

Schoolcraft Live Online Tutoring Guide for Students Using Online Tutoring



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Student Agreement

Before you can receive online tutoring from Schoolcraft College, you must read this sheet, and sign the bottom indicating that you understand your role and responsibilities. A hard copy of the signed form must be returned to the Learning Assistance Center in-person, via fax 734-462-4542) or via US mail to: Learning Assistance Center, Schoolcraft College, 18600 Haggerty Rd., Livonia, MI 48152. You must submit a new agreement for each semester that you wish to participate in the online tutoring program.

You will not be able to receive tutoring services until a signed agreement is received.

1. I have read and understand the Schoolcraft College Policy #3110 on Computer Use.
2. I have read and understand the terms of use / legal information on the eBLVD website at www.eblvd.com
3. I have received the student's manual related to online tutoring and will be held accountable for all information and processes in it.
4. I understand that I am responsible for initiating and paying for any calls necessary to the tutor during an online tutoring session. I understand that tutors cannot and will not be able to initiate phone contact with me.
5. No obscene or abusive language will be tolerated. If violated, the tutoring meeting will be immediately terminated.
6. Please be prepared with text, homework, and other materials to best utilize your tutor appointment.
7. Tutor appointments may be terminated if you fail to logon to your tutor appointment.
8. Tutoring is not available during all LAC hours of operation and the schedule will be subject to change without notice.
9. Schoolcraft College is not responsible or liable for any computer damage, viruses, or malfunctions on the computer you are using to connect to our online tutoring interface.
10. **DISCLAIMER OF WARRANTIES.**
You understand and agree that your use of this web site and any tutoring or other services or content provided (the "service") is made available and provided to you at your own risk. It is provided to you "as is" and we expressly disclaim all warranties of any kind, implied or express, including but not limited to the warranties of merchantability, fitness for a particular purpose, and non-infringement.

We make no warranty, implied or express, that any part of the service will be uninterrupted, error-free, virus-free, timely, secure, accurate, reliable, of any quality, nor that any content is safe in any manner for download. You understand and agree that neither Schoolcraft College nor any participant in the service provides professional advice of any kind and that use of such advice or any other information is solely at your own risk and without our liability of any kind.
11. **LIMITATION OF LIABILITY.**
You expressly understand and agree that Schoolcraft College shall not be liable for any direct, indirect, special, incidental, consequential or exemplary damages, including but not limited to, damages for loss of profits, goodwill, use, data or other intangible loss (even if we have been advised of the possibility of such damages), resulting from or arising out of (i) the use of or the inability to use the service, (ii) the cost to obtain substitute goods and/or services resulting from any transaction entered into on through the service, (iii) unauthorized access to or alteration of your data transmissions, (iv) statements or conduct of any third party on the service, or (v) any other matter relating to the service.
12. **INDEMNIFICATION**
You are responsible for the content of any transmission over this Service. You agree to indemnify and hold Schoolcraft College, its elected and appointed officials, employees, students and agents harmless for (1) all claims of loss or damage (including reasonable attorneys' fees) arising from the use of this Service (by you or anyone to whom you have permitted access to this Service) including claims for libel, slander, invasion of privacy or infringement of intellectual property rights or other proprietary rights (e.g., copyright) arising out of the content of any message or transmission carried by Schoolcraft College by this Service, (2) all claims of any defective product or any injury or damage to a person or property caused by any of the products sold or services provided or otherwise distributed through or in connection with this Service, (3) all claims arising from combining or connecting this Service with equipment or systems furnished by you or third parties, and (4) your violation of any applicable law.

Student's signature: _____

Date: _____

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Overview

We are happy to offer online tutoring assistance to you. Consult the schedule posted on the Schoolcraft College website for available subjects and times. Please review this document in its entirety before attempting an online tutoring session.

The online tutoring software that Schoolcraft College uses is provided by the Michigan Community College Virtual Learning Collaborative (MCCVLC). A tool called eBlvd is at the core of this system. The tool that allows you to communicate and interact live with your tutor from anywhere provided you both have computers and a working Internet connection. The tool also allows you take control of your tutor's PC. We will talk more about this later in this document.

The online tutoring environment also allows you to utilize these other means of communication:

- Telephone connection / phone number
- Microphone / Speakers on PC

Please note that these additional communication tools are not required, you can use online tutoring in a chat box format only if you do not have a these items available to you at the time of your session.

