to which you have access and, if you change your password, write down your password in a secure location.

The NetTutor Landing Page

If you can see the down arrow click on it; it will list the subjects you are taking. Select the subject area for which you wish to receive help.
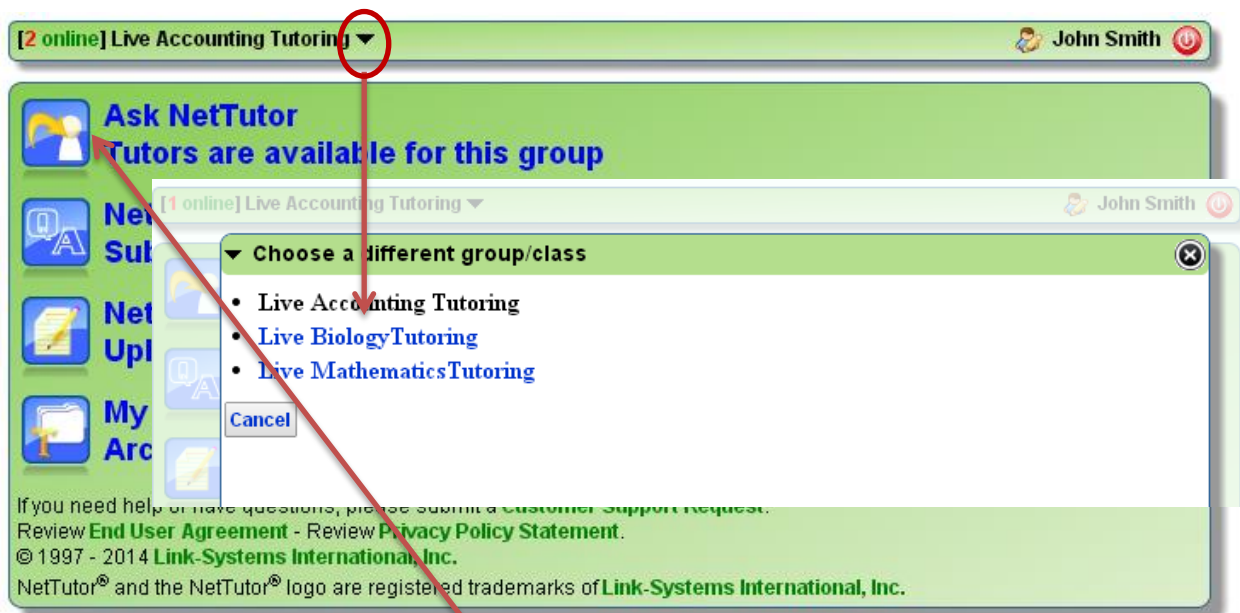
After your select your subject, click on the "Ask NetTutor" icon and a new window of the WorldWideWhiteboard will open. Click on "TEXT" and begin to type, or use the Chat box.

