

# Raise My Marks Student and Tutor Technology Handbook

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## Introduction

This document is to hopefully help students and tutors understand how we conduct an online tutoring/instruction session so that there is a collaborative experience that is rewarding for all. We'll outline why we have chosen the tools we have chosen, how to use them and the procedure to obtain maximum value out of your online tutoring experience.

## Personal Contact information

We need contact information for the student so that during a session, if for whatever reason, the internet connection ceases or the platforms we are using fail, there is a back up and way to get in touch. This is why we require a contact number for these emergencies. An email at which to reach the student is required for when we send an invitation link to an online conferencing, in our case we use Zoom.

Email:

phone:

Should there be a connection issue from the student end, they are to contact our office manager, Mike, at 613-294-3573 so that he can coordinate between the student and the tutor.

## Shared google drive

We create a shared Google Drive for each student, and accessible only to the student and our tutor. We use this for two purposes. First, we save all of the whiteboards to that folder so that Valerie can refer back to them when she is studying for her tests. Second, we ask the students to take a quick picture of any ongoing work exercises from their teacher, or past test questions that they want to review, and upload it into that folder the day before their session. This way the tutor can have them posted to the whiteboard before the session begins so that the session can be focused on learning and not on such preparation details.

A link to the shared drive is sent to the student in their invitation email to their first online session and we suggest you bookmark this link. This folder is yours. Your tutor will also upload material for you such as copies of each whiteboard session, or any other material that they feel will be helpful for you such as exercises, examples, or other study material.

When uploading files, please ensure you do so in JPG or PDF form. If you have an Apple device that takes pictures in HEIC format, please convert them to JPG using an online converter such as: <https://heictojpg.com/>

## Zoom

What is zoom? I'm sure by now if you haven't used zoom personally, you have certainly heard about it. Zoom is an online audio/video conferencing tool. We use it primarily for the audio. The video conference is not necessary should you not wish to use it, but it's nice to put a face to the voice.

Zoom provides the vocal communication between you and your tutor, however the bulk of your screen will normally be in the whiteboard. The start of the session begins on Zoom, the tutor provides the link to the whiteboard through the Zoom Chat, and the actual math work is done there.

There may also be times when the zoom platform is used for either the student or tutor to share their screen with each other. For example, the student may wish to show the tutor something on a website that their teacher has given the student access to, but that the tutor cannot access.

Finally, it is also possible to share documents through the zoom chat if for whatever reason the shared drive is not available.

## Online whiteboard

The online whiteboard platform that we have chosen to work with is [awwapp.com](http://awwapp.com) Why have we chosen this platform over others? There are many online whiteboard platforms out there. We have done a review of a number of them [in our blog](#). We chose this one because it isn't too complicated, so has a

fast learning curve, has proven to be very stable, and includes features such as easy uploading documents such as images, powerpoint slides, pdfs. It also allows for the exporting of the completed whiteboard content as either an image or pdf.

While awwapp.com doesn't have a built in audio or visual we found that the platforms that had everything built into one were not as robust. Sometimes more is not better. Awwapp.com does online whiteboard well and that's what we really need for math, a way to allow all participants to be able to write. You, the student, DO NOT require a subscription to awwapp.com as we already have our licences in order. The tutor will provide a link to the awwapp online whiteboard that you will be using during your session right after the zoom conference begins.

## Stylus

The main advantage to the whiteboard is that it allows you and us to write the various math symbols easily using natural writing movements rather than trying to figure out how to type them. We do, however, realize that for many people writing with a mouse feels clumsy at first. For that reason we suggest that you consider investing in a graphics stylus to make it feel more like writing with a pen and paper. There are many really expensive styluses on the market for use by graphics designers, but also many very affordable options.

If you have a touch-screen especially, there is a huge selection out there such as the [Wacom Bamboo Stylus](#):

If you do not have a touchscreen then there are equally good options like the following:

### [Huion H420 Drawing Tablet](#)



### [Wacom Intuis](#)



## File format for documents for online whiteboard

There are many file formats out there. The following are the formats that the awwapp.com online whiteboard uses:

