

Getting Started with NetTutor

A Guide for RRCC Students

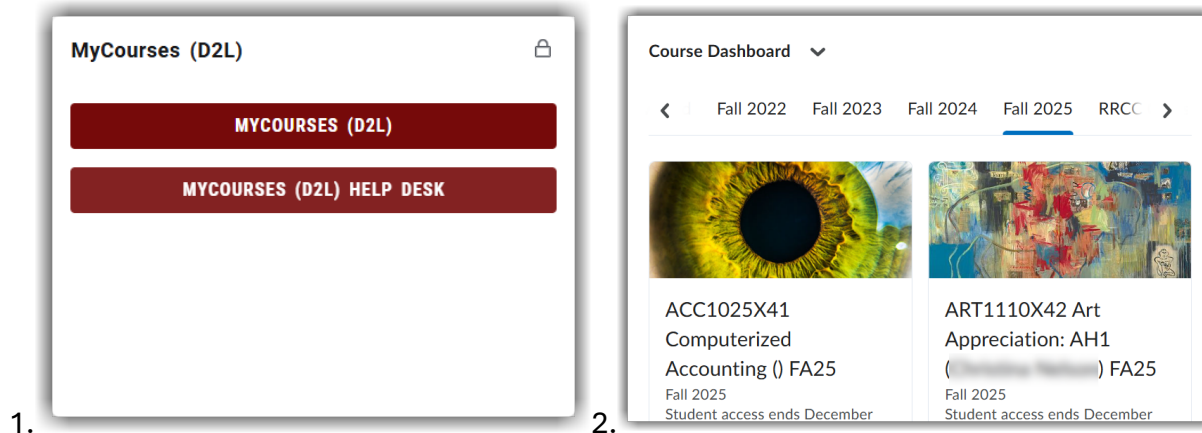


Overview

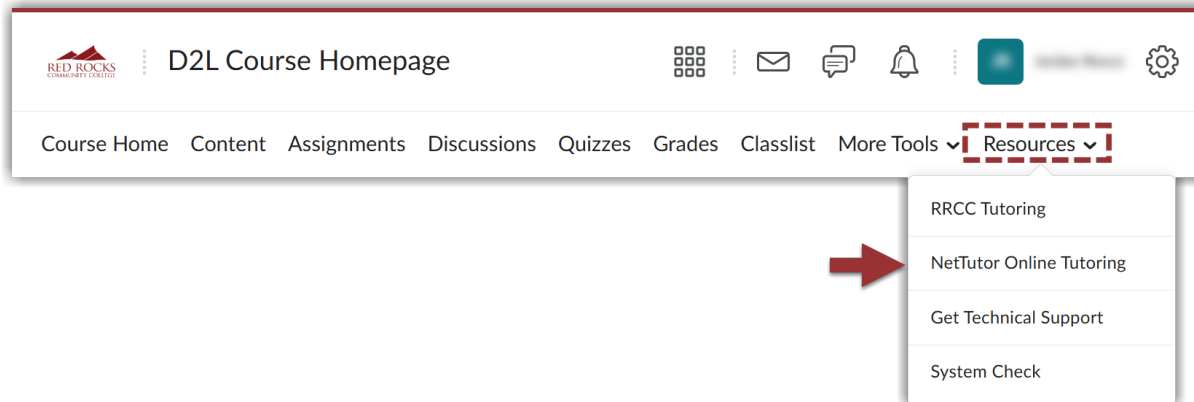
RRCC offers 24/7 online tutoring, through **NetTutor**. Students can work with a live tutor and receive help with homework assignments and other coursework, in a variety of academic subjects. This service allows students to meet with a qualified tutor using audio/video conferencing, text chat, screen sharing, document upload, and a shared whiteboard space. Students can also review recordings of their sessions, afterwards, to assist with their learning process.

