

Student Success Center (SSC)
Tutoring Service: March 16 – April 7

There are various tutoring services being offered during this Online Teaching Period.

1. Your professors, as always, are great resources for getting help.
2. NDNU SSC will continue to offer online **writing** and **math** tutoring, through online apps, with our regular NDNU tutors.
 - Schedules printed below.
 - Tutor Matching Service Log-in tutorial starts on page 2 of this document.
 - Other subject tutoring normally offered through SSC, have been suspended during this time. Please use Tutor.com services.
3. Tutor.com is also being offered to students for over 50 subjects in different academic areas.
 - 24/7 online support, on demand (without appointment).
 - Tutor.com log-in tutorial on page 4 of this document.

Writing Tutoring Schedule	
	12 noon – 8:30 pm <i>* note that Friday tutoring ends early</i>
Mon	Online Writing Tutoring (by appt. only) Morning with Laura Evening with Sebastien
Tues	Online Writing Tutoring (by appt. only) Morning with Laura Evening with Sebastien
Wed	Online Writing Tutoring (by appt. only) Morning with Laura Evening with Sebastien
Thurs	Online Writing Tutoring (by appt. only) Morning with Laura Evening with Sebastien
Fri	Online Writing Tutoring (by appt. only) Afternoon with Laura * 12:00 noon – 5:00 pm

Math Tutoring Schedule	
Mon	Online Math – All Levels (by appt. only) with Jesse 1:00 pm – 2:00 pm 3:00 pm – 5:00 pm
Tues	Online Math – All Levels (by appt. only) with Jesse 1:00 pm – 2:00 pm 3:00 pm – 7:00 pm
Wed	Online Math – All Levels (by appt. only) with Jesse 12:00 noon – 1:00 pm 3:00 pm – 5:30 pm
Thurs	Online Math – All Levels (by appt. only) with Jesse 2:00 pm – 5:00 pm 6:00 pm – 7:30 pm
Fri	<i>No math tutoring on Friday</i>

Online Tutoring is by appointment only and must be arranged with **advanced notice (about 1 hour)** through TMS online program. Please register at: www.tutormatchingservice.com/ndnu

Laura Mizuha, M.A., Assistant Director of Writing (lmizuha@ndnu.edu)

Sebastien Cervantes, M.F.A., Professional Writing Tutor

Jesse Choi, Professional Math Tutor (jchoi@ndnu.edu)

ONLINE TUTORING with NDNU Tutors

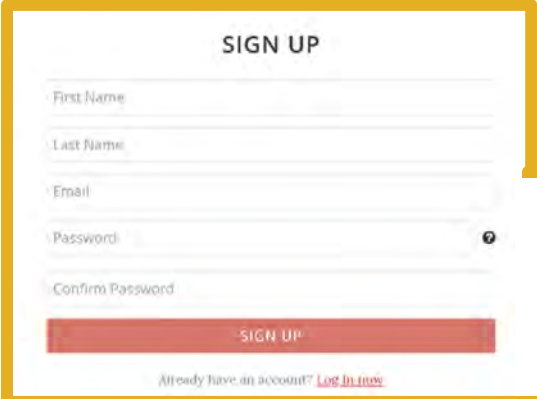
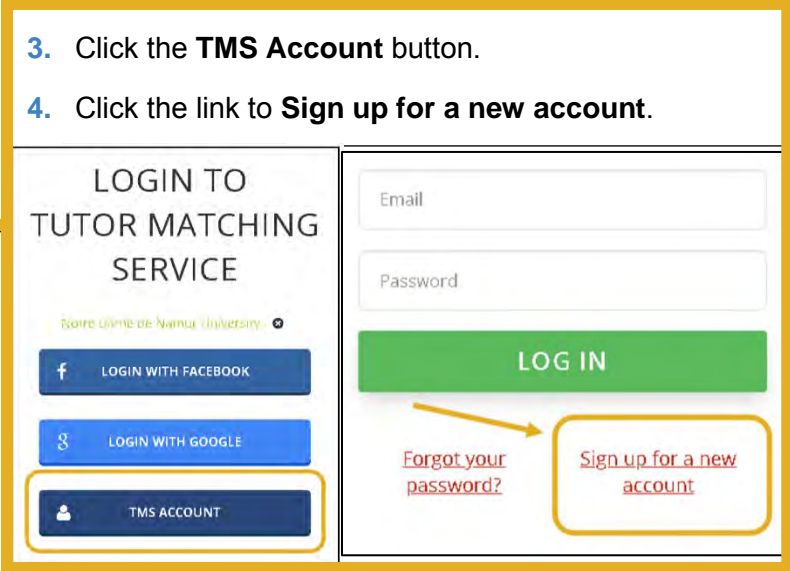
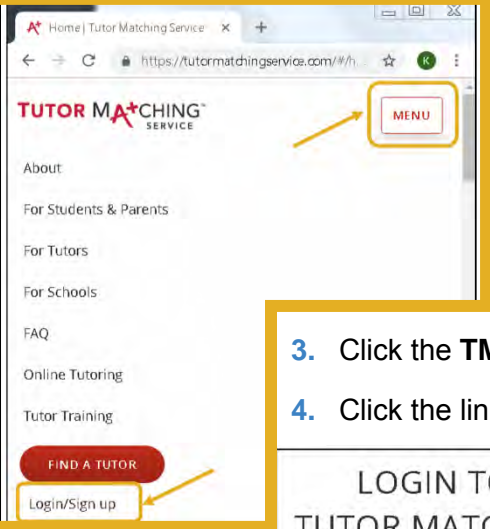
Quick Start Guide

