

FREE

TUTORING



**To All
MSU
Students**

PEER TUTORING:

The Beckley Campus Testing Center provides peer tutors for MSU students FREE of charge during the Fall and Spring semesters.

The following subjects are offered when a qualifying tutor has been obtained for: English, Math, and the Sciences.

It is our goal to provide tutors in each of these subjects. However, the availability is based upon the number of students who apply for the tutoring positions.

To make an appointment for peer tutoring, contact the Testing Center at 304-929-1333. Please state that it is a tutoring appointment, not a testing appointment.

Appointments are preferred but walk-ins are welcome for tutoring only, not testing. Please note that tutors work around their class schedules and may not be available to you as a walk-in. This is why we encourage you to make an appointment.

ONLINE TUTORING WITH TUTOR.COM:

MSU is partnered with Tutor.com to provide our students FREE online tutoring sessions in the following subject areas: English, Math, Science, and Social Studies

Tutors can review specific homework questions, as well as, subject-specific concepts using features such as controlled chat, an interactive white board, and shared web browsing in the Online Classroom.

Tutors and students can type math equations using a special math tool, share educational web sites, and much more for a rewarding learning experience.

All tutors are certified teachers, college professors, professional tutors, or graduate school students from across the country.

Live homework is available seven days a week (excluding holidays) from 6pm-midnight, Eastern Time. This service is available for fourth grade through college level and can be accessed at one of MSU's campuses or from a home computer.

To access Live Homework Help go to:

<http://www.mountainstate.edu/tutor.com/>

If you are logging in at home, you will need to temporarily disable your virus scan and turn off all popup blockers. See the attachments for those instructions.

Here is the path: www.mountainstate.edu

-Click on “Current Students”, then “Library & Learning Resources”, then “tutoring services” on the right of the page.

-Now click on “live homework help”, then click on “login”.

-Use your first name.last name as the user name and you will use your Cougar Web password as the password for tutor.com.

For assistance, you may contact

304 929 1496

800 411 1970

Turning Off McAfee Virus Scan

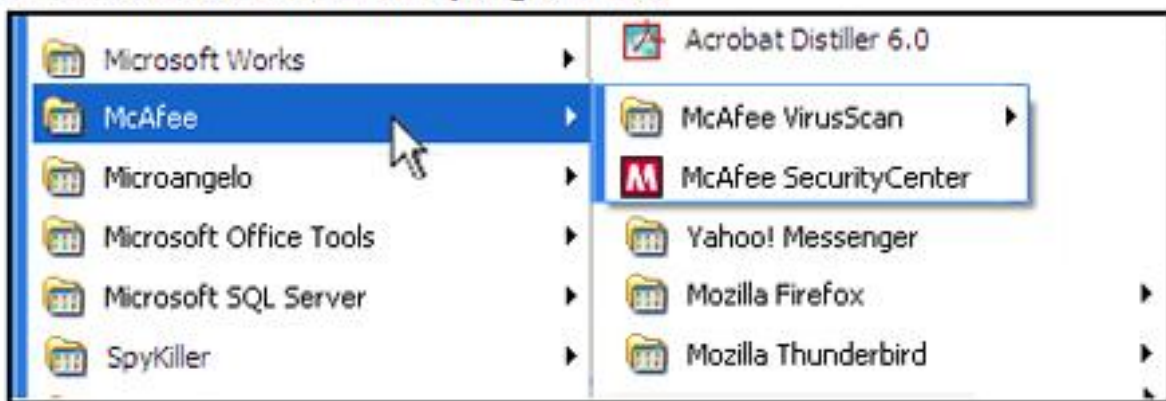
Ask a Tutor... Temporarily Turning Off McAfee Virus Scan