Access NetTutor on D2L

NetTutor must be accessed through a course in the learning management system - D2L. To do this, Sign-in to your account on [The Rock](#) student portal, and navigate to the card titled **MyCourses (D2L)**. Select the MyCourses (D2L) button to open D2L in a new tab. Visit a course home by selecting thumbnails in the **Course Dashboard** widget.

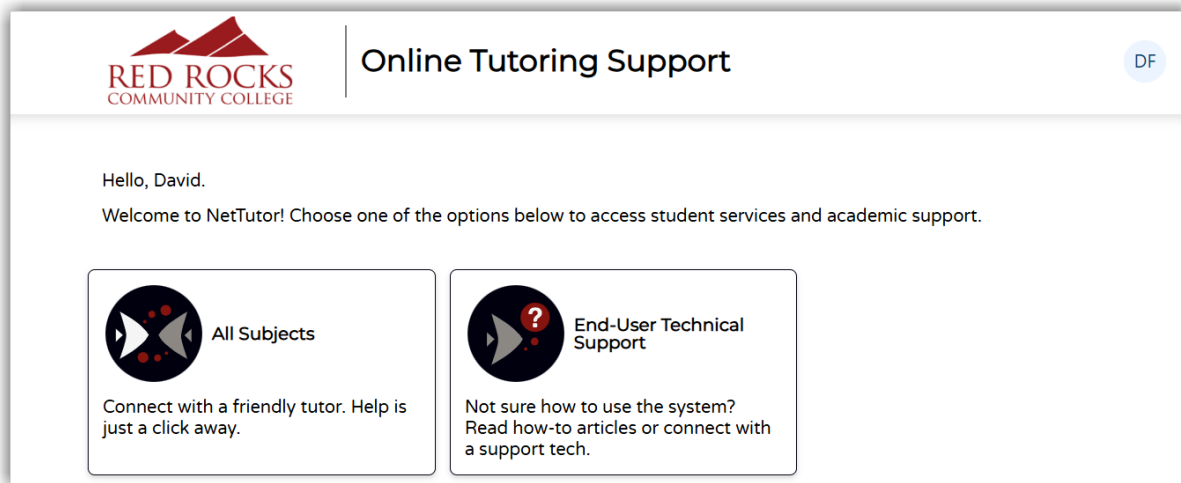


Visit the **Resources** menu on the D2L course homepage navbar to access **NetTutor Online Tutoring**.