What do I need to get started?

- ✓ **Computer with internet access, webcam, and microphone.** We recommend headphones with a built-in microphone for optimal audio quality.
- ✓ **Google Chrome browser.** The online tutoring platform works best on Google Chrome—it is NOT compatible with Internet Explorer or Safari. [Click here](#) to download and install Google Chrome on your computer.
- ✓ **TMS account.** You will need to sign up for a Tutor Matching Service (TMS) account. This account must be connected to your NDNU student email.

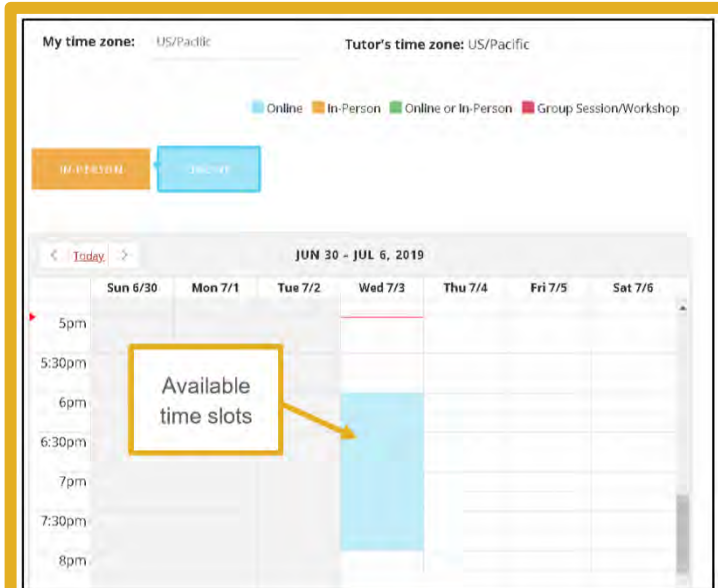
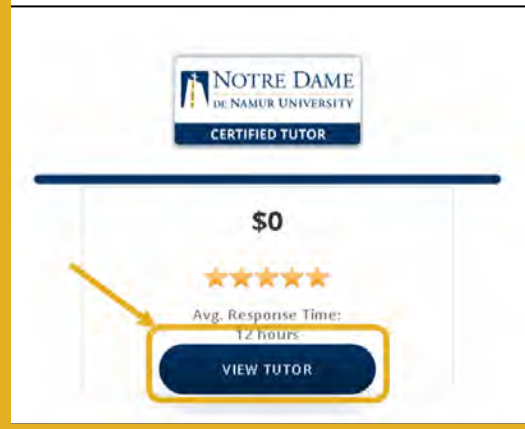
How do I sign up?

1. Navigate your browser to tutormatchingservice.com/ndnu and click the **Menu** button.
2. When the menu options appear, click on **Login/Sign Up**.
3. Click the **TMS Account** button.
4. Click the link to **Sign up for a new account**.
5. Fill in the required boxes and then click the **Sign Up** button. Remember to use your NDNU student email to sign up for your account. You will not be able to book a tutoring appointment unless your account is connected to your NDNU student email.



How do I make an appointment?

1. To make an appointment, visit tutormatchingservice.com/ndnu and click the **View Tutor** button.



2. On the tutor's profile page, click the **Book or Message** button to access the appointment calendar. Click directly on an available time slot to reserve your appointment. To request a different time, scroll to the bottom of the screen and click the **Skip and Send Message** button to contact the tutor directly.
3. You should receive a confirmation email after successfully booking your appointment. The email contains a unique link you will need to access your online tutoring session. If you lose the link, let us know so we can resend it.

How do I log in to my session?

1. Open the confirmation email you received and click on the location link.
2. You will be prompted to log in. Please log in using your NDNU student email address.

Can I reschedule or cancel my session?