If you wish to use a telephone connection to talk to your tutor while in the online environment, it is your responsibility to initiate and pay for any necessary telephone calls. Tutors do not have access to a telephone with which to call you.

If you have additional questions about online tutoring that are not covered in this document, please contact the Learning Assistance Center.

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System Specifications

Before you begin online tutoring, you need to make sure that the PC you will be using has met specifications necessary to utilize the tutoring interface. The following is a list of what you will need in order to participate effectively in live online tutoring:

- Minimum requirement is a Pentium 166 MHz PC
 - We recommend that a student's PC be at least a Pentium 3 class PC (or better) running Windows 95, 98, ME, NT, 2000, or XP – preferably XP.
 - Tutors, should have at least a Pentium 3 class PC (or better) running Windows NT, 2000, or XP.
 - Please note the only Windows PCs are supported by eBLVD.
- If you're using Windows XP operating in a highly secure environment, such as one you may find on your college campus, you will have to follow slightly different instructions when connecting.¹
- A reliable Internet connection.
 - Students should have a 28K connection (or faster)
 - Tutors should use a high-speed connection.
 - Contact your Internet Service Provider to ensure that your firewall doesn't prevent access to the eBLVD site. For example, some corporate environments will limit external web access through their office.
- Optional: A microphone and speakers that plug into your computer's sound card or an available phone with which you may call your tutor. If you have none of these speech/auditory devices, you may use the text chat feature that is embedded in the system.

Browser

- Microsoft® Internet Explorer 5.x or higher or Netscape® Navigator 6.1 If you are using AOL to access the Internet you will need to minimize the browser and open a session of Internet Explorer.

Display / Monitor Resolution

- 800x600 pixel resolution or greater (1024x768 pixels recommended).

Viewing Saved Presentations

eBLVD supports the Windows® Media Player™ 6.4 and above, RealPlayer G2 and RealPlayer 7 or higher for viewing recordings or saved presentations.

¹ More information on the secured environment will be provided in this documentation.

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Desktop Control Interaction with Your Tutor

eBLVD provides you with a unique opportunity to interact with your tutor remotely. Part of this interaction can come in the form of desktop control. This means your tutor can share whatever is on his or her computer with you. You can essentially operate the tutor's PC as if you were sitting in front of it. You will be able to open applications, see the same webpage as your tutor, work on a collaborative Word document, etc. Video transmissions running on the tutor's computer however, will not transmit to yours.

The desktop control is a fabulous tool, but you cannot utilize it until your tutor actually relinquishes control of his/her PC to you. Desktop control will only be granted to you on an as needed basis and will be revoked at the tutor's discretion. Remember that you should only use the desktop control to access files and resources that are relevant to your tutoring session.

Once you are on eBLVD's site and have left the Schoolcraft College website, you must be aware that the College is not affiliated with any of the 3rd party links or companies that might be accessible from eBLVD's site.

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A Successful Tutoring Experience

We want you to have a successful tutoring experience. In order to be successful in the online tutoring program, you will need to be able to:

- Establish clear and consistent communication with your tutor
- Connect to the tutoring session
- Use the eBLVD interface to interact with your tutor

We will discuss each of these areas in this section.

Communication with Your Tutor

While you should communicate with your tutor as needed between tutoring sessions, please note that what we will discuss here are specific to you once you are connected to eBLVD

Your tutor will help you to establish communications (i.e., a method of sending and receiving messages) at the start of your session. This is very important because it will greatly affect the quality of your live online tutoring session.

You will work with your tutor to decide which of the communication method(s) below you will utilize within eBLVD:

- Text chat feature
- Microphone and / or speakers
- Telephone call (your tutor will provide you with a number that you can call)

Be sure to communicate to your tutor the method(s) work best for you.

- You may also wish email any assignment descriptions or additional information to your tutor ahead of time or during the tutoring session. You can use the tutoring email address provided by Schoolcraft College: laconlinetutor@schoolcraft.edu. Insert your tutor's name in the subject line of the email.

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Getting Started

Now that you have an understanding for what makes for a successful remote tutoring environment let's talk about actually getting connected and using the software. Remember that you must have a signed copy of the Student's Agreement on file in the Learning Assistance Center each semester before you can begin to be tutored. The agreement can be found on our website or at the beginning of this document.

