


NDNU offers **FREE** online tutoring through two web platforms explained below:




[www.tutormatchingservice.com/ndnu](http://www.tutormatchingservice.com/ndnu)



A Service of 

[www.tutor.com/ndnu](http://www.tutor.com/ndnu)

Brief Summary	<p>Tutor Matching Service (TMS) is an online platform which connects students and tutors. By filtering a search for NDNU tutors, students can see each tutor's real-time availability and book appointment(s) with instant confirmation.</p>	<p>Tutor.com is an online tutoring company who employs their own qualified tutors. Students log-on, indicate the academic field and specific subject, then connect to a tutor. The service is 24/7 and on demand.</p>
Subjects	<p>Writing</p> <ul style="list-style-type: none"> <li>• Prewriting – Organizing and Outlining</li> <li>• Writing and Revision</li> <li>• APA/MLA Citations</li> <li>• Undergrad and Grad Level</li> <li>• Resume and Cover Letter Help</li> <li>• Research –Note that writing tutors can help with research, but NDNU Gellert Librarians are available via email inquiry and live online consultations as well (<a href="https://library.ndnu.edu/remoteaccess">https://library.ndnu.edu/remoteaccess</a>)</li> </ul>	<p>12 Academic Areas (listed below) and 50+ subjects matching NDNU course offerings.</p> <ul style="list-style-type: none"> <li>• Business</li> <li>• Computer Science</li> <li>• English</li> <li>• Foreign Language</li> <li>• Math</li> <li>• Microsoft Help</li> <li>• Reading</li> <li>• Science</li> <li>• Writing</li> <li>• Career Help</li> <li>• Student Life Skills</li> <li>• Student Study Skills</li> </ul>
Times	<p>Afternoons &amp; Evenings, Mon – Fri  <i>*Schedule can be found on TMS website, which updates in real-time.</i>  <i>** Bookings are instant except those with less than 2-hour notice, which require tutor confirmation.</i></p>	<p>24/7 on-demand tutoring  <i>* No appointment necessary, but available.</i>  <i>** Average wait time for a tutor is 2 minutes.</i></p>
Sign up	<p>NDNU email is required for student verification. More instructions below (pages 2-3).</p>	<p>For web access, students need to register with NDNU email. More instructions below (pages 5-6). However, some classes have a quick access button, which allows students to bypass the sign-up process.  Tutor.com</p>
Limitations	<p>Platform works best with Google Chrome browser and Apple Safari has also just been added; it sometimes fails with other browsers.</p> <p>Scheduling can sometimes get confusing. Please send email to <a href="mailto:help@GoBoard.com">help@GoBoard.com</a> or <a href="mailto:lmizuha@ndnu.edu">lmizuha@ndnu.edu</a> if there are any issues.</p>	<p>Most common problems:</p> <ul style="list-style-type: none"> <li>• Sometimes verification email doesn't arrive. Then, check your junk box; if it's not there, go back to the webpage, hit SIGN-IN and follow 'forgot my password' steps.</li> <li>• Connection problems: both initial connection and dropped sessions. Please be patient and try again.</li> </ul> <p>If you need help, send email to <a href="mailto:studentsupport@tutor.com">studentsupport@tutor.com</a> or <a href="mailto:lmizuha@ndnu.edu">lmizuha@ndnu.edu</a>.</p>

The following pages explain how to log on and get started with the services described above.