1. To reschedule your appointment, navigate to tutormatchingservice.com/ndnu and log in to your account.
2. Once you are logged in, click the Menu button. Then click your user icon and select My Sessions from the dropdown menu.
3. You will see the option to reschedule or cancel (if eligible) next to the upcoming session. You may cancel up to 24 hours before the appointment time. You may reschedule any time prior to the session's scheduled start time.

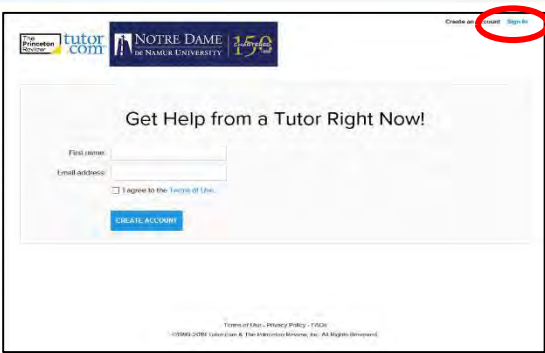
What if I have technical difficulties?

- Message your tutor to report the problem you are experiencing.
- Make sure you are using the Google Chrome browser.
- If you lose connection, close your browser window and reopen the link in your confirmation email. **Your unique link does not expire.**
- Contact GoBoard Technical Support at help@GoBoard.com or 877-919-8886

How It Works: Tutor.com Classroom

Connecting with expert tutors for on-demand, 1:1 help

The expert tutors at Tutor.com can help you work through a tough homework problem, improve your writing skills, study for a test, review a difficult concept and so much more!



Get Started

Go to [Tutor.com/ndnu](https://tutor.com/ndnu). Use your NDNu email to create an account. A password link will be sent to your email.

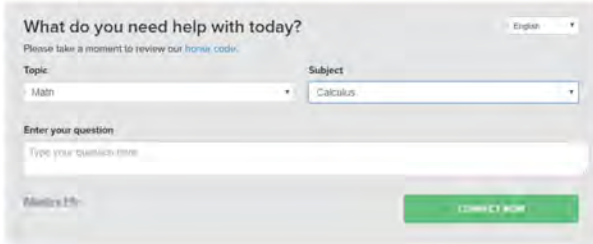
* After your password is created, you will click the Sign in button in very small print on the top right corner.

Click on “GET A TUTOR NOW” to get connected for your on-demand, 1:1 learning session.

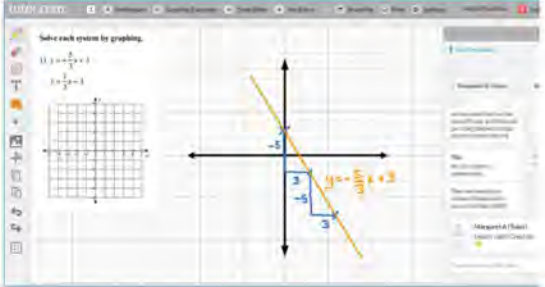
01

Get the right tutor

Fill in the quick pre-session questionnaire. Using this information, we will match you with the first available tutor best qualified to assist you.



02




Communicate

You can use our chat box or an audio connection to either instant message or speak with your tutor once in the online classroom. You and the tutor may also use the interactive whiteboard to share work and ideas. All activity in the classroom is recorded for review and quality control.

03

Share a file

You can share many types of files with your tutor in the classroom. Upload an essay, your lab report, a PowerPoint presentation and more. You and your tutor will be able to view the file together in the classroom.

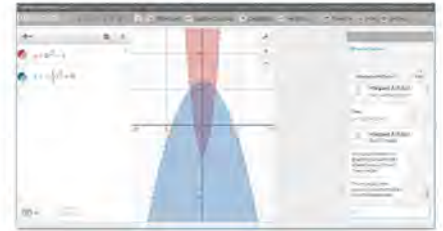


04

05

Use special tools

The classroom includes a graphing calculator, text editor and code editor when working on subject material that may require these special tools. Open these tools using the buttons above the whiteboard.



Rate & Review Your Session

After each session, be sure to let us know how we did. Complete the survey and share your comments. Then, you'll have the option to play a video of your session, and email or print the chat log and whiteboards.

06



07

Use "My Account"

- Review previous sessions and retrieve drop-off reviews from "My Sessions." Be sure to tag your favorite tutors when reviewing your sessions.
- Reconnect with your favorite tutors or see when they are next scheduled from "My Favorite Tutors."
- Access files you have saved or files you have shared with your tutors in session from "My Locker."

My Account ▾

My Sessions
My Favorite Tutors
My Locker

Account Settings

Sign out



If you have questions or need assistance logging in to your account, please contact: studentsupport@tutor.com or lmizuha@ndnu.edu