



## RECOMMENDATIONS TO MAKE YOUR ONLINE EXPERIENCE MOST FRUITFUL

Just Like Being There! We want to do everything possible to be sure that our student clients get the most out of their experience. The following recommendations will help insure the student will experience successful tutoring sessions:

1. Pre-check your computer to be sure that everything is compatible and working;
2. The student **MUST** have a high speed internet connection such as DSL, cable connection or a high speed satellite connection - the faster - the better! Depending on the speed of the connection, it would be preferable if the student is the only one using the internet during the tutoring session. PLEASE NOTE: a dial-up connection will not be sufficient to run the software;
3. Just as if you were coming to our "brick and mortar" learning center, please be on-time for your session - our tutors may have other sessions scheduled the following hour and it is not fair to the other clients to disrupt their schedule;
4. **TO HAVE THE BEST EXPERIENCE** - you should have a webcam, and a set of headphones for your computer and an All-in-One Printer with a scanner built in - Pretty basic things in this day and age! These devices will allow you and the tutor to see and hear each other and for you to get any documents, worksheets or pages from books into an electronic version so you and the tutor can share them.
5. **PRIOR TO THE TUTORING SESSION** - please try to get any worksheets, pages from books or other documents into an electronic version so that they can be shared. (Similarly, the tutor will do the same for any materials or worksheets that they are bringing to the session.) It is best to scan only black and white documents, as color utilizes more bandwidth and significantly slows the scanning process. **If you have a colored document or there is considerable color on a page to be scanned, we have found that it is best to first Xerox the page to make it black and white and then proceed with the scanning process.** If you require help with this process, just call our toll-free number to request assistance;
6. Arrange to have your tutoring sessions in a quiet location which is free from interruptions and disturbances or other noises which may impact student and tutor focus - noisy and public locations such as coffee shops are strongly discouraged. Friends or siblings should not be present if your tutoring session is meant to be a One-to-One session. Also, please turn your mobile phone off;
7. Since you will be viewing each other with your webcams, dress as you would for school - please no inappropriate attire;
8. If you are not satisfied with the tutor or the experience, please call our Education Director at 1-866-943-5391 to discuss your issues - please remember - we are focused on student success and if the student is uncomfortable with any aspect of our process - we need to know - this is a student/tutor/parent collaboration!
9. Finally, enjoy your learning experience - it's cool, it's convenient and for those who care - it's green - there's no carbon footprint with online tutoring!

**TO CALL US – 1-866-943-5391**