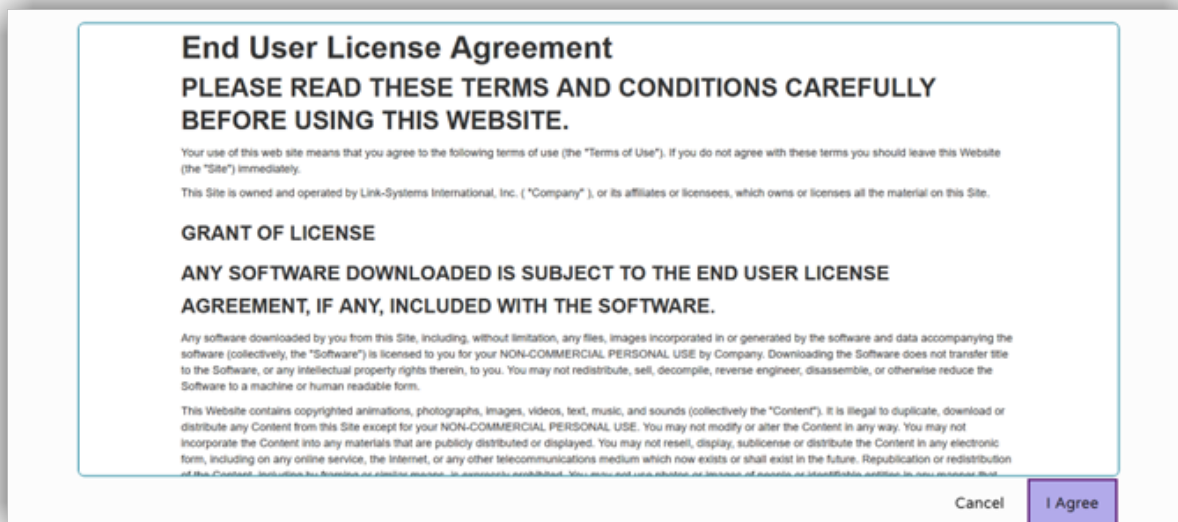


Launch NetTutor

Click on the **NetTutor Online Tutoring** link embedded in D2L to launch NetTutor in a new window. You may be automatically signed in; no need to create a separate NetTutor account. Select from the tile-options including **All Subjects** and **End-User Technical Support**.



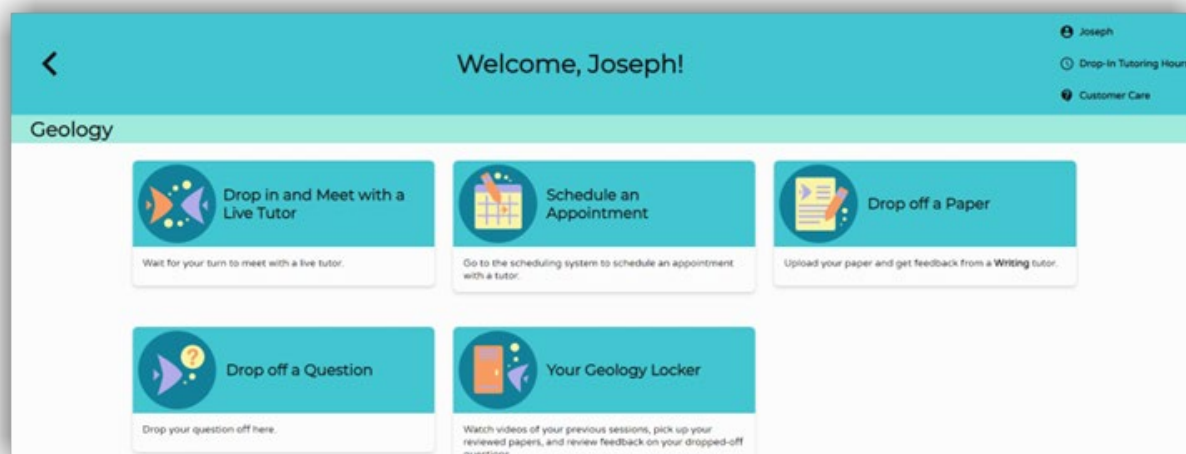
Review the **End User License Agreement**, and select **I Agree** to proceed.



Browse the available tutoring subjects and choose a subject area that you need help with.

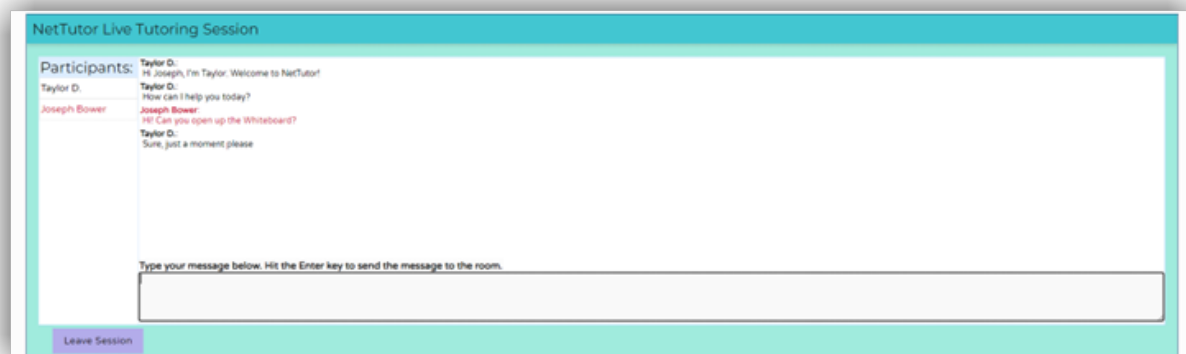


Choose between **Live Tutor** tile-options (drop in or scheduled), as well as other services such as **Drop off a Paper** and **Drop off a Question**.