Other buttons

Q&A Center
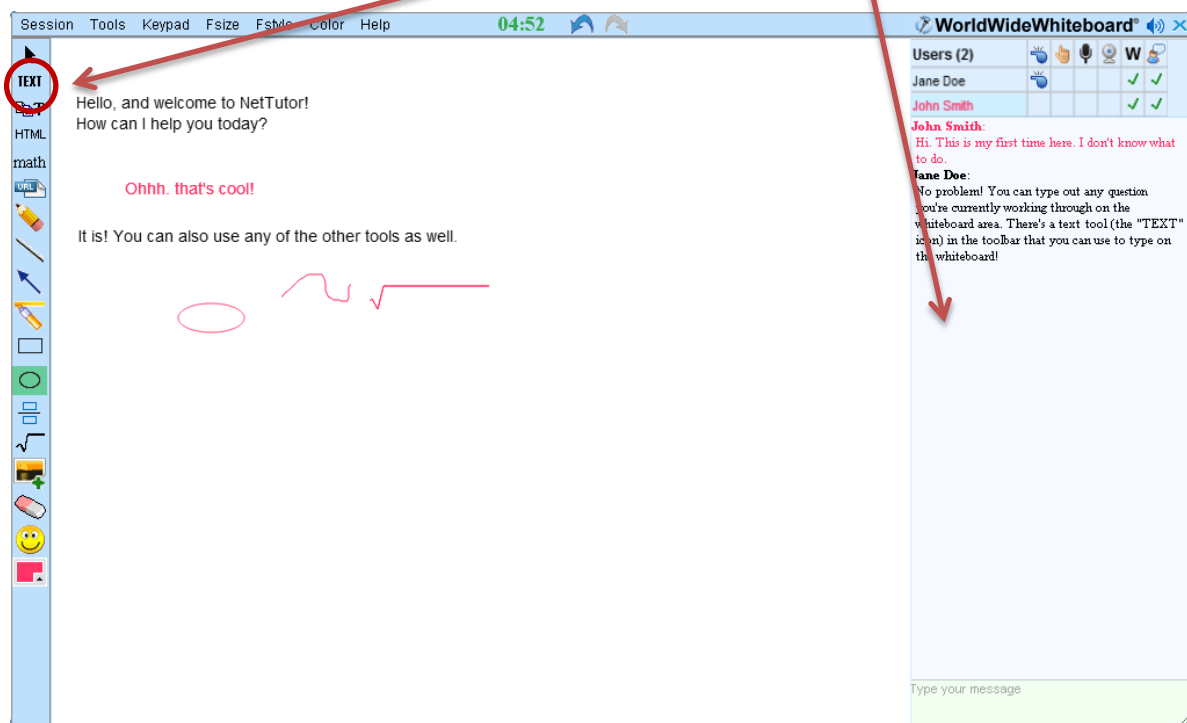If you do not have time to join a tutor for a live session you can submit your question through the Q&A Center by clicking "Ask a Question." Once a tutor responds to your question you will receive an email. Simply return to the Q&A Center to retrieve the tutor's response.

Paper Center
You can submit your writing for review through the Paper Center. It doesn't need to be for an English Composition course—our tutors can review any writing, including lab reports, technical writing, and business reports. To submit your assignment click "Submit your paper." Fill out the form, browse to where your file is, and click "Upload." Once a tutor has reviewed your writing you will receive an email. Return to the Paper Center to retrieve the review as a PDF file.

Tutorial Archive
The Archives are where you can find previous tutoring sessions. They are organized by subject and topic. Feel free to browse through the Archives before submitting your question—there may be a similar session already in the Archives.

The WorldWideWhiteBoard®

The WorldWideWhiteBoard is the interface you will use to submit your question and to interact with a tutor. It has four areas: the whiteboard, the chat, the toolbar, and the menu bar.

