

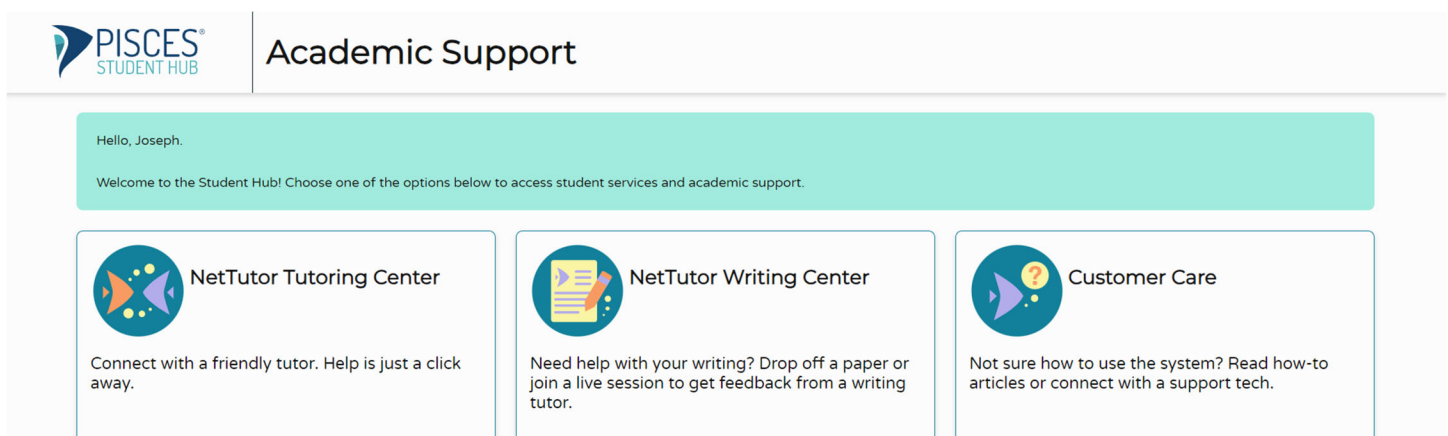
# NetTutor User Guide

Locate the NetTutor link inside your College of the Desert student Canvas account.



The screenshot shows a Canvas student dashboard. On the left is a dark sidebar with icons and labels for various tools: Dashboard, Courses, Calendar, Inbox, History, Commons, Follett Discover, and a mobile app icon. A red arrow points to the 'NetTutor' link in the sidebar. The main content area has a header 'Home' and a list of links: Announcements, Modules, Office 365, TechConnect Zoom, Library, Student Services, Poll Everywhere, and NetTutor. Below the links is a 'Recent Announcements' section with a post titled 'TASC Tutoring Starts This Week!' and a 'Tutoring and Academic Skills Center' section featuring a banner image of students and the text 'TUTORING & ACADEMIC SKILLS CENTER'. Below the banner is a paragraph describing the TASC center.

From the student hub page, click on the **NetTutor Tutoring Center** card to view all available tutoring groups.



The screenshot shows the 'PISCES STUDENT HUB' page for 'Academic Support'. It features a teal header with the user's name 'Hello, Joseph.' and a welcome message. Below are three service cards: 'NetTutor Tutoring Center' (with a description: 'Connect with a friendly tutor. Help is just a click away.'), 'NetTutor Writing Center' (with a description: 'Need help with your writing? Drop off a paper or join a live session to get feedback from a writing tutor.'), and 'Customer Care' (with a description: 'Not sure how to use the system? Read how-to articles or connect with a support tech.').

Select a group from the list to receive tutoring support in that area.

### Please Select a Group to Receive Tutoring in That Area

Accounting



Anthropology



Astronomy



Biology



Business



Chemistry



The NetTutor dashboard displays available tutoring resources along with the group's locker.

< Welcome, Joseph!

Joseph  
Drop-In Tutoring Hours  
Customer Care

Geology

Drop in and Meet with a Live Tutor

Wait for your turn to meet with a live tutor.

Schedule an Appointment

Go to the scheduling system to schedule an appointment with a tutor.

Drop off a Paper

Upload your paper and get feedback from a Writing tutor.

