I am pleased to announce that online tutoring is live at MHCC! The Learning Success Center is partnering with the NW eTutoring Consortium, a group of 30+ community colleges and universities in the Northwest, to provide online tutoring to our students in the following subjects:

Accounting
Anatomy & Physiology
Biology
Chemistry
Math (etutoring in MTH 111 and above recommended for MHCC students—etutoring below MTH 111 may not meet the requirements of MHCC courses)
Medical Coding (on hiatus until Oct. 4)
MS Office 2007
Physics
Spanish
Statistics
Web Development
Writing

The Online Writing Lab allows students to submit a draft of their paper to a tutor, ask for specific feedback, and receive their work back with a tutor's response within 24-48 hours. Live Tutoring via eChat allows students to meet with a tutor in one-on-one tutoring sessions via a fully interactive, virtual environment. Live sessions are offered for all subjects except writing. Students can check the weekly tutoring schedule to see when a tutor for their subject will be online. We suggest that students use a headset with a microphone for live tutoring sessions, though it is not required. The eQuestions feature allows students to leave a specific question for an eTutor, who will respond within 48 hours (but usually sooner). eQuestions may be submitted for any of the subject areas covered.

Live tutoring is available 7 days a week from 8am until 11pm. Of course, students can post papers and eQuestions 24/7.

Students may access etutoring by going to the LSC website: www.mhcc.edu/lsc. If you would like to bookmark the login page or post a link within your Blackboard or portal pages, the url is
https://www.etutoring.org/login.cfm?institutionid=295&returnPage=

I know that many of you will be excited about this resource, but will have a great many questions. I have created an FAQs, detailed below. If you review this FAQ and have additional questions, I welcome you to contact me. This is a new and exciting resource, and since it is a consortium, we have the ability to influence the service. So, your feedback is very welcome!

What is eTutoring?

MHCC is partnering with the Northwest eTutoring Consortium to provide online tutoring

assistance to students. All currently enrolled for-credit MHCC students will have access to eTutoring's free online professional tutoring services in the following areas:

- Accounting
- Anatomy & Physiology
- Biology & Chemistry
- Math (Developmental through Calculus)
- Medical Coding
- MS Office 2007
- Physics
- Spanish
- Statistics
- Web Development (xHTML, CSS, Adobe Dreamweaver)
- Writing

Where do I go to access online tutoring?

The easy to remember web address is: www.mhcc.edu/lsc From this page you can click on the "connect with an etutor" link in the middle of the page to access eTutoring. If you would like to bookmark the login page for eTutoring the URL is: https://www.etutoring.org/login.cfm?institutionid=295&returnPage=

How do I log in to online tutoring?

Use your **MHCC Student ID** as your username and password the first time you log in. Once logged in you will be asked to verify your account. You can change your password at this time. You must also confirm your correct email address at this time. This is how you are notified that your papers have been reviewed via the Online Writing Lab, or that your eQuestion has been answered. The first time you log in make sure to read and accept the eTutoring Terms and Conditions by checking the "I agree to all terms and conditions" box at the bottom of the page.   Once this is completed, you are ready to begin by clicking on one of the eTutoring Services on the welcome page.

What kinds of services can I access through eTutoring?

The Online Writing Lab allows you to submit a draft of your paper to a tutor, ask for specific feedback, and receive your work back with a tutor's response within 24-48 hours. Live Tutoring via eChat allows you to meet with a tutor in one-on-one tutoring sessions via a fully interactive, virtual environment. Live sessions are offered for all subjects except writing. Students can check the weekly tutoring schedule to see when a tutor for their subject will be online. We suggest that students use a headset with a microphone for live tutoring sessions, though it is not required. The eQuestions feature allows you to leave a specific question for an eTutor, who will respond within 48 hours (but usually sooner). eQuestions may be submitted

for any of the subject areas covered.

Why isn't my login working? Who can I contact if my login doesn't work?