The whiteboard area is where most of your interactions with the tutor will take place. You can click on "Text" in the top left hand corner of the toolbar and then type your question in the typing field. When you are finished, press "Enter." You can also use the Chat area on the right side of the whiteboard.
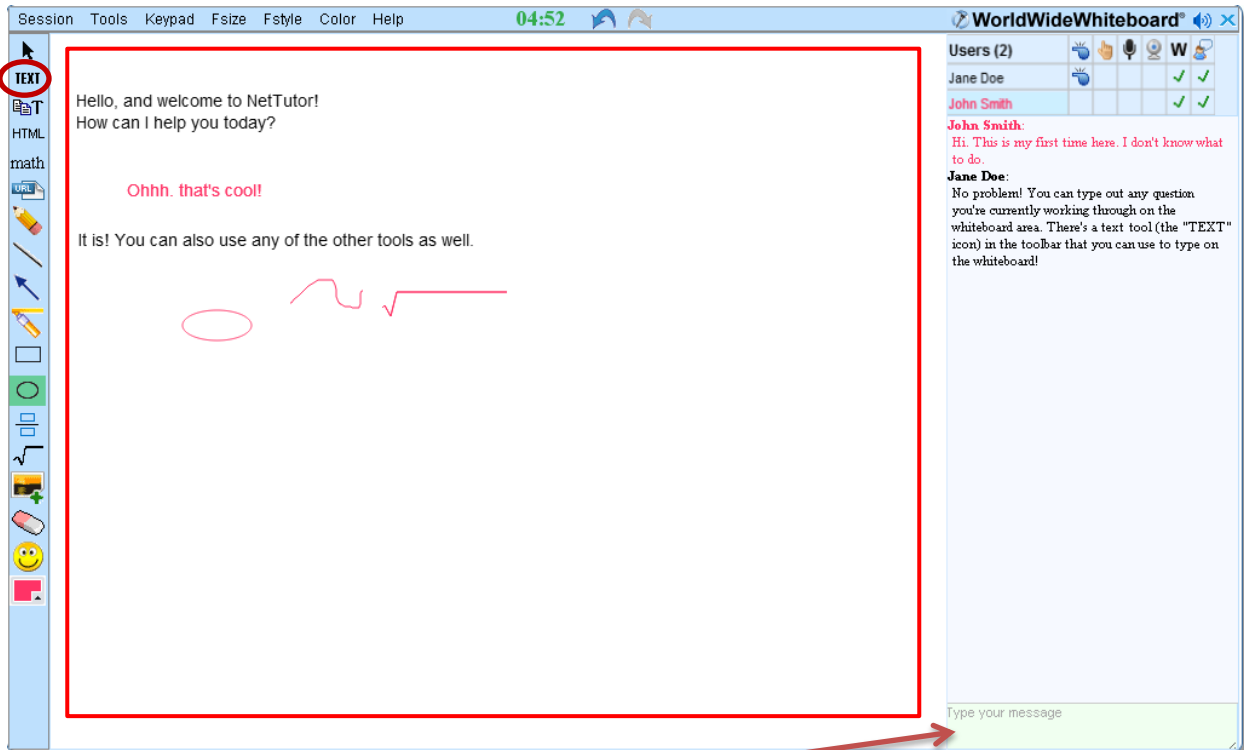

Chat Area

You can use the chat area to type messages like "Could you please switch to a different board?" but you will find the whiteboard area more comfortable when interacting with a tutor on homework questions. Each participant has a unique color so that you can tell who is writing on the whiteboard. The "Hand" icon allows you to raise your hand to get the attention of the tutor. A green check in the "Write" and "Chat" columns means you have permission to write on the whiteboard and use the chat area at the bottom of the whiteboard. The tutor can give you permission to turn on your microphone. When you have the ability to turn it on you will see an icon in the "Audio" column. If you click this icon, your microphone will turn on; click again and it will be muted.