Connecting

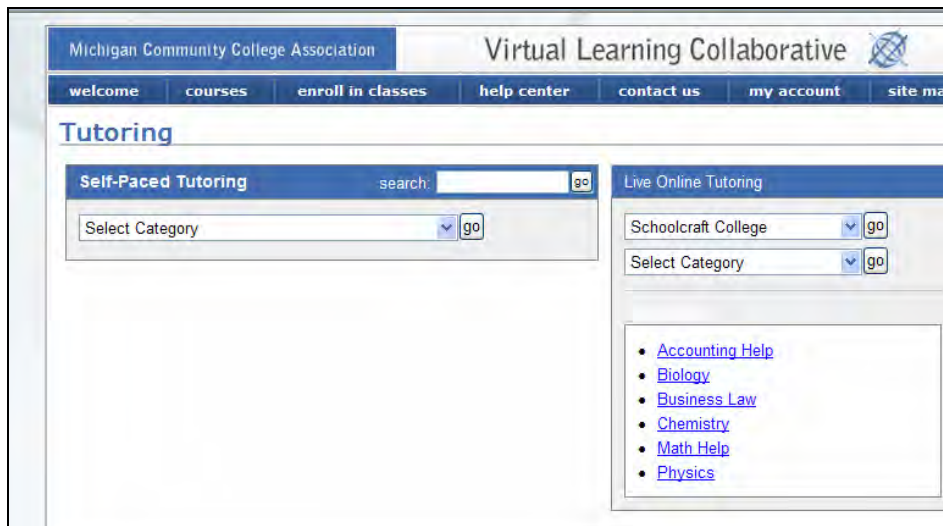
Please note that all tutoring sessions must be set up prior to the actual session by the tutor coordinator. To set up a tutoring session please contact the Learning Assistance Office.

In order to connect to the eBLVD software you must follow these steps:

1. Access the Schoolcraft College website at www.schoolcraft.edu
2. Navigate to the Learning Assistance Center home page at:
<http://www.schoolcraft.edu/lac/online.asp>
3. Read and agree to the policies and information discussed there.

Once you have clicked the 'I agree' button, you will be taken to a website associated with the Michigan Virtual Learning Collaborative. After a few clicks on this site, you will be take to the eBLVD site where your tutoring session will be held.

The system will display a list of resource (subject areas) as shown here:

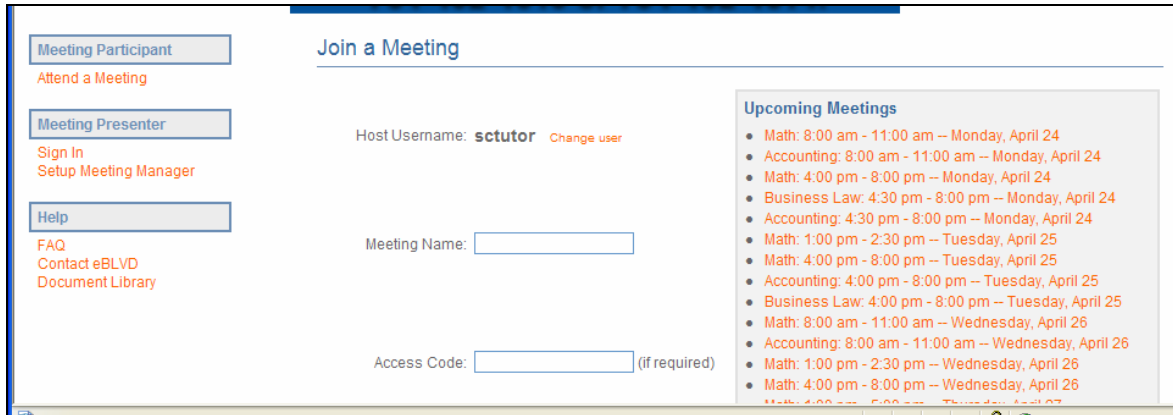


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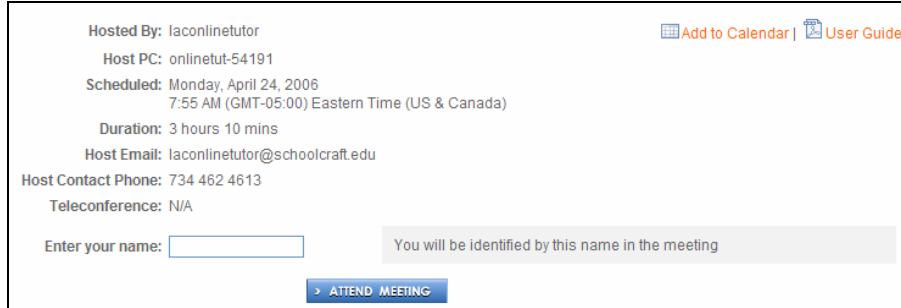
1. Click on the subject area in which you will be tutored.