Online tutoring is available to currently enrolled for-credit students starting on the first day of classes for each term. If you are not taking classes this term, or if the classes you are taking are non-credit you will not have a valid login for the current term. If you are not a student, you will not have a valid login. If classes have not started yet, your login may not work. If you are on the waiting list for courses, or if you recently registered, your student record may not be updated in the eTutoring system.

 However, if you are currently enrolled for-credit and you are still having problems with your login please contact Lance Lannigan at Lance.Lannigan@mhcc.edu or call (503) 491-7144.

What if I'm a non-credit student? Can I use online tutoring?

Etutoring is only available to MHCC students taking classes for credit. The Multnomah County Library system offers free online tutoring through the Tutor.com service for all card holders. If you have a library card for a Multnomah County Library you can log into the Live Homework Help service at http://www.multcolib.org/homework/ on the Multnomah County Library Website (daily from 2pm to 10pm). This page also contains links that can help with homework in several subject areas. Contact the Multnomah County Library (503.988.5234) for information about how to log in or how to get a free library card.

Who are the tutors? What are their qualifications?

The Northwest eTutoring Consortium we have joined is comprised of 30 colleges in Oregon and Washington (and growing!). The tutors who staff the service are the same tutors who staff the on-campus tutoring centers at these colleges. Of course, each college has their own standards and training for their tutors. In addition to the training provided by their employer, online tutors go through additional training and practice sessions before they are allowed to start helping students through eTutoring. All of the tutoring sessions are recorded and reviewed by experienced administrators who work closely with the tutors. Quality controls are discussed in general by the group of consortium leaders who meet twice a year to address any issues that may arise.

Why aren't our MHCC tutors helping all of our students online?

Our tutors are helping our students online, they just can't help ALL of the students who want tutoring online. eTutoring is a 7 day a week service with tutors online from the early morning to late evening hours. Most students access online tutoring services after business hours and on the weekends. It's simply not financially feasible to fund and staff such a service using only MHCC tutors.   Rather than outsource our tutoring services entirely to an independent tutoring service, we chose to join a consortium that allows us to help dictate standards and take advantage of the talented community of tutors at local schools in the Northwest.

Who can I contact if I'm logged in but I need technical support?

If you were able to log in, but you are having technical problems with the service, please call eTutoring tech support at 1-866-GO-CTDLC. Or you can click on the "Support" link at the top right side of the page and submit a support ticket within the eTutoring system.

I'm an instructor/on campus tutor, can I have a login to try out eTutoring?

We would like to provide a login for all of our instructors and tutors to test the service, but it's more complicated than you might think.   The new online tutoring system is a consortium based system. This means that all the consortium members (30+ community and technical colleges from Oregon and Washington) each offer one online tutor for every 150 tutoring sessions that their students engage in. If we create a test account for our instructors and tutors to use, the database that collects usage statistics will not be able to tell the difference between a test account and a valid student account. This means that potentially we would need to hire and pay extra tutors for the whole year, to compensate for the extra "testing" activity of our staff. This expense could quickly exceed our budget.   Faculty and staff can access the eTutoring test site. The "Test Site Tour Instructions" document attached will explain how to login. You can get a feel for the navigation and what sorts of services students can use here. Remember though, there are no tutors on this site.

Does this mean that face to face tutoring services is being cut?

No! The Learning Success Center will continue to provide the same or expanded face to face tutoring support services to MHCC students. eTutoring is designed to support our growing Distance Learning population, as well as the many busy students who appreciate the convenience and format of online tutoring.

Is this just for Distance Learning students?

No. Any student in for-credit courses can access eTutoring, whether they are in face to face, DL, or hybrid courses.

Can I get more fliers, bookmarks or posters to promote online tutoring?

Yes! I will soon be sending out posters and flyers advertising online tutoring. You are also welcome to forward any part of this email to your students.

I have a question that isn't answered here, who can I ask?

Please email your questions to Sharon Juenemann, Manager, Learning Success Center at Sharon.Juenemann@mhcc.edu. If appropriate, your question and the answer will be added to this FAQ.