Drop off a Question

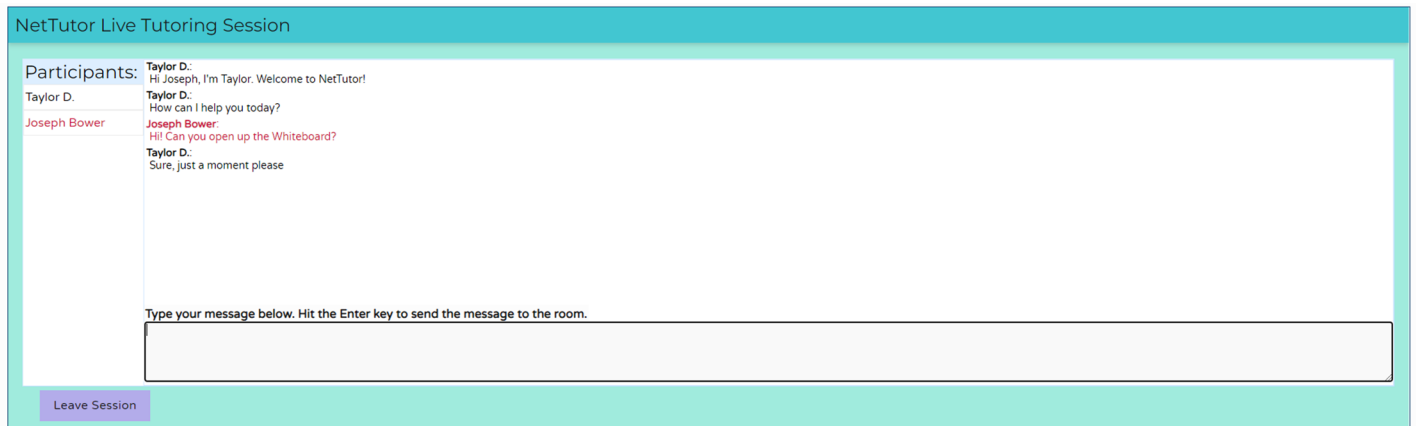
Drop your question off here.

Your Geology Locker

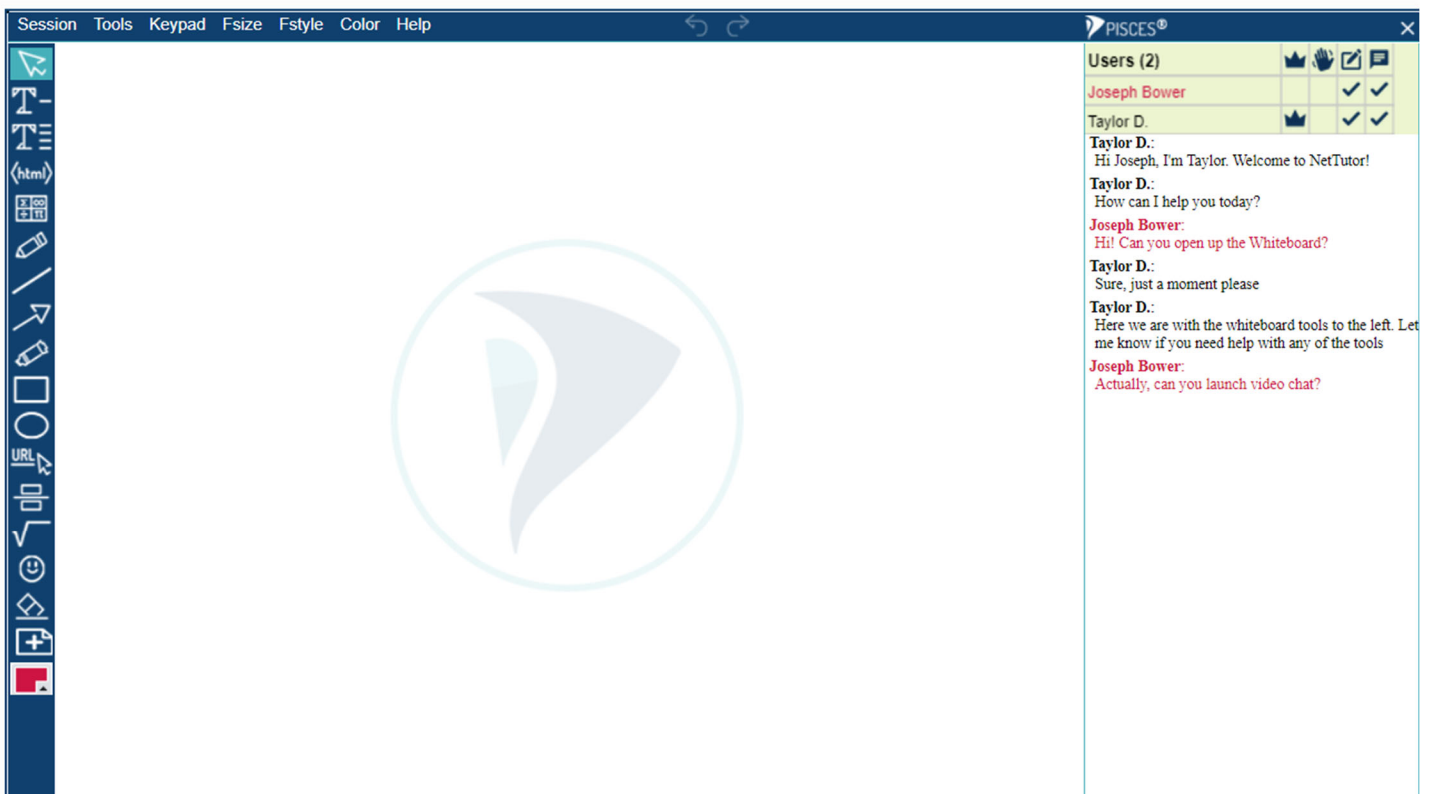
Watch videos of your previous sessions, pick up your reviewed papers, and review feedback on your dropped-off questions.

