



TutorBridge **TUTEE** Handbook

Free Online Tutoring via Webex

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Welcome to the TutorBridge tutoring program! The purpose of this tutoring handbook is to provide you with information to help you become an effective tutee and achieve the best results possible.

Tutoring Process

1. **Tutor-Tutee Matching:** We will match you with tutors via email, and the tutor should contact you to introduce themselves. Please communicate directly with the tutor and do NOT include our email address, so we don't get hundreds of emails. Once you decide on a tutoring day/time that works for you both, the tutor will schedule Webex Meetings with you. Note: We may assign everyone an ID # for our own identification purposes, so we can more easily manage hundreds of people.
2. **Date/Time/Absence:** Timing/hours can be flexible between you and the tutor. We suggest 1 hour a week, but some tutors are comfortable with more so just talk to your tutor. Please arrive on time to your tutoring sessions. If you will miss any tutoring sessions, please inform your tutor (at least 24 hours in advance if possible).
3. **Tutee responsiveness:** If you do not reply to the tutor's email, they may call you. If you do not respond via email or phone within 3 days, or you arrive more than 10 minutes late to multiple meetings, then the tutor will report it to us, and we will place you on the waiting list for tutoring, so we can re-match this tutor with tutees who can commit to attending tutoring on time at least once a week (timing is flexible depending on tutor's schedules). There are many tutees on the waiting list, and we would like to help as many of them as possible.
4. **Tutor responsiveness:** If the tutor doesn't respond within 3 days of the match or needs to leave the program, then fill out [this drop form](#). Please note that if there is a tutor/tutee drop, then it might not be possible to find you another match, depending on availability and preferences, but we'll try our best.
5. **Tutee leaving:** If you would like to leave the program, please fill out [this drop form](#).

Tutee Responsibilities

1. **Be on time** for tutoring sessions. Your tutor's time and efforts are valuable. Notify the tutor if you are absent or late.

2. **Complete your own work.** The tutor is a helper. They do not just give answers. They help the tutee understand the concepts and make progress toward a solution. The tutee must complete their own work.
3. **Respect everyone.** Be open, honest, and respectful of diversity, the tutor, and yourself. Be sensitive to personal and cultural differences. Do not impose your personal value system or lifestyle on others.
4. **Anger or harassment has no place in the tutoring environment.** Examples include: Physical contact or attacks for discriminatory reasons directed toward a student; intimidation through the threat of force or violence; verbal assaults based on ethnicity that demean the color, culture or history of a student, such behaviors may include name calling, racial or gender slurs, slang references, and jokes.

About Online Tutoring

1. **How to Join the Cisco Webex Meeting:** Tutors will send you the Webex Meeting invite. To join, just click the big green button. Although you can access it through a browser, we highly recommend the desktop apps, which you can download here: <https://www.webex.com/downloads.html/> (it's available for Windows and Mac, but for other types like Chromebook, you can only use the browser version). You can ask the tutor for help with Webex.
2. **Recording and Supervision:** To ensure safety for both tutors and tutees (and to confirm community service hours for tutors), all tutoring sessions are recorded (it can be audio only, so video camera is NOT required unless you want) and parents/guardians need to be present to supervise (they don't need to be in the video/audio, but need to be nearby just in case). This is because we are doing online tutoring, so we won't have teacher and student leader supervisors, and we won't be working in a public space.
3. **Tips for Online Tutoring:** With online tutoring, we suggest you use screensharing and whiteboard functions.
4. **Tutoring Topic:** The tutor can help you with things like homework, or other math problems you're having trouble with or want to learn in advance.
5. **Tutoring other subjects:** Ask your tutor. We're mainly just tutoring Math, Reading, CS (depending on the tutor), but if your tutor is comfortable with tutoring other subjects that you need help with (like English/Language Arts, Science, History, etc), then feel free to do so.
6. **Homework:** If you want, then you can ask your tutor to assign you homework problems online.
7. **Progress Reports:** Tutors will write short progress reports after each tutoring session via Google Docs and share it with you.

Using Webex

How to Download the Webex Desktop Apps

Although you can access Webex through a browser (Webex Meetings at <https://tutorbridge.webex.com>), we highly recommend the desktop app. You can download here: <https://www.webex.com/downloads.html/>. It's

available for Windows and Mac (for Chromebook, you can download Webex in Google Play; for other types, you can only use the browser version).

How to Share Screen

Once you're in the meeting, just click on the share button.

How to Whiteboard

Once you're in the meeting, just click on the share button and select New Whiteboard. On the whiteboard, you can draw, write, etc. Note: only available in the desktop app (not browser version).