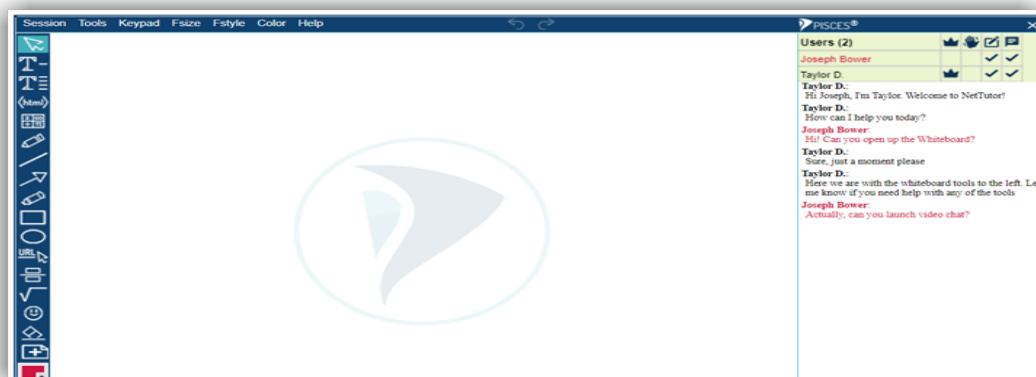


Live Tutoring

Meet with a **Live Tutor** in real time by entering the queue for the next available, or by making an appointment. Please note that Net Tutor sessions default to text chat as the default communication method for accessibility and ease. If you prefer to see/speak with your tutor and have functional speakers, microphone, and webcam, please ask the tutor to activate the audio/video features of your choice. You may also share your screen with the tutor if you like. Students and tutors can also share figures, images, and documents using the whiteboard drawing canvas.



Session tools are available, including an interactive whiteboard with text, drawing and graphing tools.



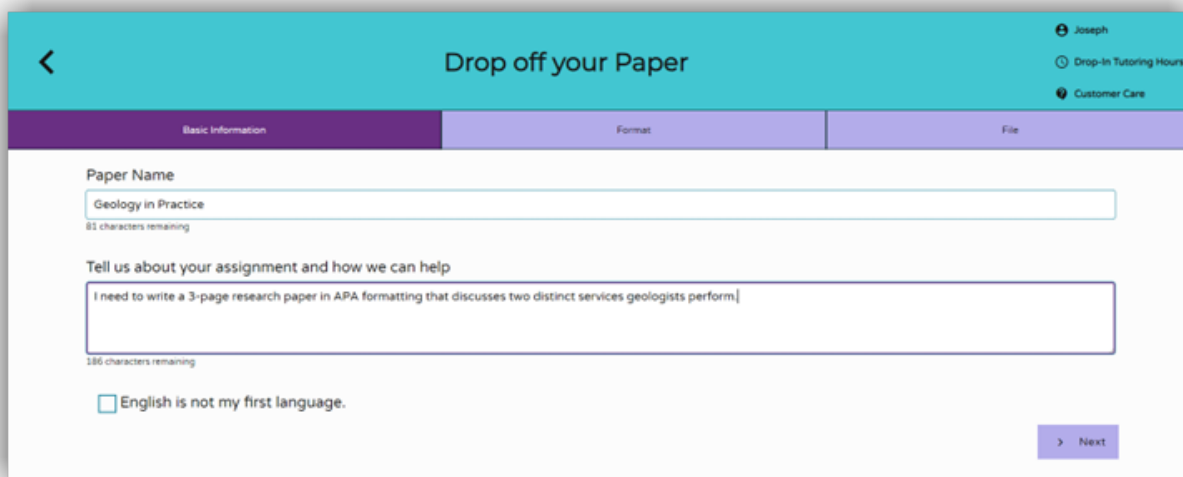
Video and audio chat options may be available in some subject areas, where you and the tutor can speak directly for real-time clarification. To use this feature, you'll need:

- A device with a microphone and (optionally) a webcam
- Permissions for audio/video access through your browser



Drop Off a Paper

Select the **Drop off a Paper** option to upload a paper for review and to get timely feedback. Fill in basic assignment details on the form to submit your work, including paper title & description.