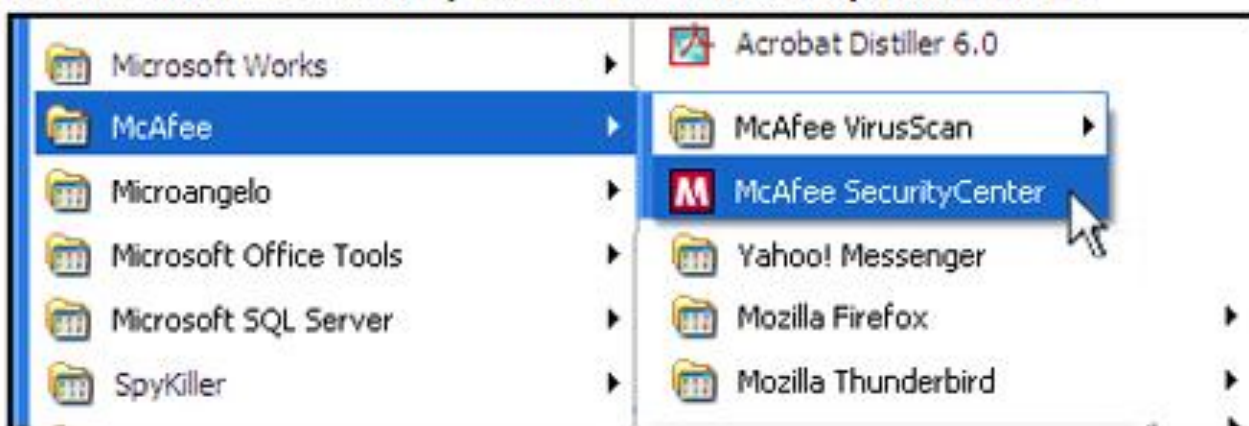
1. In order to access Live Homework Help from Tutor.com, you will need to temporarily turn off your McAfee Virus Scan. Go to start and select "All Programs."



2. Select McAfee from the program list



3. Select McAfee Security Center from the drop down menu



4. Select VirusScan.



5. Disable VirusScan



6. Once connected to Live Homework Help, enable VirusScan



Turning Off Norton Virus Scan

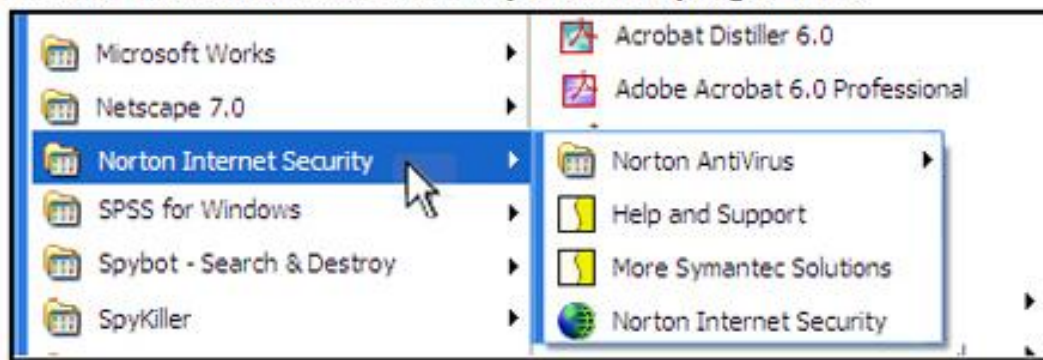
Ask a Tutor... Temporarily Turning Off Norton Virus Scan



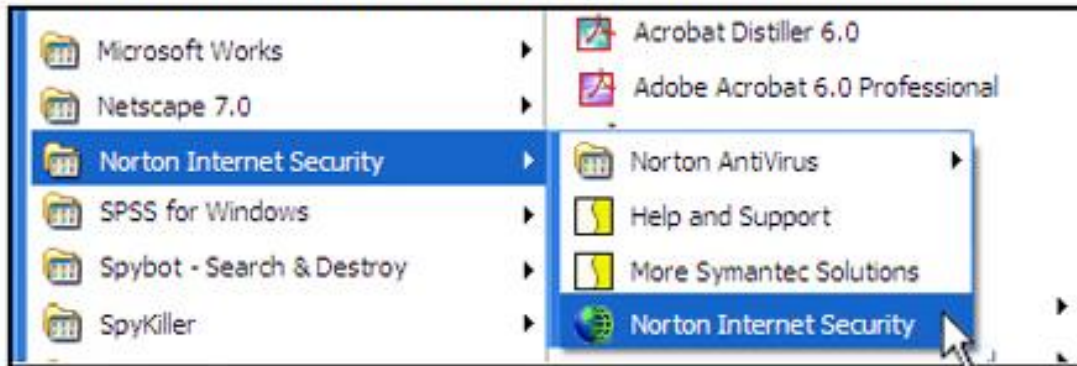
1. In order to access Live Homework Help from Tutor.com, you will need to temporarily turn off your Norton Virus Scan. Go to start and select "All Programs."