Toolbar

The toolbar has specific tools that will make discussing your subject on the whiteboard easier. For example, the fraction tool works by clicking on it, placing it on the whiteboard, and then entering values into each box. To move to the next box, press enter. The square root tool works by clicking on it, placing it on the whiteboard, and then stretching it to the size you want and clicking again.
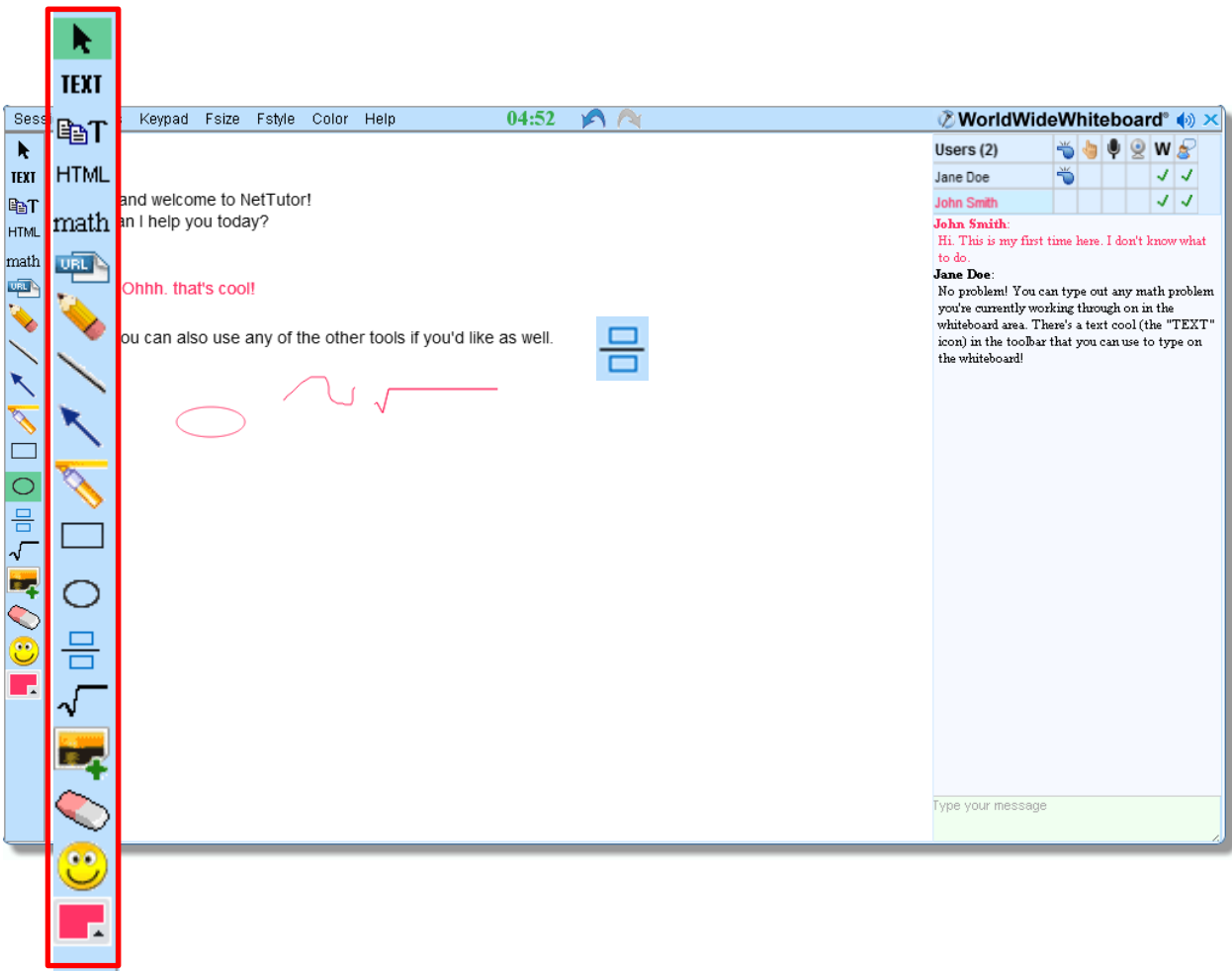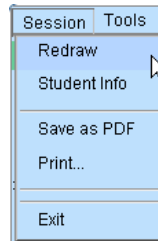
Menu Bar
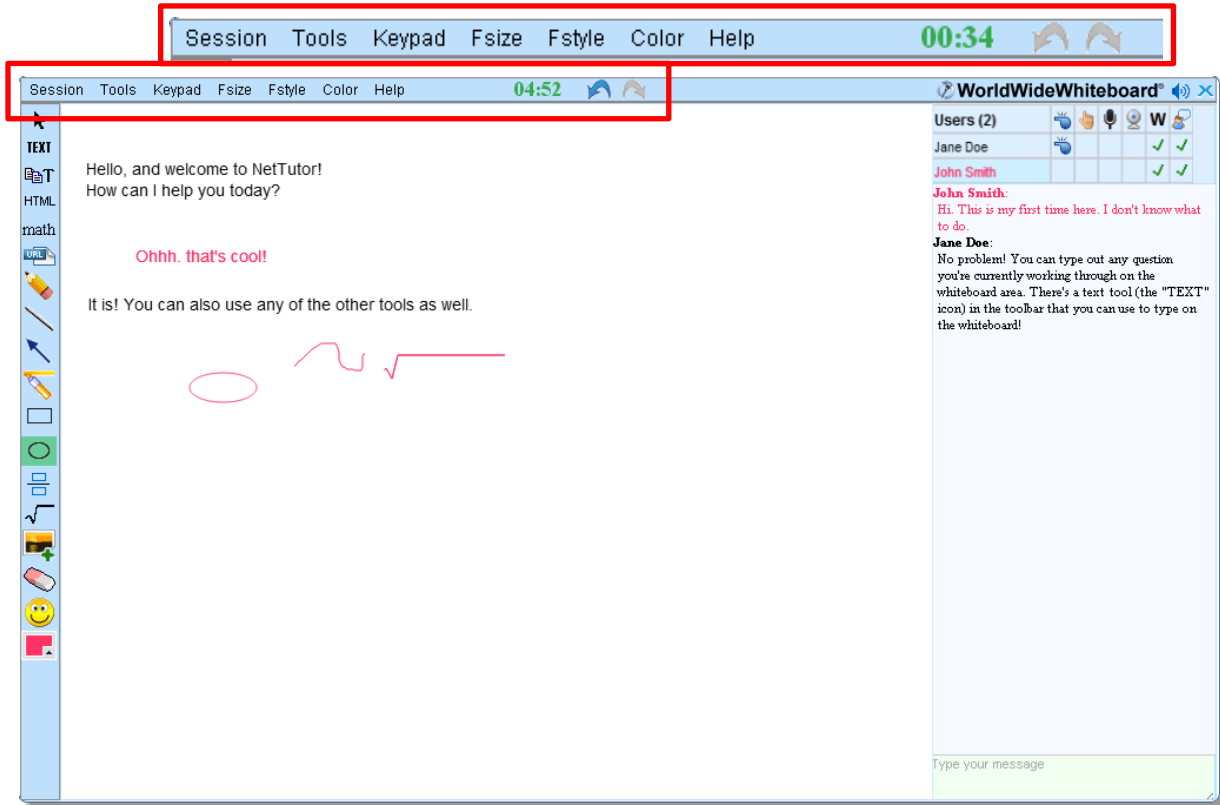
The menu bar has a number of options: you can save or print your session, undo mistakes, display symbol palettes, or change your font size or color. There is also a timer that helps you gauge the length of the session.