## ONLINE WRITING TUTORING (using TMS) with NDNU Writing Center staff (Laura)

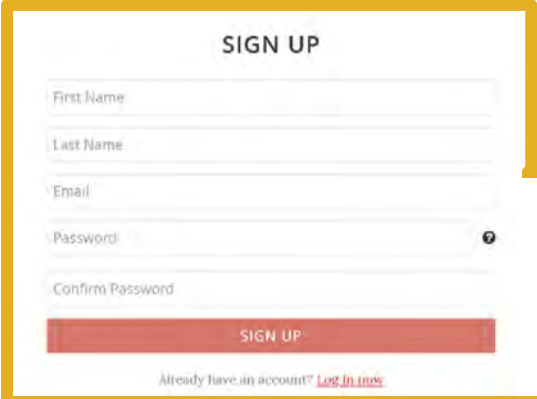
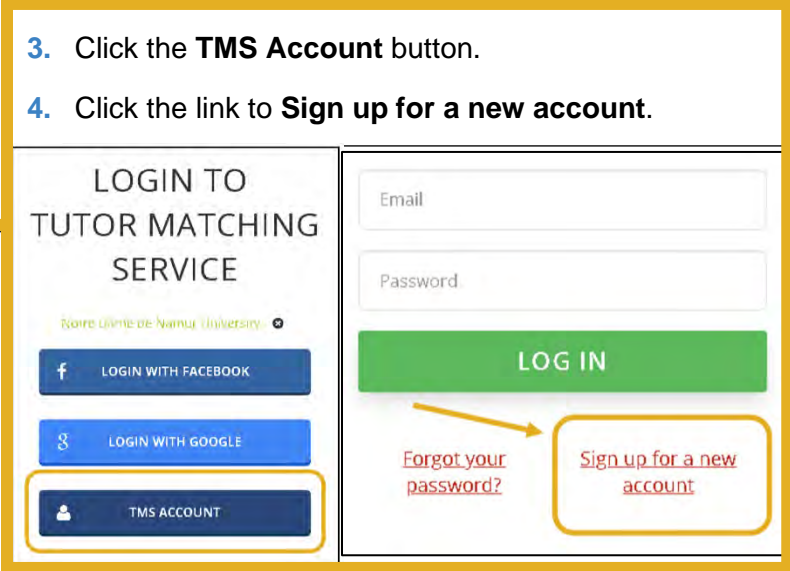
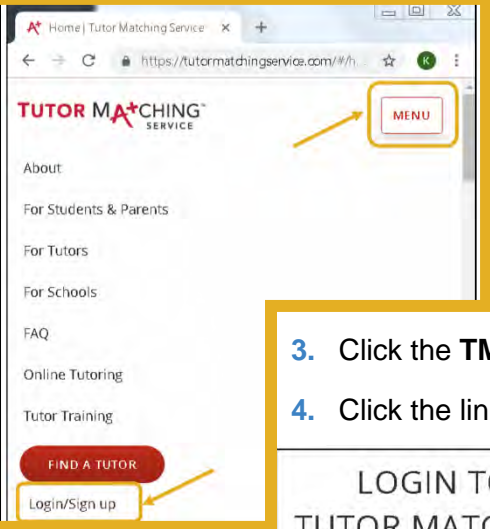
### Quick Start Guide

### What do I need to get started?

- ✓ **Computer with internet access and microphone. Webcam is recommended.** 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. [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.

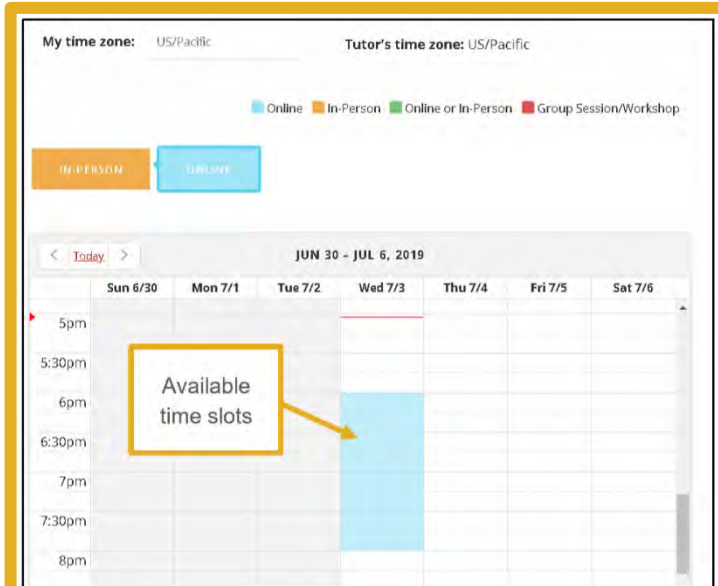
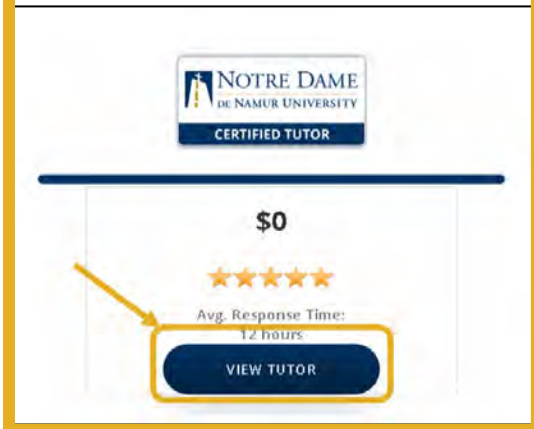
### How do I sign up?