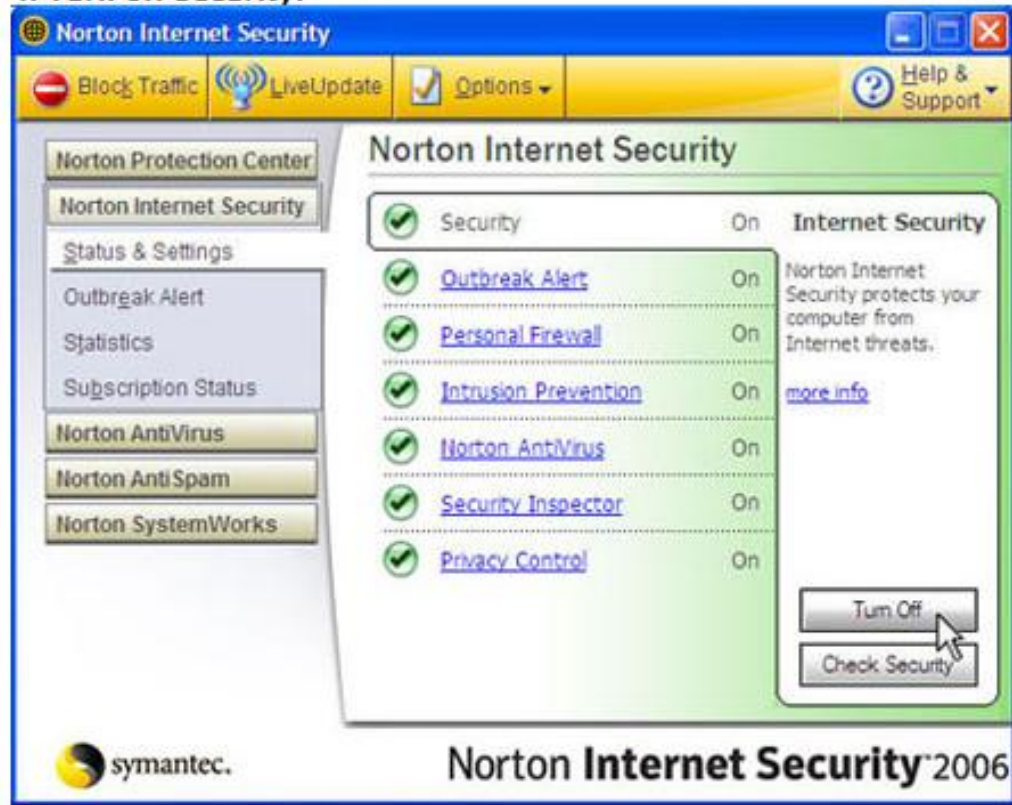
2. Select Norton Internet Security from the program list



