

Spring/Summer 2020

ASC Virtual Tutoring Centre

Spring/Summer 2020 Virtual Tutoring FAQs

Q1. What is virtual tutoring?

A1. Offered by the Academic Success Centre in partnership with the Raymond Chang School of Continuing Education, virtual tutoring utilizes the Zoom online platform to provide pre-registered group tutoring. Students will experience exceptional tutoring services offered by upper-year students and will be able to interact and engage with their peers. This service is available to all TRSM students and Ryerson students who are enrolled in the supported courses.

Q2: Are there different policies or expectations now that tutoring is online?

A2: Yes. Participants in virtual tutoring are expected to familiarize themselves with the following resources about conduct while participating in virtual tutoring. There are new policies on the [Tutoring page of the ASC website](#). We have also posted a [Netiquette tip sheet](#) to help you acclimate to the shift to online learning and learning support resources. The Centre for Excellence in Learning and Teaching have also created a [Continuity of Learning guide](#). The section “How to join an online meeting or lecture” has a section about online class conduct.

Q3. What courses are being supported in the Spring and Summer 2020 terms?

A3. For the Spring/Summer 2020, supported courses include: CACC100, CACC406, CFIN300, CFIN401, CQMS110, CQMS210.

Q4. How can I register for tutoring?

A4. Students can register for tutoring on the [Virtual Tutoring Eventbrite page](#). The page lists all the upcoming tutoring schedules for each class. To ensure that students have access to tutoring when they need it, pre-registration will be released on a week-by-week basis on Wednesdays.

Q5. How do I participate in virtual tutoring? Do I need to sign in or download an app?

A5. The Tutoring Centre will be utilizing Zoom’s online platform for our tutoring session. Students will need to sign in on the [Ryerson Zoom domain](#) and it is recommended to download the app for the best functionality. Students can also access virtual tutoring through Zoom using a web browser or their smartphone. Please check out the [Ryerson Zoom Digital Media Projects website](#) on how to create and sign into Zoom using your Ryerson account. Students can also access [Zoom Video Conferencing Information for Students](#) on the ASC tutoring page under the “Other Tutoring Resources” tab.

Q6. How can I contact the Tutoring Centre if I have questions or problems with registration?

A6. You can email tutoring.trsm@ryerson.ca for any questions and inquiries about the ASC's virtual tutoring services. You can also contact the Virtual Tutoring Front Desk via GChat or GHangout.

Q7. Are there any additional tutoring resources?

A7. There are various learning resources on the Academic Success Centre's website, specifically on the [Learning Resources](#) page. You can find tip sheets and video resources for many management courses under the "Course-Specific Tip Sheets" section. Stay tuned for more videos to come over the Spring/Summer 2020 terms on the [RU Connected YouTube Channel!](#)

Q8: How can I make the most of my tutoring experience?

A8: It is helpful to think about your learning in stages.

Before the tutoring session, take some time to prepare yourself. On the day before, think about what specific questions you have about course content and what topics you'd like to see covered by the tutor and then submit these to the tutor using the [Tutoring Questionnaire](#). Submitting the Tutoring Questionnaire is an important step because it gives you the opportunity to reflect on your learning needs and provide the Tutor a better understanding of what to facilitate during the sessions, both of which will enhance your tutoring experience. It's also a good idea to work on these problems to see where you need the most support. About 30 minutes before the session, collect your course materials, make sure your tech is working, and remind yourself of the questions you submitted to the tutor.

During the session, remember to stay engaged by asking questions, taking notes, and practicing along with the tutor. Remember to reduce distractions like the internet, smartphones, and roommates or family members.

After the session is over, take some time to summarize what you learned. This will help solidify your learning. Make a list of next steps so that when you go back to the content, you can pick up right where you left off.

Some additional resources may also be beneficial. 1) Remember that your professor and/or TA are invaluable resources for your learning. 2) The [Learning Resources page](#) on the ASC website has course-specific tip sheets and videos. 3) The TRSM webpage also has a handy list of [learning FAQs](#) to help you keep up motivation, minimize distractions, tips for succeeding in business courses, and keeping yourself whole and balanced during physical/social distancing.