

NetTutor[®]

Connect. Engage. Learn.

“We believe that NetTutor is committed to supporting Delgado students in the learning process! They are our partner - helping us reach students who are unable to receive the assistance they need in person or on campus.”

Melissa LaCour, Dean
Distance Learning & Instructional
Technology
Department of Distance Learning

An LSI Case Study

Delgado Community College

*Promoting Student Success
across the Community
College Campus with
NetTutor[®]*

Client: Delgado Community College

Challenge: Reinforcing the learning process with online support at a rapidly expanding community college. Delgado Community College (DCC) serves the population of New Orleans, providing two-year courses of study and a variety of online and campus resources to its students. DCC is engaged in a constant struggle to provide support to meet the needs of incoming students, whether they are fresh from high school or returning from the workforce. Delgado is a school undergoing a boom in growth as New Orleans rebounds from the trials of the past few years. The learners it recruits are likely to need a way to refresh themselves on learning essentials, particularly in math and writing, in order to successfully complete their programs, attain vocational goals, or go on to four-year institutions. What they learn in class needs reinforcement through tutoring, both on-campus and online.

Central to the DCC mission are courses in the core requirement areas, including accounting, biology, English, mathematics, physics, and psychology.

Solution: DCC has elected to partner with Link-Systems International (LSI) to provide free, online tutoring services in all subjects via NetTutor®. The Distance Learning Department, working with the Delgado faculty, found that NetTutor offered the following unique combination of benefits as an online tutoring provider:

- A full-time staff of qualified, professional tutors available 24/7: each tutor holds a degree in the field of specialization, each tutor receives tutor-training year-round, and each tutor is sensitive to the individual learning styles of students.
- A tutoring management that works with each educational institution it serves: DCC and NetTutor fashioned tutoring guidelines flexible enough to reach every learner but adapted to the syllabi of individual Delgado courses.

- Reliable technology and hosted at a central location in the US: all tutoring is conducted at the LSI headquarters in Tampa, Florida.
- Research-proven results: studies show that the NetTutor interface is the best way to discuss learning issues on the Web and that the use of NetTutor promotes learner persistence and achievement.

DCC knew that its students needed support; LSI worked with the campus to provide easy access to the best online tutoring available.

Result: Students at DCC can log into NetTutor through the campus Blackboard connection and, at a single mouse-click, reach trained and knowledgeable tutors who know the courses they are taking and will guide them through the challenges they face. First integrated on a course-by-course basis, DCC has now adopted the service across the campus, so that any student taking any subject can obtain help in every subject available. DCC is able to provide a campus-oriented service and ensure that its learners get the help they need, when they need it.

Testimonials: “We believe that NetTutor is committed to supporting Delgado students in the learning process! They are our partner—helping us reach students who are unable to receive the assistance they need in person or on campus. The LSI team is flexible and understanding and the NetTutor tutors are friendly and knowledgeable. It also helps that I can rely on the NetTutor technical staff to keep the service running smoothly. We are using this service as another tool to promote students success!”

– **Melissa LaCour, Dean, Department of Distance Learning.**