3. Select Norton Internet Security from the drop down menu



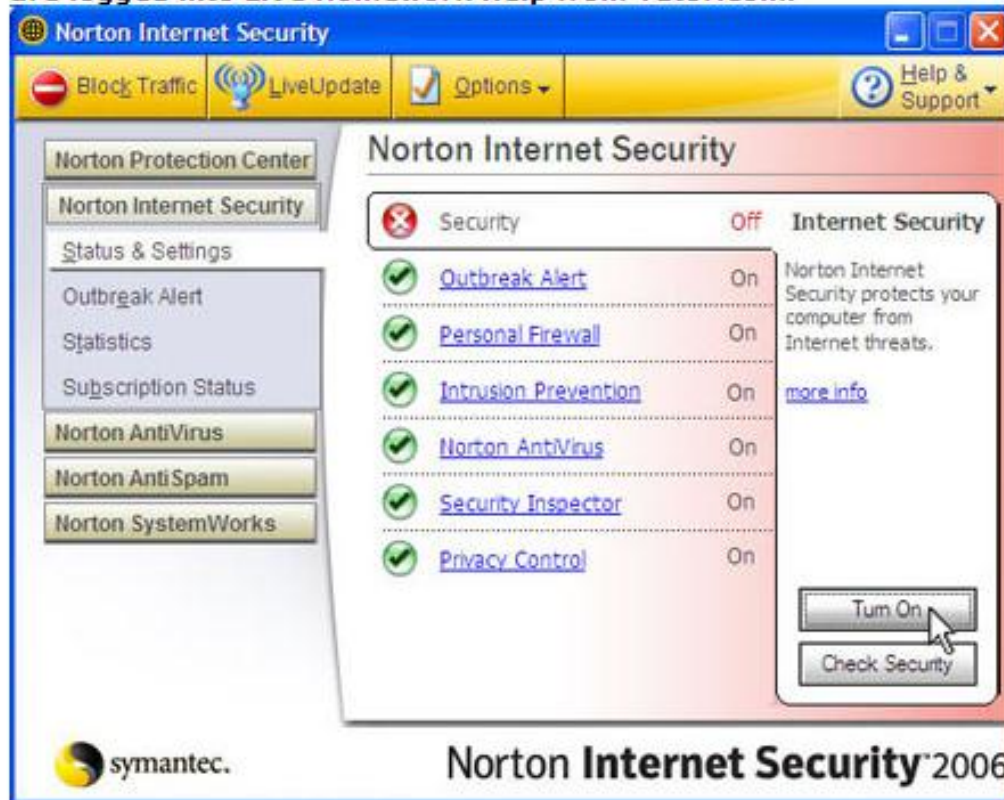
4. Turn off security.



5. Newer versions of Norton will allow the service to be automatically turned on in 5 minutes. If given this option, click "OK."



6. If not given the option, turn on your virus protection as soon as you are logged into Live Homework Help from Tutor.com.



Installation

Ask a Tutor... Installation Help



1. Setting up the Computers and Network

To run Live Homework Help, you are required to install three browser plug-ins: [Shockwave 8.5](#) or higher, [Shockwave printing plug-in](#) and [Shockwave copy & paste plug-in](#).

We recommend Shockwave version 8.5 as this works best with our service. Our installer will provide this version. If you already have Shockwave 10 installed on your computers, we have an installer that will provide you with the remaining required browser plug-ins.

- A. You can download the installer at the following URLs:

Win9x / WinMe / WinNT4.0

Win2000 / WinXP

If your computers have Shockwave 10 installed already, you need to use this file to install the remaining required browser plug-ins

- B. The public login/user profile must have unrestricted/write access to the required Shockwave "Prefs" folder.
This does not apply if the computers are using Shockwave 10.

"Prefs" Folder Location for Windows 9x Users:
C:\Windows\system\Macromed\Shockwave 8\

"Prefs" Folder Location for Windows NT/2000 Users: C:\Winnt\system32\Macromed\Shockwave 8\

"Prefs" Folder Location for Windows XP Users: C:\WINDOWS\SYSTEM32\Macromed\Shockwave 8\

- C. If you have a firewall, Port 1626 must be unrestricted for outgoing TCP traffic.
- D. If you have a proxy server, Port 1626 must be unrestricted for outgoing and incoming traffic

After you have completed the above steps, please test your computers' setup at <http://www.tutor.com/setup>. This online diagnostic tool will automatically check to see whether Shockwave is installed, whether Port 1626 is open to traffic and if the machine has write access to Shockwave Prefs folder.

Please note the Prefs folder is not present if you have Shockwave 10 installed so you should skip this step when testing.

NOTE: If you have filtering software, please add <http://www.tutor.com> to your approved database list.