Use the comment box to be specific about the type of help you want and select two areas of feedback that you want to focus on (e.g., organization, grammar, etc.). You can use this feature at any stage of your writing, whether it's a first draft or a nearly final version.

Drop off your Paper

Joseph | Drop-In Tutoring Hours | Customer Care

Basic Information | Format | File

Select **two** areas of feedback.

☒ Topic Development

☐ Focus/Thesis Statement

☒ Organization

☐ Grammar & Mechanics

☐ Word Choice

☐ Sentence Structure

☐ Sentence Variety

☐ Transitions & Fluency

☐ Paper Format

☐ Citations & References

Citation Style:

Paper Type:

How long should your paper be? Pages

[< Previous](#) [Next >](#)

Upload your document (commonly supports formats like Word or PDF) and click submit. You should see a confirmation message that your submission was successful.

Drop off your Paper

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Basic Information | Format | File

Drag and Drop or Upload Paper

Drop Your File Here

[Choose A File](#)

[< Previous](#) [Drop Off Your Paper](#)

Feedback time may vary, but usually, you'll receive a response within 24–48 hours. There is no live tutor interaction with this option, but you'll get detailed comments and email notification. Return to NetTutor to locate your reviewed paper and download the file with comments from the tutor. Review the feedback and revise your paper accordingly.

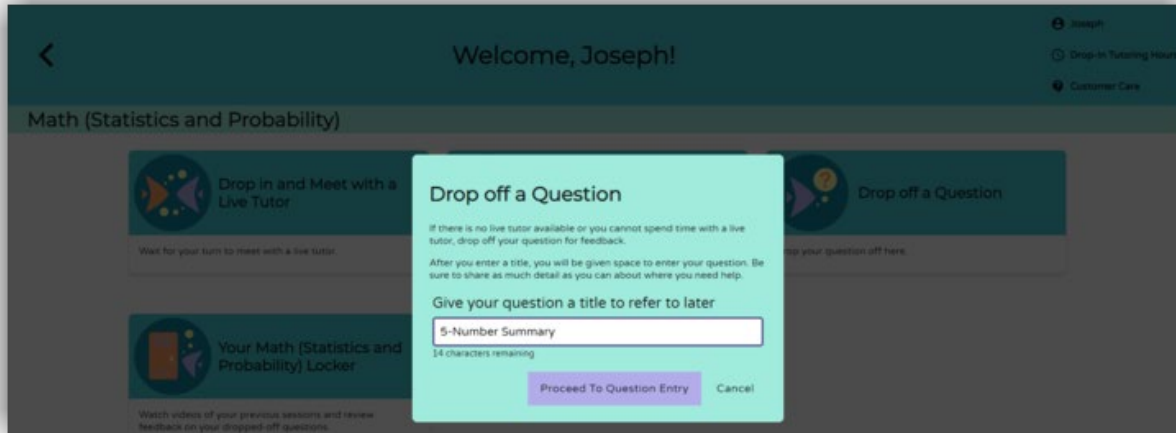
Drop Off Questions

The **Drop Off Questions** option allows you to submit a question and receive a response later. Submit a specific academic question or problem and get a written response and explanation from a qualified tutor – without having to meet live. It's ideal for:

