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Joan Oakes
Student Services Specialist
OSU Extended Campus

An LSI Case Study

Oregon State University Extended Campus

*Using the NetTutor[®] Online
Tutorial Service to Promote
Student Success on the
Virtual Campus*

Client: Oregon State University Extended Campus (OSU Ecampus)

Challenge: To offer online, round-the-clock tutorial support for the extended (i.e., online) campus of a major western university with reliable reporting of student participation and an expert level of assistance in all subjects. The OSU Ecampus is associated with the traditional brick-and-mortar campus of OSU, located in Corvallis, Oregon. Its students, however, are located across a wider region and attend online courses, either as part of a traditional curriculum or as a wholly online degree program.

Like the larger campus, OSU Ecampus is known for offering extensive courses in the fields of life sciences. It is essential to provide a variety of online and campus resources to these students, and it is particularly necessary to secure on-demand access to tutors for a student population wherever they may be – at any time of day or night.

Core needs are for natural science, liberal arts, accounting, and mathematics tutoring.

Solution: OSU Ecampus chose the Link-Systems International (LSI) NetTutor® Online Tutoring Service as its provider for Ecampus tutorial support. NetTutor offered to the Ecampus:

- Mathematics from basic math to calculus and beyond
- English, writing, and specialized composition subjects
- A wide variety of horticulture, biology, ecology, and marine science subjects
- Various world languages, for which NetTutor provides audio support
- Specific tutoring guidelines govern tutor interaction with the students to ensure that out-of-class support is in line with course learning goals.

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A true pioneer in distance learning, LSI has the expertise to guarantee reliable technical support and on-time usage reports. NetTutor charges no set-up fees or additional “processing” fees and allows 100% of tutoring hours to roll-over from one quarter to the next.

All of the tutors employed by NetTutor are degreed professionals and work in the LSI headquarters in Tampa, Florida. The OSU Ecampus was confident that, at NetTutor, the tutors would understand what their students’ needs are and be able to guide them towards their learning goals.

Result: Collaborating with NetTutor and LSI to allow exclusive access to OSU Ecampus enrollees, OSU Ecampus offers 15 hours of paper review, one-on-one tutoring, or other tutoring assistance free of charge to each student each semester. Students log into NetTutor through the campus Blackboard® connection. From there, they can reach the tutors in their subject areas with a single mouse-click.

In this way, the Ecampus provides tutoring assistance tailored to the needs of its students. The students make lively use of the service: OSU Ecampus students submit papers for review to the NetTutor writing experts –including graduate students with theses; science students log in to understand new processes and ideas; math students get help 24/7. In fact, students have access to tutoring in all subjects. For instance, a student enrolled in an economics course can also brush up on algebra with a math tutor.

NetTutor student usage statistics are delivered quarterly. These show how the OSU Ecampus works constantly to enhance its students’ learning experience.

Testimonial: “The on-going relationship with the NetTutor service and LSI has proven to be of great value to the OSU Ecampus. This way, we always have a resource available for students. NetTutor has provided us with learning support, timely reporting, and a rewarding professional business relationship with a reliable provider.”—**Joan Oakes, Student Services Specialist, OSU Extended Campus**

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