Session

The Session menu has the following options:

- Redraw: Refreshes the whiteboard area. Occasionally, when uploading an image, your whiteboard may not update. Clicking Redraw will update the whiteboard.
- Save as PDF: lets you save the entire whiteboard session in PDF format.
- Print: lets you to print the entire whiteboard session so that you can refer to it later.
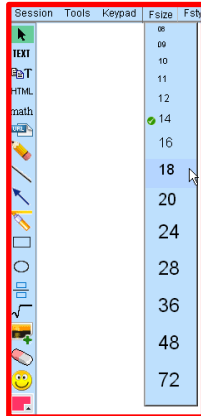- Exit: closes the whiteboard.

Tools
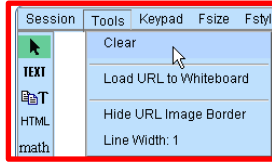
The Tools menu allows you to clear what you put on the board; you can also upload URLs or hide borders, and you can enlarge the width of your writing.
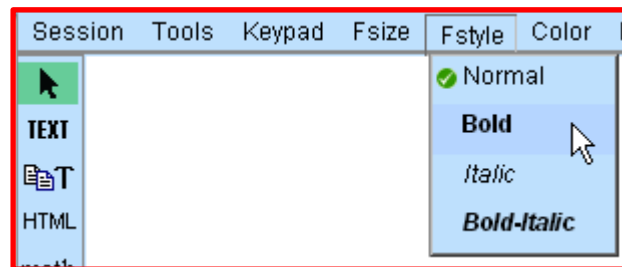
Keypad

The Symbols menu includes specific symbol palettes. These include Greek symbols (such as pi π), Foreign Language characters, and Mathematics symbols.
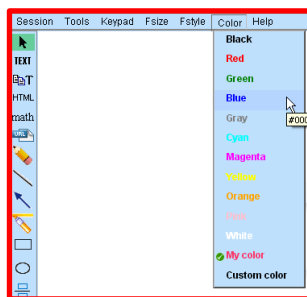
Fsize

The Fonts menu allows you to change the size and style of your font.
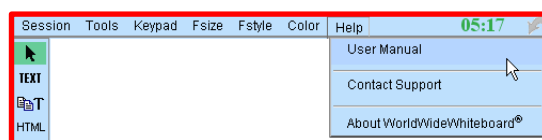
Fstyle