**Drop in and Meet with a Live Tutor** connects you with a tutor in NetTutor’s text-based lobby. Continue to work in the lobby, ask a tutor to open the whiteboard, or ask a tutor to launch video chat to use audio, video, and screenshare features.

### Lobby view



### Whiteboard view



Video conference view



**Schedule an Appointment** directs you to the current list of available appointments from which you can select a convenient appointment and set notification reminders. Note: Availabilities are based on demand.

Reminders

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Reminders
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You will not receive email or text reminders before your appointments.

**Phone Number**

e.g. (123) 456 7890. Only available in the United States. Standard messaging and data rates apply.

**Cell Phone Service Provider**

Please note that some cell phone service providers are not yet supported. If you don't see your provider listed, check back soon.

**E-mail**

This is the e-mail address we will use to contact you.

Text me

10 minutes

30 minutes

1 hour

1 day

E-mail me

30 minutes

1 day

7 days

**SAVE**

To join a scheduled session, arrive at the group dashboard shortly before the appointed time. The **Join Session** card will appear at the top of the group dashboard, and the Join Session button will activate when your tutor starts the session.

The screenshot shows a user interface for a scheduled session. At the top, a teal header contains a back arrow, the text "Welcome, Joseph!", and user profile information: "Joseph", "Drop-In Tutoring Hours", and "Customer Care". Below the header is a light green bar with the subject "Geology". The main content area features a central white box with the text: "Your scheduled appointment will be starting soon!", "Geology | 3:00 PM (America/New York Time)", and "When it is time for your appointment, the button below will activate." Below this is a grey "Join Session" button. At the bottom, there are two teal cards: "Drop in and Meet with a Live Tutor" (with a note "Wait for your turn to meet with a live tutor.") and "Schedule an Appointment" (with a note "Go to the scheduling system to schedule an appointment with a tutor." and "Next Geology Appointment: Tuesday, 8/15/2023 at 3:00 PM (America/New York Time)").

**Drop off a Paper** directs you to a simple 3-step process for submitting a paper for review. Step 1: Provide basic information, including the name of the paper and a brief description.

The screenshot shows a form titled "Drop off your Paper". The header is teal and includes a back arrow, the title, and user profile information: "Joseph", "Drop-In Tutoring Hours", and "Customer Care". Below the header is a purple bar with three tabs: "Basic Information" (selected), "Format", and "File". The form contains a "Paper Name" field with the text "Geology in Practice" and "81 characters remaining". Below this is a text area with the prompt "Tell us about your assignment and how we can help" and the text "I need to write a 3-page research paper in APA formatting that discusses two distinct services geologists perform." with "186 characters remaining". At the bottom left, there is a checkbox labeled "English is not my first language." and a "Next" button on the right.

Step 2: Identify the help you need from a tutor.

Drop off your Paper

Joseph  
Drop-In Tutoring Hours  
Customer Care

Basic Information    Format    File

Select **two** areas of feedback.

Topic Development     Sentence Structure

Focus/Thesis Statement     Sentence Variety

Organization     Transitions & Fluency

Grammar & Mechanics     Paper Format

Word Choice     Citations & References

Citation Style: APA

Paper Type: Research

How long should your paper be?  
3    Pages

Previous    Next

Step 3: Upload the paper. You can drag and drop the file or upload the file from your file directory.