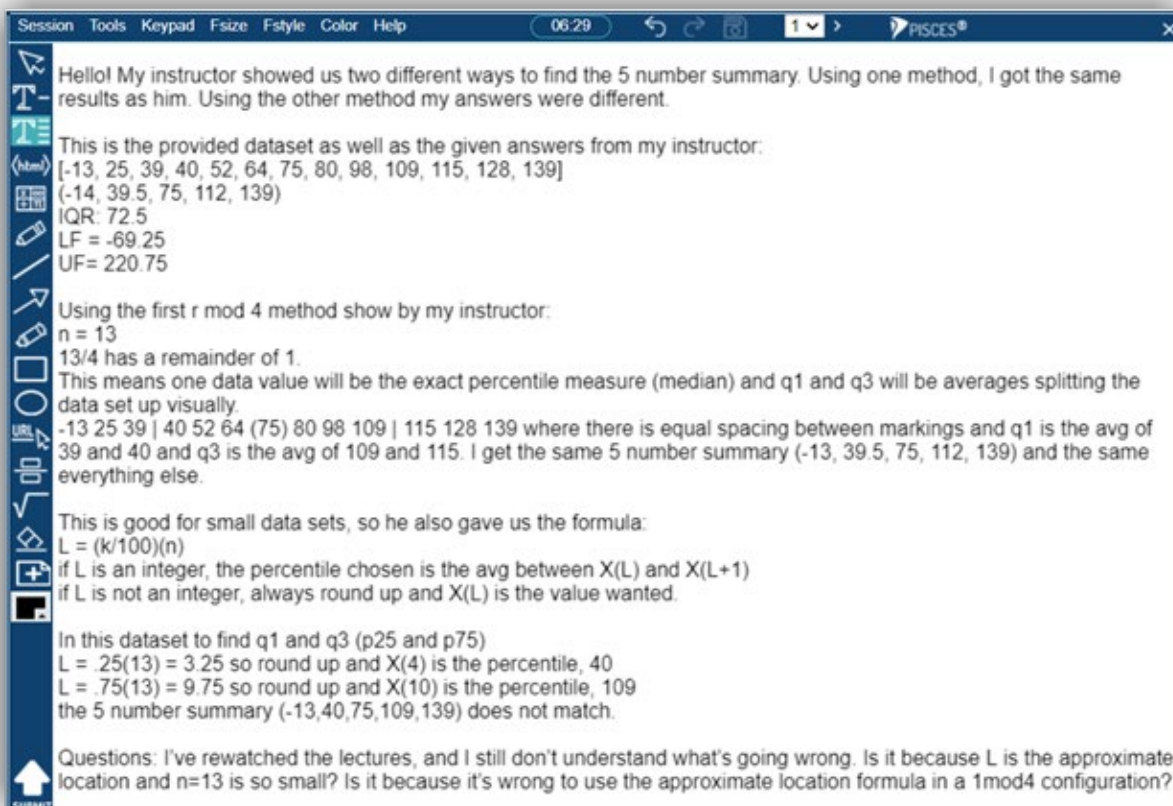
- Homework problems (e.g., math, statistics, physics)
- Concepts you don't understand from class

- Interpretation of data, charts, or graphs
- Short-answer help (non-writing)
- Anything that doesn't require a full live discussion

Select the **Drop off a Question** tile. Title your question and proceed to question entry.



Type out your question clearly or upload a file/image that shows the question (for handwritten work, screenshots, or diagrams). Optionally, describe where you're struggling or what you've already tried – you'll get more targeted help that way.



Once completed, click the **Submit** button. You should see a confirmation message that your question has been received. Tutors will review your question and prepare a detailed explanation or solution within

24–48 hours, depending on subject and traffic. To review answers and feedback to your question, return to NetTutor. Open the tutor’s response to view the explanation. You can download or screenshot it for your notes.

Review Session History

Students can review past tutoring sessions, transcripts, and whiteboards directly through their subject lockers. This is useful for reviewing how a solution was explained or what feedback you were given. To access this feature, please navigate to the specific subject for which you previously received tutoring (e.g. math). From there, select the “Your *SUBJECT* Locker” option. *All previous sessions for that specific subject will appear there.* Please note that previous sessions are only available within the given subject’s locker...there is no central location for all sessions from all subjects.