A new webpage will display as shown here:

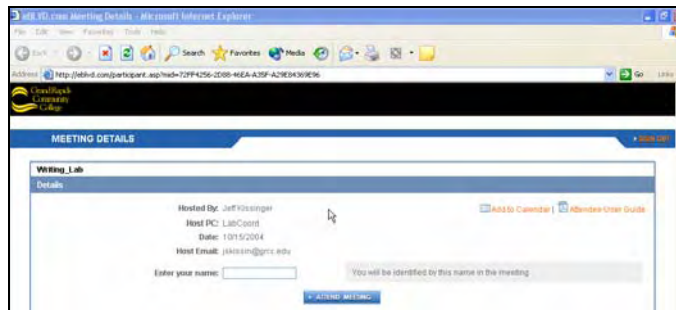


2. Choose the course/time from the upcoming meetings list.

The system will return a page like this one:



3. Type your name into the "Enter Your Name:" field



4. Click the "Attend Meeting" button.

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Performing this action prompts the eBLVD client (applet) download. This occurs automatically and will only take a few moments, depending on the speed of your Internet connection. There will be a momentary pause until your tutorial request is accepted. Please note in a secured environment, you must download the applet for each tutoring session.

Tutor Accepts You into Session

Once you are connected, your tutor will have to actually accept you into the session so that you can actually see your tutor's desktop and interact with your tutor using the eBLVD interface.

As part of this acceptance process, the tutor will see your name or your PC identification number on his or her screen. The tutor must click a button to add you into the tutoring session within 60 seconds of being prompted. If this does not happen, you will receive a notice that the tutor is unavailable to service you. You may wish to log out and attempt your log on again if this happens. Once you have tried to log on twice, and have not been accepted by a tutor, please call 734.462.4613 or 734.462.4614. We make every effort to ensure our tutors will be available at the time you have previously scheduled.

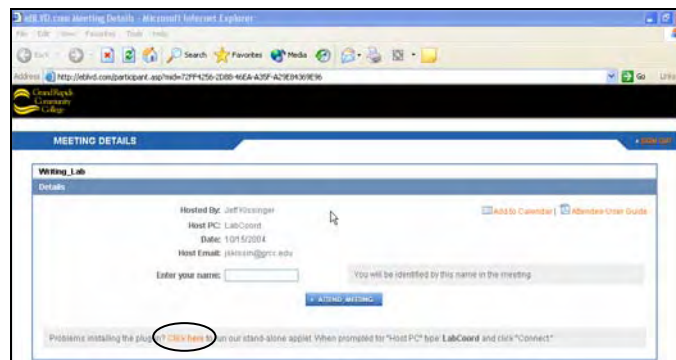
Please note once your tutor has accepted you into the session, you will not have control of his or her PC. Desktop control can be granted to you later as needed by your tutor.

You should now see the desktop that belongs to your tutor.

Unable to download eBLVD client?

If, during your connection attempt, you are unable to download the eBLVD client, which runs the tutoring software, you can click the link in shown below. It could be that you are operating in a secured environment and need to follow a few additional steps to ensure everything will function properly.

A secured environment will require that you download the eBLVD client each time you have a tutoring session.

