

Online Tutoring Student Manual

Embracing Palm Beach State College's mission of providing a high quality, accessible and affordable education to students, the Student Learning Center (SLC) has developed an online tutoring program to better serve the needs of its students. The program uses a web-based company, called *AskOnline*, to connect students to the Math Lab and English Lab tutors via the Internet.

Why Use Online Tutoring?

- To accommodate different learning styles
- To offer accessible and timely tutoring services
- To assist distance learning students
- To better serve nontraditional students

AskOnline Description

AskOnline provides two communication tools: Ask and Chat. Ask is an asynchronous platform that allows students to privately communicate with a tutor and upload documents. Chat is a synchronous platform that allows several students to communicate with a tutor during a scheduled time.

Register for an Account Today!

You must register for an account before using this **FREE** service. Before proceeding, make sure you have activated your Palm Beach State email account in order to receive the confirmation email from AskOnline.

How to Register

1. Click on this link: www.palmbeachstate.askonline.net
2. Click on Register
3. Fill in required information and click the  button
4. A confirmation email will be sent to your Palm Beach State email account
5. Once you open your email, click on the link given or copy and paste it into your browser's URL field.

AskOnline Assistance

If at any time you run into any difficulties, have trouble accessing your account or have a question relating to the program, feel free to contact Yoshua Carhuamaca at carhuamy@palmbeachstate.edu or (561) 868-3212.

Math “Ask” Posting Scenarios:

#1 Student Action: Student posts including a textbook page and the problem number.

Tutor Action: We help!

#2 Student Action: Student posts a general math concept question.

Tutor Action: We help!

#3 Student Action: Student posts a problem not found in a textbook.

Tutor Action: We help the student with a similar problem from the textbook (just like we do in the Math Lab).

English “Ask” Posting Scenarios:

#1 Student Action: Student posts a grammar related question.

Tutor Action: We help!

#2 Student Action: Student posts a question about starting/planning a writing assignment.

Tutor Action: We help!

#3 Student Action: Student uploads a draft of a writing assignment and asks specific questions about the assignment.

Tutor Action: We help!

* When submitting questions about writing assignments, remember to include the name of your class, the name of your instructor, a detailed description of the assignment, and any specific questions or concerns about the assignment.

