

Tips and Guides for Tutors

(Updated 3/26/20)

Thanks to the tutors who have been piloting remote tutoring! We are learning as we go, and will update this page frequently, so please check back.

Setting up your ConferZoom Pro Account

While there is a lot you can do without a pro account (you can be assigned to be a Host or Co-Host, for example) it is best if all tutors access their pro account with their @fhda.edu emails. Pro accounts have higher limits on minutes and users, settings, and more.

In your ConferZoom account

Profile: Add picture or friendly image

Settings:

General Guidelines

Please work only your assigned hours and do not schedule your own meetings to meet with tutees. .

Try to find a quiet place, with lighting from the front, not the back,

If you are assigned to be a Host

Hosting the session may be turned over to an experienced tutor. The Host is like front desk greeter in the Main Room, in addition to being a tutor. Be sure you understand how to create and assign students to Breakout Rooms. If necessary, you may also need to tutor in the main room, while being tuned in to people arriving.

ADD: Ask tutors to put on their virtual nametags, and tutees to change their name to their first name, what they like to be called. Host can also change participants' names to indicate the subject/class they need help with with and the order in which they arrived, if they need to wait

Once you enter a tutoring room

Put on your virtual name tag. Click on Participants, then your name, and change it to "FirstName (Tutor)" or your own variation. Use the name you like to be called. We recommend you do not use your last name, for privacy purposes, though it's up to you. Even better is to do this in your Zoom account profile.

Customize your background if you want. You can change your background screen (choose something relatively professional) so people don't see your house. This is optional, but good to know about (can show students how to do this too.)

Say a friendly hello to whoever arrives or is already in the room. Unmute your microphone and say hello! We highly recommend that you also unmute your video so students can see you. As we become more comfortable with this format we'll all get more used to seeing ourselves and each other on our screens.

Go to your breakout room. If there are tutees who need help, you will be assigned to a breakout room with them. Once in the breakout room, <<you won't be able to speak or chat with the Host or people in the main room unless you leave the breakout room. There is a red link to leave the Breakout Room at the bottom right of the screen.

In your breakout room

- Greet the tutee(s) again and spend a few minutes establishing trust and getting comfortable with the technology and tools.
- Have them unmute their microphone, and encourage them to unmute their video (see note above about becoming more comfortable doing this.)
- Ask them to respond often (verbally) to let you know if they understand or not, or to articulate what they do understand. Students tend to be very shy on Zoom, so you need to invite and encourage them a lot to get them to participate.
- Have them turn on Chat. This is especially useful for group tutoring, math/science/accounting, etc. You can use Chat to attach a file, or to post question (When you open Chat there is a **File** button. Students can upload an assignment or any other document that might be helpful for the session.) Be aware, especially for groups, that people cannot see the chat from before the moment they enter, this includes files.
- Explain screen sharing, and have them share.
- In the **View** menu at top of a shared screen or whiteboard, select (and have student select) **Annotation** to use the tools to draw, type or stamp on the screen.

Start tutoring! Don't forget to use all the techniques from tutor training--Setting an agenda, 10-second rule, 5-Step Method, Wrap-up, etc.