Technical Support

If you can’t find the NetTutor link, please contact your instructor.

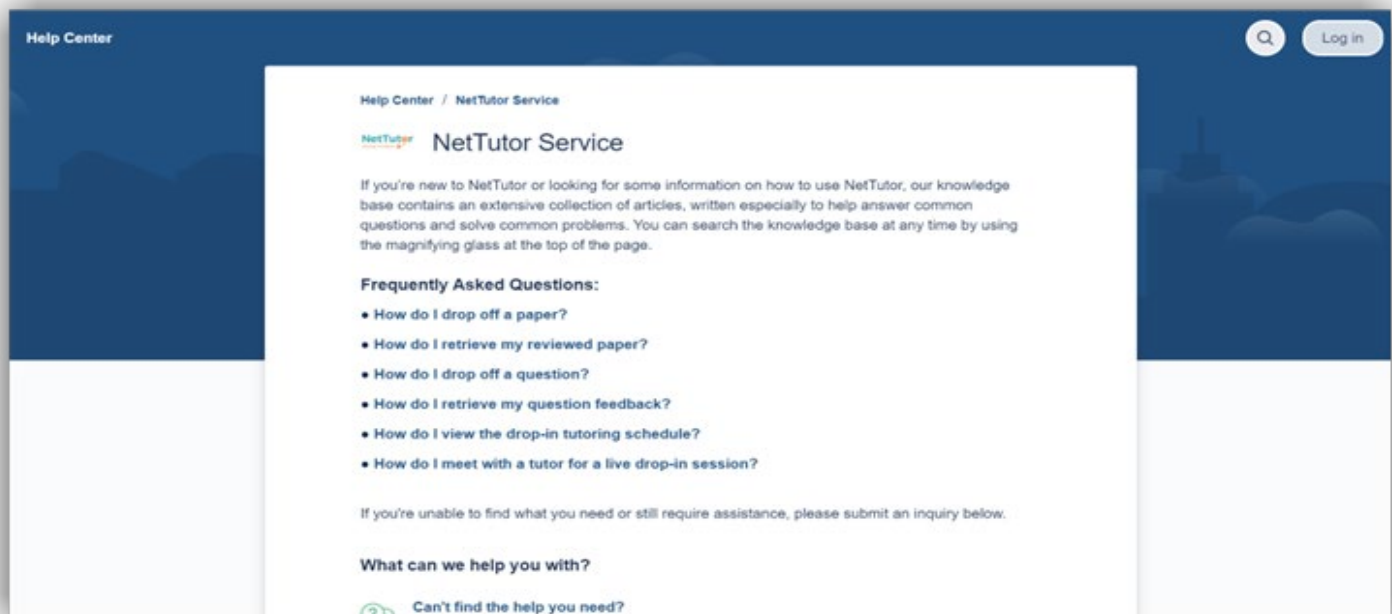
For technical issues with D2L, please contact the RRCC eLearning team:

- Lakewood Campus (room 1659) or Arvada Campus (room 7192)
- 303-914-6606, Mon-Fri, 9 to 5
- Email elearning@rrcc.edu

For 24x7 support, visit the knowledgebase or create a support ticket at the [CCCS Self Help Service Desk](#).

- help.cccs.edu
- 1-888-800-9198

For general questions about NetTutor, visit the knowledgebase or submit an inquiry at the [NetTutor Help Center](#).



Tips

- Use NetTutor features ahead of due dates to get answers in time.
- Have your questions or assignment details ready before you start a session.
- Don't submit entire assignments—focus on specific problems that you have trouble with.
- Take advantage of the File-Upload tool to upload your assignments, questions, or documents (PDFs, Word files, images, etc.). Tutors can open these files and collaborate with you to work through tough sections.
- Make sure your browser is up-to-date and allow pop-ups.
- Use compatible devices (desktops or laptops preferred over phones for best experience).