Color

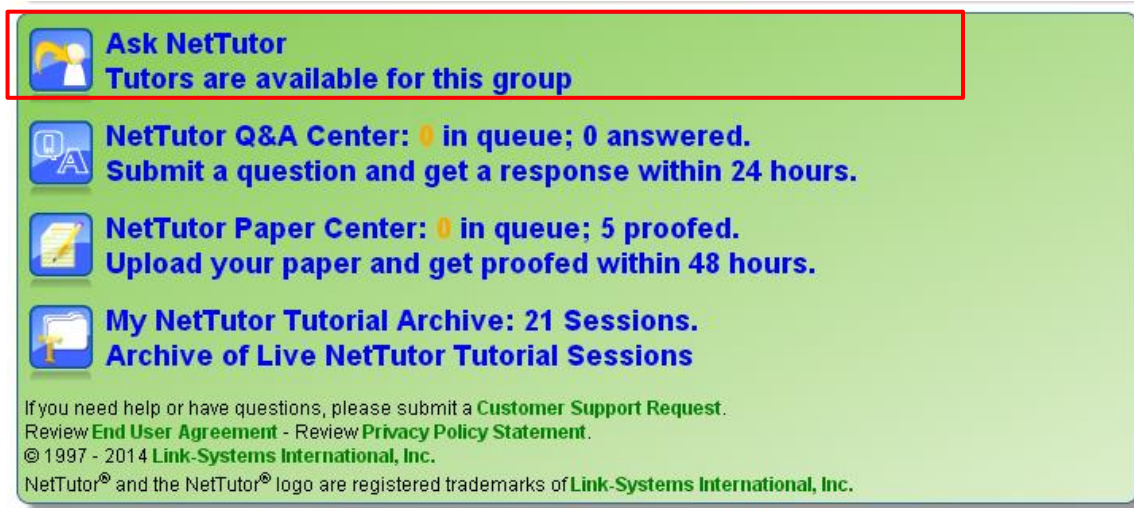The Color menu allows you to change the color of your font or to reset it to default.

Help

The help menu contains some basic information on using the whiteboard.

Timer   Undo

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Ask NetTutor

When you are ready to ask your question, click the "Ask NetTutor" button. The whiteboard will open and the tool and menu bar will appear. You will see your position in line, and when the tutor enters the whiteboard you will hear an announcement.

Q&A Center

The Q&A (Question and Answer) Center allows you to submit your questions to a tutor and retrieve the tutor's response at a later time. This option is always available, and you can always submit your question.
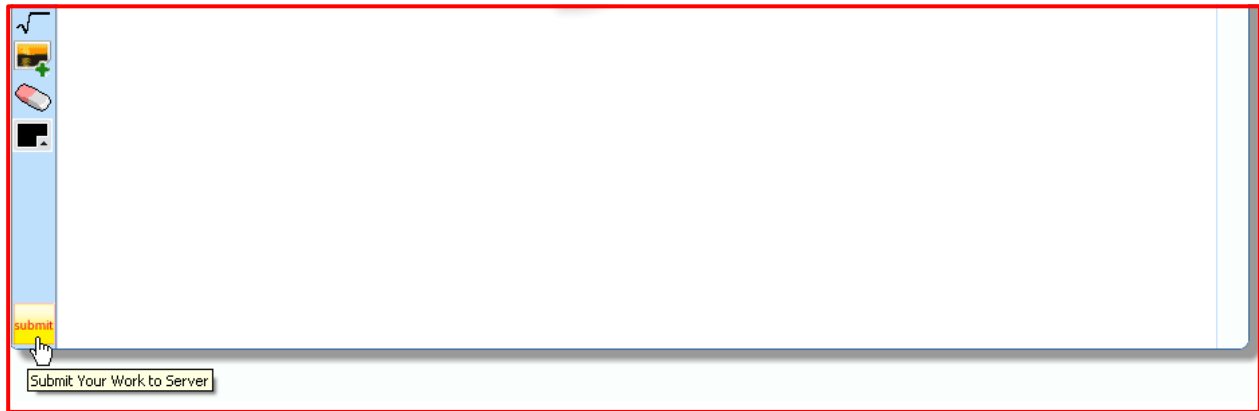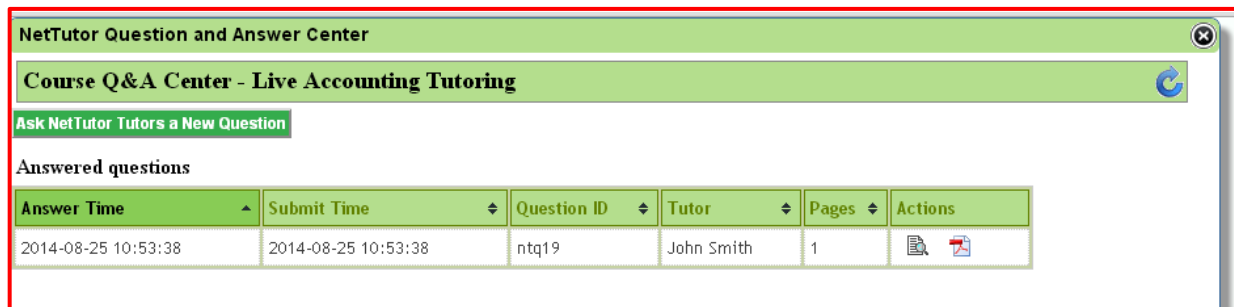
Click on the Q&A Center button, enter your question and press "Submit" in the lower left hand corner.