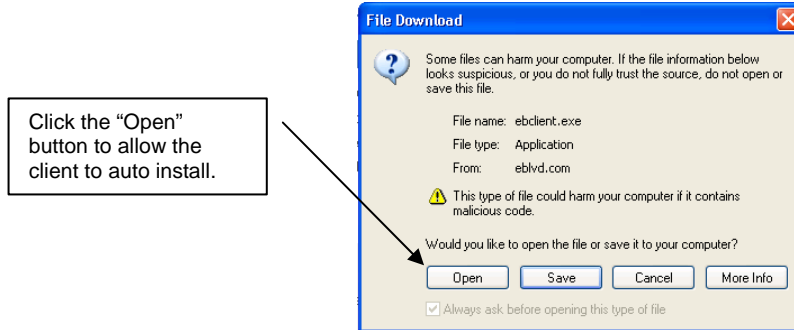


1. Click the link that is circled in the screen shot above.

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2. Make sure your browser and anti-virus protection software allows downloads.
3. Click the Attend Meeting button.
4. Select Open when prompted as shown below.



5. Enter the name of the Host PC.

The name of the Host PC is clearly indicated on the Meeting Details page where you attempted to log in.

6. Leave the Host Password blank.
7. Click connect.



Getting Started - Communication

As we have already discussed, once you are connected, you will need to decide which communication method(s) will work for you and your tutor. Your tutor may ask you the following questions in order to ensure you have connected properly to eBLVD, and to establish communication methods.

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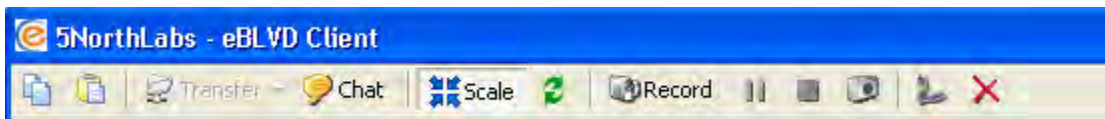


1. Do you see what is on my computer? Can you describe the screen and/or the action I just demonstrated?
2. Do you have a separate phone line? The tutor will provide you with a number to call if you wish to use phone conversations as a means of communicating.
 - a. Remember as the student, you are responsible for initiating and paying for the phone call.
3. Do you have a microphone and / or speakers?

Using the Interface

Now that you have actually joined the meeting, you should be ready to use the interface. The interface provides you with several tools that will aid in your tutoring efforts:

Here is a sample of the student toolbar:







Any of the functionality provided by grayed out buttons on the toolbar must be made available by your tutor before they can be used.

Toolbar Icon	Tool-Tip	Action
	Copy text, graphics, or files from tutor	Copies any text or files from your tutor's PC clipboard to the clipboard on your PC, and prompts you to save any files currently selected on your tutor's PC. We do not recommend this functionality. Transfer all files to and from your tutor via email.
	Copy files to the tutor's computer from your own.	Copies any text or files from your PC clipboard to the clipboard on your tutor's PC. This feature must be allowed by the tutor before you can use it. We do not recommend this functionality. Transfer all files to and from your tutor via email.
	Transfer	This allows you to actually transfer files from your tutor's PC onto your own PC. You can select the transfer icon, and then you must specify where the item should be placed on your machine. We do not recommend this functionality. Transfer all files to and from your tutor via email.
	Chat with tutor	Opens the eBLVD chat dialogue box. Note this is different from the meeting manager chat box.
	Scale desktop	Scales your tutor's desktop to fit within your eBLVD client window. This is useful if the desktop resolution your tutor's PC is higher than your desktop's resolution.
	Refresh desktop	Refreshes the eBLVD window. Functions the same way a refresh does on an internet page.
	Record	Initiate recording of audio. (Will not work with telephone calls – only speaker/microphone audio will be captured.) This must be allowed by the tutor before you can use it.
	Pause	Pauses recording function.

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	Stop	Stops the recording function.
	Save screen shot	Saves a screen shot of the eBLVD client window, prompting you to name the resulting bitmap.
	Low speed connection	Low Connection Speed. If you're connecting with a low speed, you will want to click this button.
	End session	Closes the eBLVD client window, and ends your tutorial session. Your tutor will disconnect you at the end of each session.

Ending Your Tutoring Session

At the conclusion of each tutoring session, please remember to do the following:

- Make sure that you have any updated files that you may have worked on with your tutor. For instance, if you worked to update your paper online, make sure you receive a copy of the updated paper. Your tutor may need to email it to you when the session is completed.
 - When saving files be sure to name it something other than what you originally named it, so when you receive it, the original is not overwritten.
- Be sure your tutor has disconnected you from e-BLVD.
- Close your browser.
- Remember to check the online tutoring schedule on www.schoolcraft.edu for available subjects and tutoring times coming up that might suit your needs.