

Tutor World

How Tutor World Works

Tutor World is an on-line tutoring site that provides “Live” Interactive communication between students and tutors.

The service is both a text chat and voice chat system with supplemental communication tools that enhance the on-line learning experience.

The most effective use of the service is provided when a headset and microphone are used. This helps deliver premium quality assistance to the students who request tutoring.

Access to the Tutor World service is provided through FVRL and Surrey Public Library web sites.

The following technology is preferred for effective operation of the service:

- Windows XP, Vista or Macintosh PC
- High-speed internet connection (we recommend a direct connection)
- Tutor World will work with a dial up modem system but some functions will operate slowly
- Tutor World works with all the major browsers: Firefox, Internet Explorer and Safari

Getting the Sound right - Check your Microphone and Headset

The use of voice communication is an important component of the service; please review the following information carefully.

The system works best when you use a headset - sometimes you may experience a delay in the audio or an echo may occur if you don't use a headset with microphone attached.

If you are using a headset and microphone please click on the Sound Check Centre on the Tutor World website to make sure your headset and microphone are working properly.

If you are using external speakers and a separate microphone that is built in to your computer or web camera, you may need to turn down the volume on your speakers after connecting with your Tutor.

If both parties have a headset and an echo or static still occurs, please adjust your microphone volume settings in your operating system.

Connecting with a “Live” Tutor

When you login through your local library website, you will be asked for your Library card and then will be directed to the web page pictured below:

(NOTE: if a student is using grades 6 to 9 tutoring in any FVRL location, they will not have to login with their FVRL card and PIN.)

Tutor World BC
British Columbia's On-Line Tutoring Centre

Welcome to
on-line
Homework Help

Click on one of the boxes below to be
connected to the login page for tutoring
services:

Grade 10-12
Student
Click Here

Grade 6-9
Student
Click Here

Need Help?
Click Here

Technology Check?
Click Here

FVRL
FRASER VALLEY REGIONAL LIBRARY

SURREY
PUBLIC
LIBRARY

- If you are a Grade 10 to 12 student, you should register yourself with the LearnNowBC.ca site so that you can access Live Tutoring, Live Workshops, test preparation software called Study Buzz and Streaming Video content that is available to you.
- You will require your PEN (Provincial Education Number) when registering. You will find your PEN on your report card.
- LearnNowBC is a Ministry of Education funded web site. More information about the site can be found at www.learnnowbc.ca
- Grade 6 to 9 students should click on the appropriate link on the website and they will be directed to a page that looks like this:



Tutor World BC

British Columbia's On-Line Tutoring Centre



Welcome to On-Line Tutoring for Grades 6 to 9.

To join a "Live" Tutor, enter your first name,
select the course you want help with and then click "Enter"

Hours of Operation

Sunday to Thursday

6:00 p.m. to 9:00 p.m.

Get Homework Help Now

Please enter the following information:

First Name:

Subject:

- All you need to do is to enter your first name and choose the subject that you want help with and you will be connected as soon as a tutor is available.
- Sometimes, when all the tutors are busy assisting other students you will be directed to the "Waiting Station" where you will be listed in priority sequence to receive assistance from the next available tutor.

The following graphic shows what the "waiting station" looks like.

The screenshot shows the Tutor World BC website's 'Waiting Station'. At the top, there is a blue header with the British Columbia flag on the left, the text 'Tutor World BC' in large yellow letters, and 'British Columbia's On-Line Tutoring Centre' below it. A smiling female tutor in a headset is visible on the right. The main content area has a light grey background with a large orange maple leaf on the left. The text reads: 'Welcome to on-line Homework Help'. Below this, it says 'This is the "Waiting Station".' and 'Sorry, all tutors are busy now, please wait ...'. There is a progress bar consisting of seven small squares, with the first one filled. Below the progress bar is a button labeled 'Exit' with the text 'Click Exit to return to the home page'. Further down, it states: 'You have chosen to wait for the next available tutor. You will be connected as soon as possible. When your tutor is ready, a sound and a popup message will alert you. You will have 30 seconds to respond.' To the left of this text is a small image of a smiling male student. Below the text are two links: 'Link to Suduko puzzle site <http://www.websudoku.com>' and 'Link to Crickler <http://www.crickler.com>'.

- When a tutor becomes available, a bell will sound and you will have 30 seconds to join the "Live" session.

This screenshot shows the same Tutor World BC 'Waiting Station' interface, but with a change in status. The text now reads: 'This is the "Waiting Station".' followed by 'your tutor is ready, Click Here to Join.' in red. Below this text is a large digital timer displaying '00:23' in red. The rest of the page layout, including the header, navigation, and tutor/student images, remains the same as in the previous screenshot.