Drop off your Paper

Joseph  
Drop-In Tutoring Hours  
Customer Care

Basic Information    Format    File

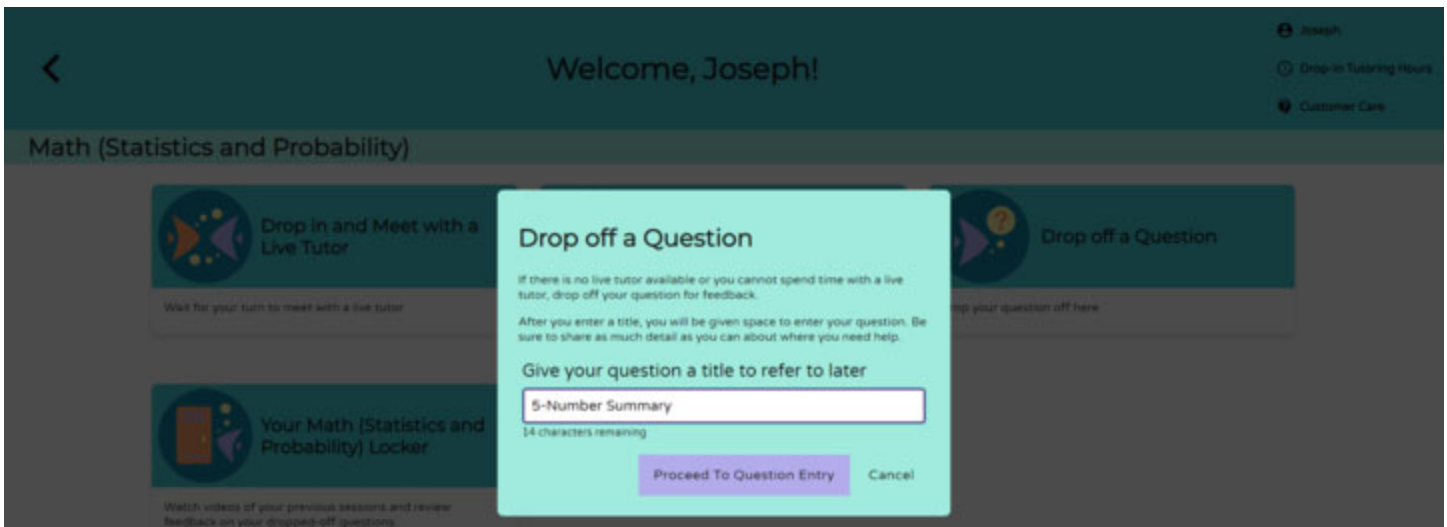
Drag and Drop or Upload Paper

Drop Your File Here

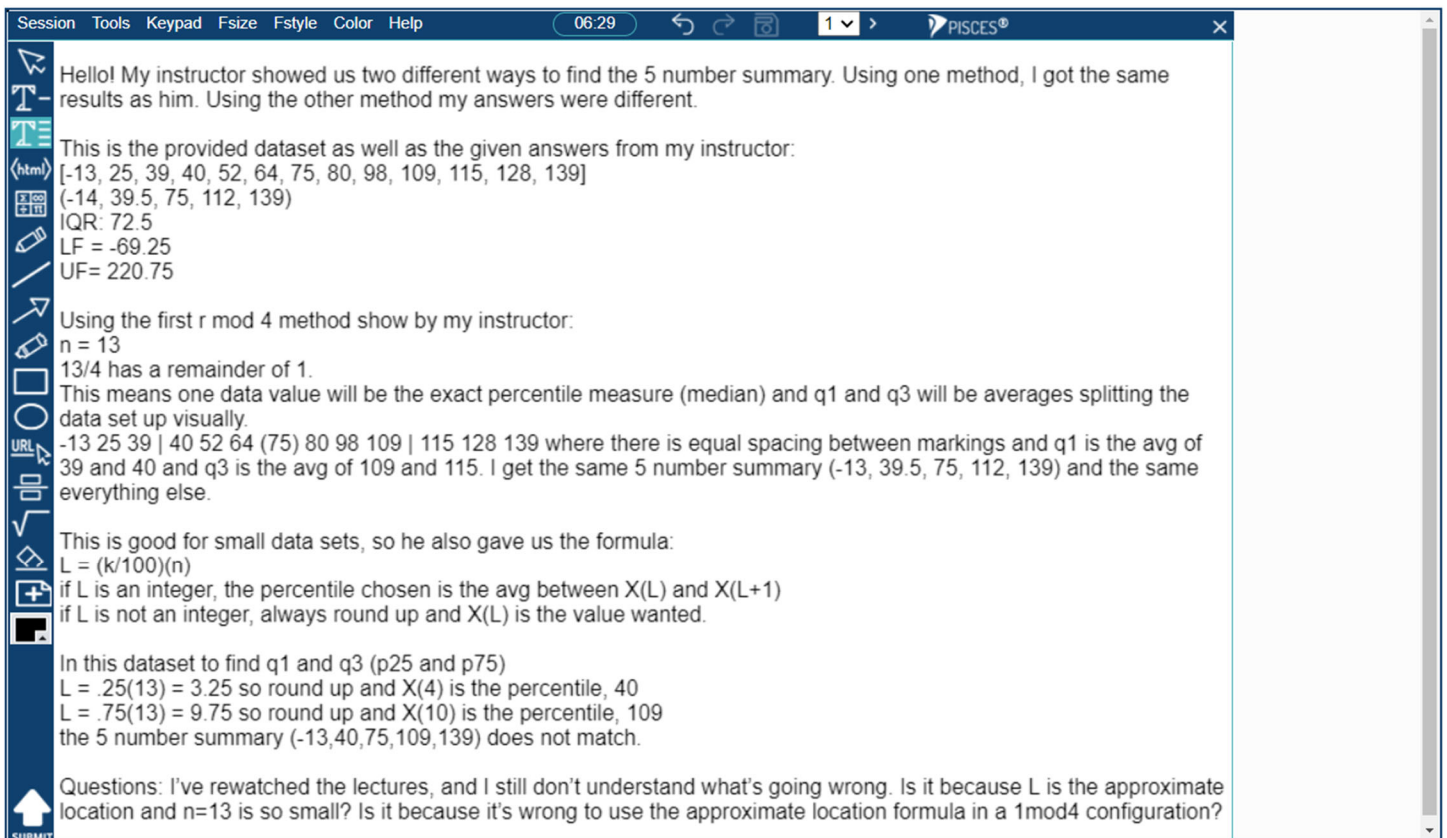
Choose A File

Previous    Drop Off Your Paper

**Drop off a Question** allows you to show your work and drop off a question for tutor feedback in two steps.  
Step 1: Give your question a title.



Step 2: Use the whiteboard tools to show your work and ask a question. Once you're finished, click **SUBMIT**.




Your **Subject Locker** stores all your NetTutor sessions. You can review your live and scheduled tutoring sessions, retrieve papers submitted for feedback, and gather responses to submitted questions all in one place.

View profile details, drop-in tutoring schedule, and support resources at the top of any group page.




Select the **NetTutor Writing Center** card from the student hub page to connect more directly to writing assistance.

 **Academic Support**


Hello, Joseph.

Welcome to the Student Hub! Choose one of the options below to access student services and academic support.




**NetTutor Tutoring Center**

Connect with a friendly tutor. Help is just a click away.



**NetTutor Writing Center**


Need help with your writing? Drop off a paper or join a live session to get feedback from a writing tutor.




**Customer Care**

Not sure how to use the system? Read how-to articles or connect with a support tech.

Choose from available tutoring resources in the Writing group or review tutor feedback in your Writing locker.


 **Welcome, Joseph!** Joseph Drop-In Tutoring Hours Customer Care

**Writing**




**Drop in and Meet with a Live Tutor**

Wait for your turn to meet with a live tutor.




**Schedule an Appointment**

Go to the scheduling system to schedule an appointment with a tutor.