Quick Tip: When submitting your question, show as much work as possible so the tutor knows what you have done so far and where you are getting stuck. The tutor will guide you through the process of a problem and answer questions you have but will not provide the answer for you—it is up to you to arrive at the answer yourself using the tutor's guidance.

Retrieving the Tutor's Response

When the tutor has responded to your question, come back to NetTutor, click on the Q&A Center, and then click on the PDF document.

NetTutor Question and Answer Center

Course Q&A Center - Live Accounting Tutoring

Ask NetTutor Tutors a New Question

Answered questions

Answer Time ▲	Submit Time ⬍	Question ID ⬍	Tutor ⬍	Pages ⬍	Actions
2014-08-25 10:53:38	2014-08-25 10:53:38	ntq19	John Smith	1	

Paper Center

You can submit writing assignments through the Paper Center. Tutors will provide feedback to help guide your revisions, giving suggestions on topic development, thesis, organization, and clarity, as well as grammar and sentence structure. They will make comments to help you improve as a writer. It is up to you to take the tutor's feedback and make any necessary changes: the tutor will not correct sentences for you.

When you click on the Paper Center button you are taken to the page illustrated above. Click on "Upload a Paper to NetTutor" and a new window will open.

NetTutor Paper Center

NetTutor® Paper Center Submission Form

All fields are required for paper submission. Click Upload when you are ready.

Your Name: `John Smith`

Email: `jsmith@nettutor.com`

Have you taken an English course? `-- Select One -- ▾`   Paper Style: `-- Select One -- ▾`

Is English your second language? `-- Select One -- ▾`   Paper Type: `-- Select One -- ▾`

Due Date: `08/14/2014`

Describe the assignment and the Writing Goals you would like the tutor to help you with. (no more than 300 Characters)

`This is an argumentative paper on abortion.`

Required Length: `6`

Choose two areas for specific feedback:
- ☑ Topic Development
- ☐ Focus/Thesis Statement
- ☐ Organization
- ☐ Grammar & Mechanics
- ☐ Word Choice
- ☐ Sentence Structure
- ☐ Sentence Variety
- ☐ Transitions & Fluency
- ☐ Paper Format
- ☑ Citations & References

Paper name: `The Fetus' Position`

File: `Choose File` No file chosen

Cancel   **Upload**

Fill out all the information requested and answer the questions so the tutor knows more about you and any particular writing goals you may have. You can select up to two areas for specific feedback, as well, so if you know you are having trouble in particular areas the tutor can provide detailed information on those areas to help you improve as a writer.

When you have filled out the form, provide a title for your paper, click the "Choose File" button and locate the paper on your computer; then click the "Upload" button. You will now see the paper on the Paper Center page.

Quick Tip: Make sure you are uploading the correct version of your paper. NetTutor accepts only papers in PDF format.

