Why eTutoring?

The Center for Learning & Student Success (CLASS) in collaboration with the ELearning department wants to provide the same level of support to students taking traditionally difficult courses fully online or via lecture capture. As there have been higher volumes of students now taking online courses, it is only fair that we provide them with the resources needed to be successful in school. Therefore, we came up with the idea of offering eTutoring for courses that are traditionally difficult or have high drop-out rates. Some of the courses we offer eTutoring for include; Accounting, Finance, Quantitative Methods & Criminal Justice.

The eTutoring sessions are held via Blackboard Collaborate. (Blackboard Collaborate is not compatible with Ipads/Androids).

What you need to access the sessions?

- Computer (Desktop or Laptop) with an Internet connection
- Latest browser (Google Chrome and/or Firefox)
- Java (Version 6 or Version 7 Update 11)
- Microphone/Speakers
- Web Camera (Optional)

How do you connect or participate in the session?

- Check the eTutoring session schedule to see when your online session is occurring
- Then go to bb.fau.edu website and log in with your FAU user id and password

- Under the Welcome Tab, you will see your course listed under the My Courses section. The course should appear under Tutoring under Courses in which you are enrolled.

- Click on the course and then click on the Tools option on the left panel to get to Blackboard Collaborate

- Click on Blackboard Collaborate to begin launching the session

- Once you click on the Blackboard Collaborate button, you can then click on the course name (College Algebra in this case) under the Bb Collaborate List Page
• You will then see a confirmation screen stating that the session has been launched.

• You will now view screens that will let help launch the **Blackboard Collaborate** session.

• After the Blackboard Collaborate session is launched, the session will look like a word document (referred to as the whiteboard) and will have control panels on the left with the view of the web camera on the upper left corner.

• Click on the **Talk** and **Video** buttons under the webcam window to start the video and audio feature.

• You may chat with your tutor in the chat window by clicking on your tutor’s name and typing text in the **Chat box**.
You can only write on the Whiteboard if your tutor provides you with access.

The Whiteboard is the primary area for displaying content during the session. There are tools that allow the users (tutor/student) to interact on the whiteboard just like MS Paint.

The tools available for Whiteboard include:

- Raise your hand to ask a question by clicking on the hand icon on the chat window

Please read the documents under Participant Resources for more information. You may access these documents by clicking on the following link:

http://www.fau.edu/oit/blackboard/collaborate.php

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**Participant’s User Interface (Quick Reference Guide)**

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**Tips before the session**

- Find a place with no distractions
- Do go through the documents/user manual guide before getting started
- Test the audio

**Tips during a session**

- Join the session 5-10 minutes prior to when it begins
- Test your microphone and speakers
- Participate in the session by responding to polls & providing feedback to the tutor
- Raise your hand when you have a question or a comment
- Be professional and do ask questions like you would do in class
- Be respectful as you are interacting with others during the session
- Please adhere to the same standards of behavior online that you would follow in real life
- Make the most of your session!