**Drop off a Paper**

Upload your paper and get feedback from a **Writing** tutor.



**Drop off a Question**


Drop your question off here.



**Your Writing Locker**

Watch videos of your previous sessions, pick up your reviewed papers, and review feedback on your dropped-off questions.


Select the **Customer Care** card from the student hub page to find helpful knowledge base articles and to open support tickets.



## Academic Support


Hello, Joseph.

Welcome to the Student Hub! Choose one of the options below to access student services and academic support.




### NetTutor Tutoring Center

Connect with a friendly tutor. Help is just a click away.



### NetTutor Writing Center

Need help with your writing? Drop off a paper or join a live session to get feedback from a writing tutor.



### Customer Care

Not sure how to use the system? Read how-to articles or connect with a support tech.

View answers to frequently asked questions, search for knowledge base articles, and open support tickets from the NetTutor Service help center.

## Help Center

Help Center / NetTutor Service

### NetTutor Service


If you're new to NetTutor or looking for some information on how to use NetTutor, our knowledge base contains an extensive collection of articles, written especially to help answer common questions and solve common problems. You can search the knowledge base at any time by using the magnifying glass at the top of the page.

**Frequently Asked Questions:**

- How do I drop off a paper?
- How do I retrieve my reviewed paper?
- How do I drop off a question?
- How do I retrieve my question feedback?
- How do I view the drop-in tutoring schedule?
- How do I meet with a tutor for a live drop-in session?

If you're unable to find what you need or still require assistance, please submit an inquiry below.

**What can we help you with?**

 [Can't find the help you need?](#)