Retrieving a Paper & Understanding Tutor Feedback

Once a tutor has reviewed your paper, you will receive an email. Come back to NetTutor, click on the Paper Center, and then retrieve your reviewed paper by clicking on the PDF icon. You will be able to save or print the reviewed paper so you can refer to it as you make any necessary changes.

NetTutor Paper Center

NetTutor Paper Center - Live Accounting Tutoring

Upload a Paper to NetTutor

Proofed Papers

PID ▲	Paper Title ⬍	Upload Time ⬍	Proof Time ⬍	Tutor ⬍	Pages ⬍	Actions
38	Owning a Dog	2014-08-22 16:43:12	2014-08-25 14:45:04	Frank Tutor	1	📄

Uploaded Papers in NetTutor - waiting in the queue

PID	Upload Time	Paper Title	File Name	Pages	Actions
39	2014-08-26 16:45:59	Graduating High School	graduating high school paper.pdf	1	✗

The first page of the PDF is the tutor's feedback summary. Here, the tutor will let you know what you did well and what improvements you need to make. This is where the tutor will address the two areas you selected when submitting your paper, as well.

WorldWideWhiteboard®   **Proofed Paper: ntp39 - Tue Aug 26 17:20:26 EDT 2014**

Paper Title: Graduating High School
No. of Pages: 1
Paper Style: MLA   Paper Type: Narrative
Taken English?   Yes   English as Second Language?   No
Feedback Areas: Topic Development, Grammar & Mechanics
Paper Goals: Telling about a difficult time in my life.

Proofing Summary:

Hi John,

Thank you for submitting your paper to NetTutor!

Your narrative includes a lot of great information about your decision to graduate high school. You worked through many hardships and made a better life for you and your child. Great work!

You have a clear focus, and you have included many good details to illustrate your points. It looks like you have developed your topic well. You might consider including a bit more information in your conclusion to tie everything together at the end of your paper, but other than that, your topic development looks good.

For grammar, I have pointed out some issues and areas where you might want to clarify or adjust wording. In particular, watch out for run-on sentences caused by fused sentences and missing commas. I have marked issues only once, so please use my notes as a guide to identify and fix any reoccurring issues as you continue to revise.

Once again, thank you for using NetTutor. Have a great day!

The remaining pages of the PDF will be your reviewed paper. The tutor will provide comments and ask questions directly on the paper. Remember that the tutor will not rewrite sentences for you, but point out issues and provide guidance that will help you to make the corrections. In general, the tutor will point out the first occurrence of each major issue; it's up to you to look for similar issues throughout the rest of your paper. The tutor will also use standard proofreading symbols when appropriate. A list of all the symbols used can be found by clicking here. You can also ask a live tutor for clarification about your paper by signing in to "Ask NetTutor".

Student

English 101

Graduating High School

fs You seem to have two complete sentences fused together here without punctuation. How could
Finishing high school was difficult I became pregnant my tenth grade year. Having a baby and you revise this to avoid a run-on
sentence?

trying to go to school, study or even have a social life was challenging. My mother felt like my child was

not her responsibility which that's true so I received no help from her as far as babysitting went. At the
∧   ∧ Should you place commas around additional information or asides added into a sentence?
Place a comma after introductory phrases.
time I was only sixteen years old so trying to get government help was not an option I had to be at least
∧   ∧
Should you place a comma before a coordinating conjunction joining two complete sentences?
eighteen or have a legal guardian. My mother was not interested in helping me so I realized I had to help

myself graduating high school was more important to me now that I had a child.   Your thesis statement is good because it shows your
purpose in writing. Nice work!
Is this the best tense to use here?
Therefore, the next step I felt need to take was getting in contact with my sons father. He was
Should this be plural or possessive?
willing to help he put our son in daycare close to my mother's house so I can go to school and get my

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Tutorial Archives

The Archives are an area where you can retrieve your own sessions.   This is the Quick View.

This is the Playback of your session.

This is the PDF document for printing.

If you want to ask a live tutor further questions about the archived board, you can drag and drop the PDF file onto the Whiteboard in a live tutoring session.

Quick Tip: NetTutor works best in Mozilla Firefox or Google Chrome browsers.