

## **SUNY Sullivan County Community College:**

*Using the NetTutor® Online Tutorial Service to Complement Tutoring Distributed Across the College Campus*

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**Client:** Sullivan County Community College

**Challenge:** *Make curriculum-specific online tutoring available to an entire campus to complement a variety of campus-based tutoring labs.* Sullivan County Community College (Sullivan) is committed to helping its nearly 2000 students prepare for first jobs, transfer to four-year colleges or universities, or enhance their personal and professional skills. Part of the State University of New York system, Sullivan's mission is to inspire and empower its students and the broader community. As part of this effort, various campus divisions of the college have staffed facilities in different areas of the campus to offer learners free access to tutoring. Two popular on-campus tutoring centers are the Matrix Math Lab and the Writer's Lounge, both of which are open Monday through Friday from September to May. The school determined that there was an unmet need: what happens when the labs close, or when the student cannot make it to campus? The Department of Learning and Student Development sought a way to provide assistance to Sullivan students whenever and wherever they might need it, and looked for an online solution.

Core areas of need include math homework and English composition, as well as computer science, social sciences, natural sciences and career and technical courses.

**Solution:** Sullivan learned of Link-Systems International (LSI), and chose the LSI NetTutor Online Tutoring Service to help its students. LSI technology has played a role in online assistance on other SUNY campuses for over decade. The team at Sullivan noticed the unique features of NetTutor:

- The NetTutor uses a Web-based online collaboration tool, the WorldWideWhiteboard; this interface is shown to be the best for discussing math and other core topics.
- NetTutor employs a staff of professional tutors who work in a shared environment at the LSI headquarters in Tampa, Florida; tutors are tested, coached, and monitored for tutoring effectiveness.
- LSI has the technical know-how and experience to integrate NetTutor into the school's learning management system (LMS) to make LSI's tutors after the hours of the campus study centers.

NetTutor provides usage statistics, stores past tutorial sessions, and conducts on campus training seminars for students and faculty of an educational institution – all at no additional cost.

**Result:** By working with NetTutor, Sullivan is able to continue its policy of free tutoring beyond the hours of its tutor centers. In this way, students can get tutorial assistance on demand and in the subjects that they need the most help. Sullivan's on-campus tutor assisted in formulating with NetTutor a special tutoring guidelines or "Rules of Engagement." Through its partnership with

LSI, Sullivan ensures that all tutoring, whether on-campus or online, contributes to the success of its students.