

COE Tutoring Services: Guidelines for Online Tutoring

As we transition our COE tutoring services online, we want to provide you with tips for getting the most out of your tutoring appointment and guidelines for interacting with your tutor online through [Zoom](#) and [Slack](#).

Online Tutoring Tips:

Zoom and Slack are great resources for engaging online but, like any technology, may encounter temporary technical issues and require some time before you learn how to use them effectively. We've outlined some tips and guidelines below to help you get the most out of your online tutoring appointment.

- **Be sure you have downloaded and know how to use Zoom and Slack:** Do this before your appointment so that you aren't using your tutoring time trying to learn the technology.
 - Learn about how to download and use Zoom [here](#).
 - Learn about how to download and use Slack [here](#).
- **Be on time for your appointment:** Your tutor likely has multiple scheduled appointments, so be sure to be on time so that you can use your full time. Tutors reserve the right to cancel a meeting if a student arrives too late for the appointment to be effective. Please note all appointment times are communicated in [Pacific Time](#), so be sure to check your time zone to ensure you have the correct time for your appointment.
- **Be prepared for your appointment:** Come with specific questions, and if possible find a private space with few distractions. Headphones are especially helpful to reduce feedback and background noise.
- **Be prepared to reflect with the tutor:** Tutoring is about learning and not solving specific problems. This can require examining your own methods for understanding course material.
- **Stay engaged if there are technical issues:** Zoom and Slack are not immune from occasional technical issues. If there is an error with Zoom, reach out to your tutor via email to let them know or wait for them to reach out to you to help resolve the issue.

Guidelines for Engaging with Online Tutors:

Engagement with online student tutoring is subject to the same expectations for on-campus behavior and academic honesty as outlined in the [OSU Code of Student Conduct](#). If a tutor or student feels that behavior during an online tutoring session is inappropriate or in violation of the OSU Code of Student Conduct, they have the right to end the meeting and report the incident to the [COE Student Success Coordinator](#) and [Student Conduct and Community Standards](#).