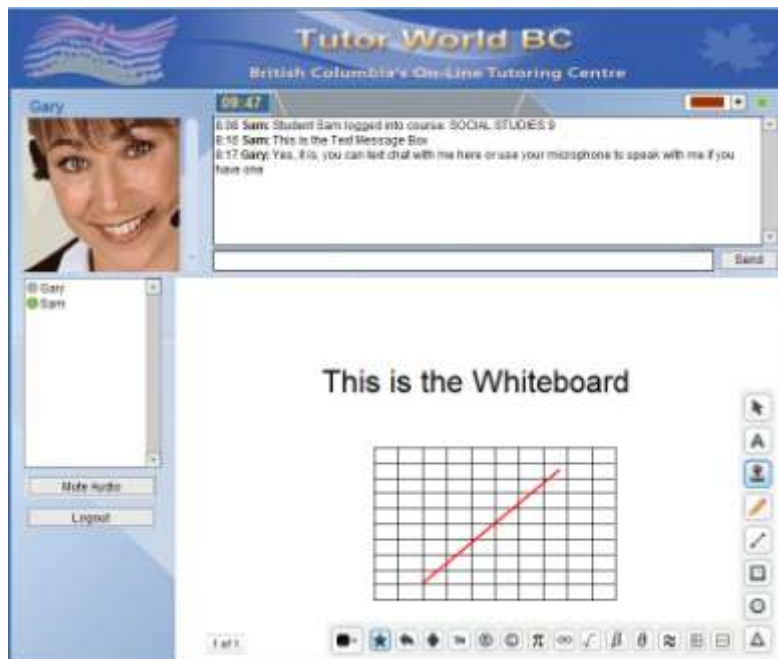
This is what you will see when you login with a tutor:

The screenshot shows the Tutor World BC interface. At the top, there is a blue header with the Tutor World BC logo and the text "British Columbia's On-Line Tutoring Centre". Below the header, there is a window titled "Gary" with a timer showing "00:31". To the left of the window is a video feed of a smiling woman wearing a headset. To the right of the video feed is a text message box containing the message "8:08 Sam: Student Sam logged into course: SOCIAL STUDIES 9". Below the text message box is a "Send" button. On the left side of the interface, there is a list of participants: "Gary" (grey) and "Sam" (green). Below the list are two buttons: "Mute Audio" and "Logout". In the center of the interface, there is a large blue box with white text that reads: "Welcome to the Tutor World 'Live' Tutoring Service. You have now joined a 'Live' Session. Please introduce yourself to your Tutor by saying Hello (if you have a microphone) or enter a Text Message in the box above. If you have a headset or speakers you will be able to hear your tutor. Your session may be limited to a maximum of 20 minutes so that others may have the opportunity to work with the tutors. We hope you enjoy your experience with the Tutor World BC 'Live' Tutoring Service. Your session may be monitored or recorded for quality assurance purposes."

- Please note the text message box at the top of the page, this is where you will see a confirmation of the course that you are seeking assistance with.
- There is a clock that times the length of your session.
- If you are using a microphone to communicate, there is a mute audio button on the left hand side above the logout button.
- There is a presentation area that allows your tutor to bring in diagrams, pictures, PowerPoint presentations or graphics that will enhance your session with the tutor.



- The Tutor also has the ability to use a whiteboard to explain concepts more effectively.
- The Whiteboard has many tools and icons to assist in making your session more productive.



- At the end of your session you will be asked to complete an evaluation form.
- Adding comments and suggestions to this form is very helpful.



Please let us know how we did

Date: 11/9/2008 8:19:34

Student ID: Sam

Please click on one of the circles to answer each of the following:

Please rate the following questions:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Was the tutoring session helpful to your studies?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the technology operate smoothly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were the tutoring services such as the Whiteboard easy to use?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the tutor knowledgeable?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the tutor professional when working with you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the tutor communicate clearly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the tutor pleasant?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the tutor try to understand your question?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the tutor help you without simply providing an answer to your question or problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the service meet your expectations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Will you recommend the service to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Questions about Communication:	Yes	No	
Do you have speakers/microphone attached to your computer?	<input type="radio"/>	<input type="radio"/>	
Do you have a headset and microphone attached to your computer?	<input type="radio"/>	<input type="radio"/>	
Were you able to hear the tutor speaking to you?	<input type="radio"/>	<input type="radio"/>	
Were you able to speak to the tutor?	<input type="radio"/>	<input type="radio"/>	
Was the tutor able to hear you?	<input type="radio"/>	<input type="radio"/>	
Would you like to purchase a headset/microphone?	<input type="radio"/>	<input type="radio"/>	
Do you have any other comments?	<input type="text"/>		

Submit