Jpg

Png

Ppt

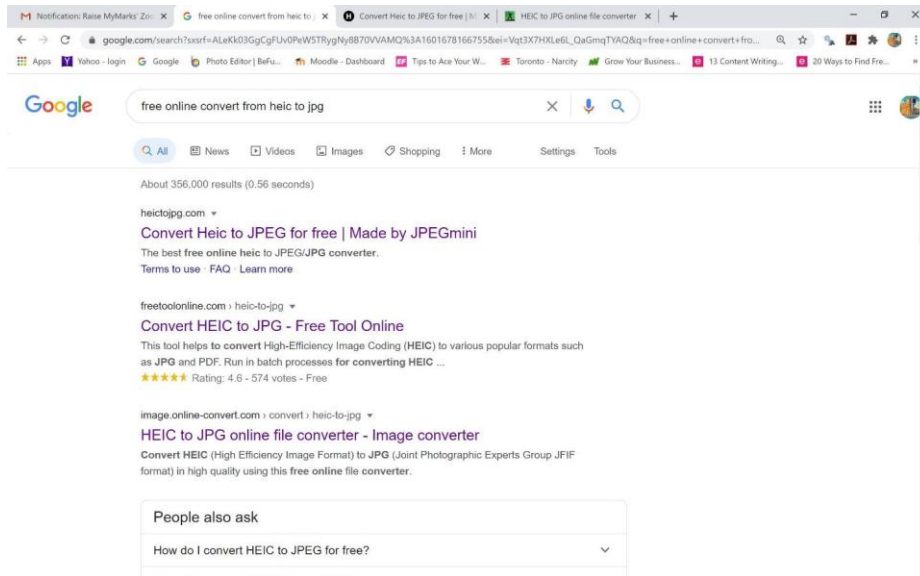
Doc

Pdf

We prefer that the student upload material to work on in one of these formats. It will cut down on the time the tutor has to prepare, which is only 5-15 minutes per session. Any more than that, it is unfortunately an addition fee. We will explain what kind of preparation our tutors do within these 5-15 minutes.

## Converters

If for whatever reason the document that you have with your math problems is not in one of the above formats, what do you do? There are many free online converters out there. Usually students will have images that they haven't taken of their homework or exercises with their phone. Most of the time it is either a jpg, jpeg, or png. However, there have been times when the image format is not supported by awwapp.com. heic is an example of such a file format. In this case, these image files will have to be converted before they can be uploaded to the awwapp.com whiteboard. If you tutor has to do this, this is an extra processing step and part of their preparation time. Again, we don't want our tutors to do anymore preparation than 5-15 minutes. So, we suggest that the student do this step. It may seem boring and a waste of time, but it doesn't hurt to learn new technologies and ways to do things. We'll outline how to look for a free online converter and how to go about converting files into the correct format. We will do this with the example of converting an heic file to a jpg file.



## Preparation guidelines for a tutoring session

### Student preparation

The student will have to do a bit of preparing for each session. The most important being deciding what material they want to work on and then uploading some digital documents for the tutor to use and prepare from. We ask the student be realistic in their expectations from the one hour of online tutoring. If you come in with a week's worth of class notes and a dozen exercises to work on, there is a chance you may not get through everything just due to the limited time. So do narrow down what you would like to work on to those problems and material you're really stumped by. The documents that you share with the tutor, please have uploaded and sent to us the night before your session.

We'll outline how to share material with the tutor.

Upload material into shared drive the night before your session.

Send us a quick note letting us know you have uploaded some material. [info@raisemymarks.com](mailto:info@raisemymarks.com)

Subject: <<Student name>> have uploaded material for my session on <<Date and time>>

I have uploaded material for my session on <<Date and time>>. Thanks.

### First Session

Going into your first session, you will first meet your tutor on Zoom. You may wish to turn your video on for this portion so that you can see each and get a bit of a sense of each other. After a quick greeting and discussion of where you feel you most need help and your expectations, the actual session will begin. First, the tutor will give you the link to your whiteboard through the Zoom Chat, and you will both then go to use that whiteboard app – minimizing Zoom so that you can still hear each other.

At this point the tutor will give you a brief tour of AwwApp, post up the first of the materials that you had asked to go through to the Whitboard, and actual tutoring will get underway.

You must expect that most of the writing will be done by you. The tutor is not your teacher showing you how to do things, this is where you try to do the work and the tutor help guide you through it – asking questions and giving feedback as you work through it. Math, like everything in life, gets better with practice – not just watching someone else do it.

Our goal is to get you through your material with you being able to do the work yourself so that you are absolutely prepared when your next test arrives because you have seen it and done it already, and you have come to understand it. This can only happen with practice.

When getting towards the end of the first session, the tutor will give you warning that the session is winding down, and leave a few minutes at the end to get your feedback on the session and to answer any questions that you might have.

After that, most sessions will follow the same general pattern, except of course that you won't need to introduce yourselves or go through the familiarization with AwwApp.

### Technology issues

Should there be a connection issue from the student end, they are to contact our office manager, Mike, at 613-294-3573 so that he can coordinate between the student and the tutor.