

Virtual Tutoring FAQs

Q1. What is virtual tutoring?

A1. Offered by the Academic Success Centre, 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/Summer 2022 term?

A3. For the Spring/Summer 2022 term, supported courses include: CACC 100, CACC 406, CFIN 300, CFIN 401, CQMS 110, and CQMS 210. Additional Math Support is available through [Student Life & Learning Support](#).

Q4. How can I register for tutoring?

A4. Students can register for tutoring through the [online booking tool](#). The page lists pre-registration for each session two weeks in advance to ensure that students have access to tutoring when they need it. For a full schedule, visit the [Tutoring page of the ASC website](#).

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 desktop 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 in to 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. There are multiple ways you can contact the Tutoring Centre: 1) email: tutoring.trsm@ryerson.ca, 2) Google Chat or Google Meet (available through my.ryerson apps), and 3) entering the the [Virtual Tutoring Centre Zoom](#) room to ask your

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question to a tutoring staff member during regular business hours, Tuesdays 11 a.m. to 2 p.m. and 3 p.m. to 6 p.m., Wednesdays 12 p.m. to 2 p.m. and 3 p.m. to 5 p.m., and Thursdays 12 p.m. to 2 p.m. and 3 p.m. to 6 p.m.

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 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.

1. Before the tutoring session, take some time to prepare yourself and 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 when booking your session. 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.
Remember that tutoring sessions begin at 10 minutes past the hour.
2. During the session, stay engaged by asking questions, taking notes, and practicing along with the tutor. Please reduce distractions like the internet, smartphones, and roommates or family members. To encourage engagement and accountability, we recommend that you attend the session with video on.
3. 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. Please also fill in the [Virtual Tutoring Feedback](#) form to let us know how we are doing and to make suggestions for improving our tutoring programming.
4. Remember your resources. 1) 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 web page 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 continued physical/social distancing.