1. Navigate your browser to [tutormatchingservice.com/ndnu](https://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](http://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?

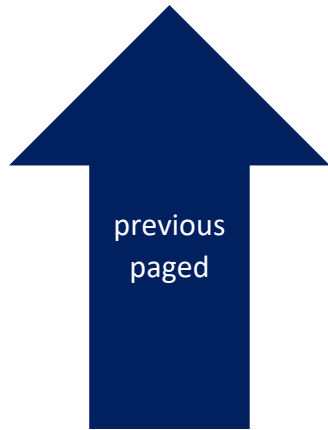
1. Open the confirmation email you received and click on the location link.
2. You will be prompted to log in. Please log in using your NDNU student email address.

### Can I reschedule or cancel my session?

1. To reschedule your appointment, navigate to [tutormatchingservice.com/ndnu](http://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?

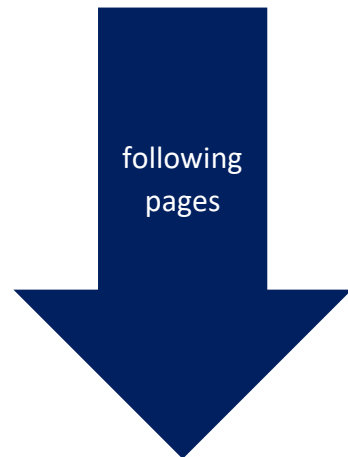
- Message your tutor to report the problem you are experiencing.
- Make sure you are using the Google Chrome browser.
- If you lose connection, close your browser window and reopen the link in your confirmation email. **Your unique link does not expire.**
- Contact GoBoard Technical Support at [help@GoBoard.com](mailto:help@GoBoard.com)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



Above explains how to book an NDNU staff tutor for writing through Tutor Matching Service (TMS).




Below explains how to book tutors for over 50 subjects contracted through an online tutoring company, Tutor.com.



# 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.

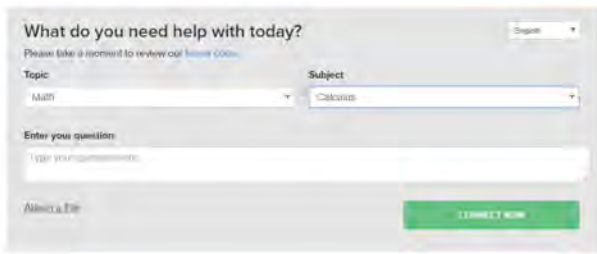
Click on “GET A TUTOR NOW” to get connected for your on-demand, 1:1 learning session.

**01**

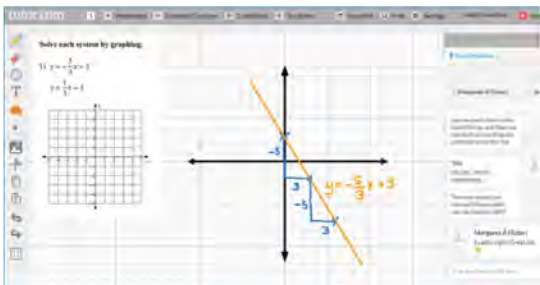
**02**

## 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.



**03**



## 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.

**04**

**04**

## Share a file

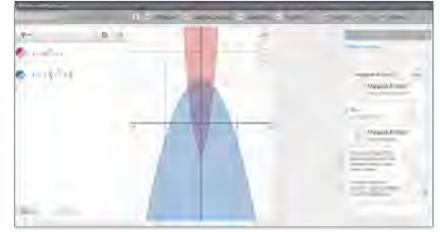
You can share many types of files with your tutor in the classroom. Upload an essay, your lab report, a PowerPoint presentation and more. You and your tutor will be able to view the file together in the classroom.



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

## Submit your paper

Our drop-off review service allows you to get expert help from a tutor without having to connect for a real-time session. Drop off your writing assignment and get detailed feedback and explanations within 12 hours. Retrieve your tutor's review under "My Sessions."



08

## Practice for a test

Use our practice quizzes to assess your level of knowledge and practice for upcoming tests or quizzes in math, science and English. Take a quiz, review your results and connect with a tutor to discuss any missed questions.



09

## 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."

