

**WorldWideWhiteboard®**  
**Connect. Engage. Learn.**

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Bailey Smith  
Director  
Mt. SAC Learning Assistance Center

## **An LSI Case Study**

### **Mt. San Antonio Community College:**

*Using the LSI  
WorldWideWhiteboard® –  
a long-term partnership in  
support of multi-subject,  
online, campus-based peer  
tutoring*

**Client:** Mt. San Antonio Community College

**Challenge:** Mt. San Antonio Community College (Mt. SAC) is the largest single-campus community college in California. Located due east of Los Angeles in Walnut, California, Mt. SAC serves a diverse population drawn from 20 distinct communities in the San Gabriel Valley. Against the back-drop of the snow-capped Mt. San Antonio, the college delivers a premier educational experience keyed to six core values of integrity, diversity, community building, student focus, lifelong learning, and positive spirit. Mt. SAC's Learning Assistance Center plays a central role by serving the out-of-class academic needs of the campus. The tutoring program of the Learning Assistance Center is certified by the College Reading and Learning Association. A special area of interest for the Center is the development of online tutoring for students in mathematics and science courses.

The core need in conducting campus-based online tutoring is a robust, carefully designed interface that provides easy access to Mt. SAC's online learning resources anywhere, anytime for the entire student body.

**Solution:** For close to a decade now, Mt. SAC's Learning Assistance Center has relied on the technological expertise, software development skill, and support provided by Link-Systems International (LSI) to provide online collaborative learning via the LSI WorldWideWhiteboard®. The campus is able to provide, at no charge to students, online math and science tutoring from peers trained in the technology of the WorldWideWhiteboard and online communication. Mt. SAC students have benefited from the availability of this groundbreaking approach, with benefits including:

- With several clicks and an initial login, students with even dialup Internet access can reach peer tutors in their core subjects.

- Students have options: they can choose a peer tutor to work with in a Live Classroom; they can refer to past sessions formatted and stored in the archives; or they can submit questions in offline mode to Q&A for future consideration by the tutors.
- Mt. SAC Learning Assistance Center personnel can trace the way students use this resource through the regular usage reports provided by LSI.
- Students receive all-around academic assistance—not just for particular problems but in learning skills—and familiarity with other campus resources anytime they log in.

One of the strongest points of the WorldWideWhiteboard is the level of technical support provided by LSI's swift response to any issues that arise. With the college brand on a dashboard access, the WorldWideWhiteboard is viewed by students using the service as part of Mt. SAC, thus enriching the educational experience it provides.

**Result:** Through its use of the WorldWideWhiteboard, Mt. SAC's Learning Assistance Center has been able to address its stated mission. This may be seen in the increasing popularity of the program and the number of students who have participated in and shown interest in a WorldWideWhiteboard session.

**Testimonial:** "Mt. SAC welcomes the challenge of serving the academic and career goals of an extremely diverse group of learners. Everything the Learning Assistance Center does is dedicated to the individual needs of the students—to helping all students gain access through technology as well as face-to-face academic assistance. We are happy to say that peer tutoring offered via the WorldWideWhiteboard and our long partnership with LSI is now part of that mix."—**Bailey Smith, Director, Mt. SAC Learning Assistance Center**

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