

# NetTutor<sup>®</sup>

Dynamic Academic Support



## Spotlight on Customizable Rules of Engagement



**Give your students the support they're used to—online.**

NetTutor understands that every institution has its own approach to academic support. That's why we apply **customized Rules of Engagement (ROE)** that guide tutoring sessions, so they align with your institution's expectations.

### Why Customizable Rules of Engagement Matter

In over 30 years of operation, NetTutor has developed and refined best practices that include clear rules for tutor–student interaction. Our ROE align with national standards and are informed by our experience in the online tutoring industry. Institutions typically begin with our standard ROE and customize them for several reasons.

- ▶ **Consistency for Students:** Ensure online tutoring closely reflects the help students would receive from your on-campus or in-house tutors.
- ▶ **Academic Integrity:** Reinforce your institution's standards by defining how tutors approach problems, hints, and explanation depth.
- ▶ **Pedagogical Alignment:** Tailor the tutoring methodology to match your institution's best practices.
- ▶ **Student-Centered Support:** Meet your learners where they are with tutoring that supports your institution's program structures, learning goals, and academic expectations.

## What You Can Customize

- ▶ **Communication Style:** Align tutoring tone and instructional approach with your institution's academic support philosophy.
- ▶ **Allowable Resources:** Specify tools, strategies, learning resources, or types of examples tutors may (or may not) recommend or use during sessions.
- ▶ **Subject-Specific Expectations:** Set parameters for writing, math, STEM, world languages, and more.
- ▶ **Escalation or Referral Paths:** Direct students to campus services such as faculty, writing centers, advising, food pantry, or other support resources.

## A Partnership, Not a Policy

Custom Rules of Engagement are established in collaboration with your institution's academic support leadership and tutoring program administrators. NetTutor's academic leadership ensures that ROE documents are clear, detailed, and accessible. Tutors follow your institution's documented expectations, and updates occur seamlessly as ROE evolve.

## Support That Feels Like Yours

With NetTutor's customizable Rules of Engagement, your students receive the same quality, style, and integrity of help they would find at your institution—delivered online, 24/7.

### ROE in Action

- ▶ At a partner virtual academy, their customized ROE aligns tutoring with the Write Score rubric—directing session focus on transitions, conclusions, and elaboration strategies—and reminding students to hit Submit at the end of their essay.
- ▶ At a partner university, their customized ROE allows tutors to help students correct mistakes on graded math and science quizzes to study for finals.

## Want to review or revise your Rules of Engagement?

Contact us to discuss how NetTutor aligns with your vision for student success.

