Online tutoring instructions for students

Important: Please be advised your online tutoring session will be recorded. The audio/video recording is only accessible to the tutoring program coordinator (Megan Penyack). After your session, a PDF of the work you and your tutor shared on the "white board" will be e-mailed to you and your tutor so you can review it and study from it in the future. **If you have any questions or concerns about using our online tutoring system, please contact Megan Penyack in advance of your session (mpenyack@salemstate.edu).**

Here is additional information about your online tutoring session for after you've scheduled your appointment on TutorTrac. <u>You may also find a video tutorial on using GoBoard on the peer tutoring website.</u>

1. **Google Chrome works best to access your GoBoard online tutoring session**; but it will also work with Firefox and Safari. **This system does not work well on a mobile phone, nor do we recommend you use one**.
    a. Need to download Chrome? Go here: https://www.google.com/chrome/browser/desktop/
    b. To use GoBoard with Firefox, try disabling Add-ons to make it work more smoothly:
        i. Open Firefox --> Click on "Help" in Menu Bar --> Click "Restart with Add-ons Disabled"
2. **Prior to your scheduled session:**
    a. Follow the link I emailed you (the one that is **salemstate.goboard.com/_____**) and select the "I'm a Student" box. Then, click on "Log in with TMS account". Click on "sign up for new account" if this is your first time using the service and create a profile by providing your **name** and **Salem State email address** in order to access your tutoring "room".
    b. Allow GoBoard to access your webcam and microphone. (You may need to turn off any pop-up blockers you have on your browser). If you are logging in for your tutoring appointment, you should see and/or hear your tutor or they will be there shortly.
    c. Maximize your screen to see as much of the board as possible.

3. **Using the board:**
    a. Right click to see the menu of tools.
    b. Click on the "More Tools" menu button to access graphs, symbols, and other useful tools.

4. **After your online tutoring session:**
    a. You will receive an e-mail with a PDF copy of the "board" you used with your tutor during your session.
    b. Please take this survey regarding your experience. Your feedback is very important to us. https://forms.gle/nUZW1f35zBmoYLjCA