Live Homework Help

Ask a Tutor... How to Use Tutor.Com's Live Home Work Help



1. Once you log into Live Homework Help, select the appropriate grade level. MSU Students choose "College Intro."

The screenshot shows the Tutor.com Live Homework Help interface. At the top, there is a yellow banner with the text "Live Homework Help" and "CLICK IT & CONNECT". Below this, there are login fields for "Username:" and "Password:" with a "go" button. A link "Click here" is provided for users who don't know their password. To the right, a message says "Want to save and view your past chat sessions? Click here to create a FREE username and password." Below the banner, there is a blue box with a smiling sun icon and the text "Get FREE help online from real tutors!". To the right of this box, there is a yellow box with the text "First time here? Download the FREE software today!". Below this, there is a list of subjects: "Free Tutoring • Math • Science • Social Studies • English" and "Grades 4-12 and College Intro". A message says "To connect to a tutor, follow the steps below:". Step 1 is "1. Select your grade level." Below this, there is a dropdown menu for "Grade Level" with options: "4th", "5th", "6th", "7th", "8th", "9th", "10th", "11th", "12th", and "College - Intro". A mouse cursor is pointing at "College - Intro". To the right of the dropdown menu, there is a text input field for "Subject you want help in." and a "go" button. Below this, there is a text input field for "Enter the Online Classroom." and a "go" button. On the left side of the interface, there is a section for "Every day 6pm - 12am" with links for "Live Tech Support", "Download the FREE software today!", and "Tell a friend about this site!".

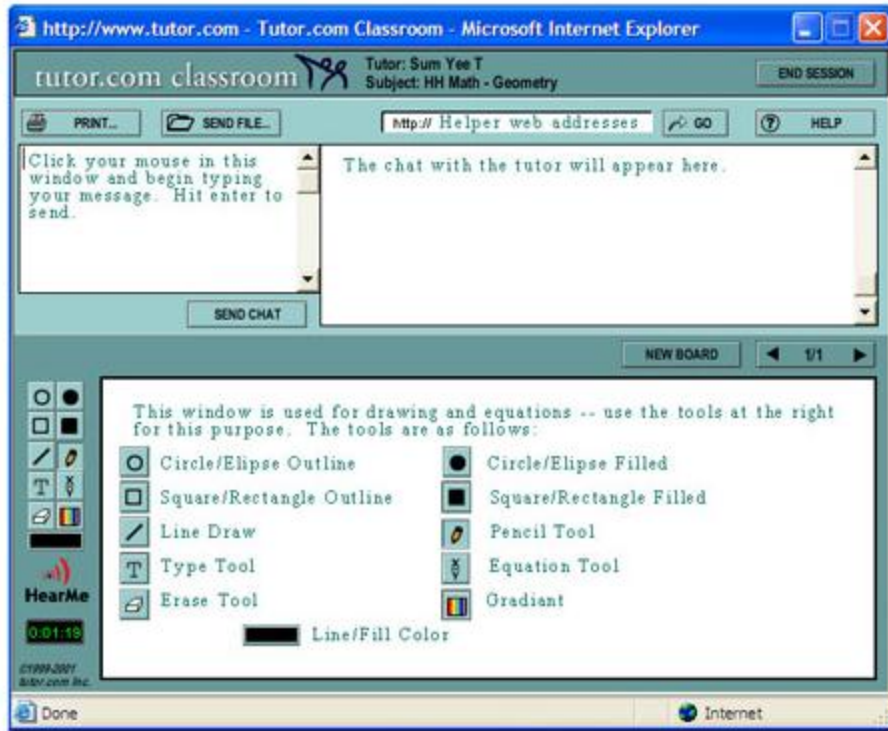
2. Select the appropriate subject matter.

The screenshot shows the Live Homework Help website interface. At the top, there is a yellow header with the site logo and a 'CLICK IT & CONNECT' button. Below the header, there are fields for 'Username:' and 'Password:', both with '(optional)' in parentheses. A 'go' button is to the right of the password field. A link 'Click here' is provided for users who don't know their password. The main content area features a blue sidebar with a smiling sun icon and the text 'Get FREE help online from real tutors!' and 'Every day 6pm - 12am'. The main content area has a yellow banner that says 'First time here? Download the FREE software today!'. Below this, there is a list of subjects and grade levels. A dropdown menu is open, showing a list of subjects: English, English - Essay Writing, Math - Algebra, Math - Algebra II, Math - Calculus, Math - Geometry (highlighted), Math - Trigonometry, Science - Biology, Science - Chemistry, Science - Earth Science, and Science - Physics. The dropdown menu is positioned over the '1' step of the instructions. The instructions are: '1. Select your grade level.', '2. Select the subject you want help in.', and '3. Click "GO" to enter the Online Classroom.' A 'GO' button is visible at the bottom of the instructions.

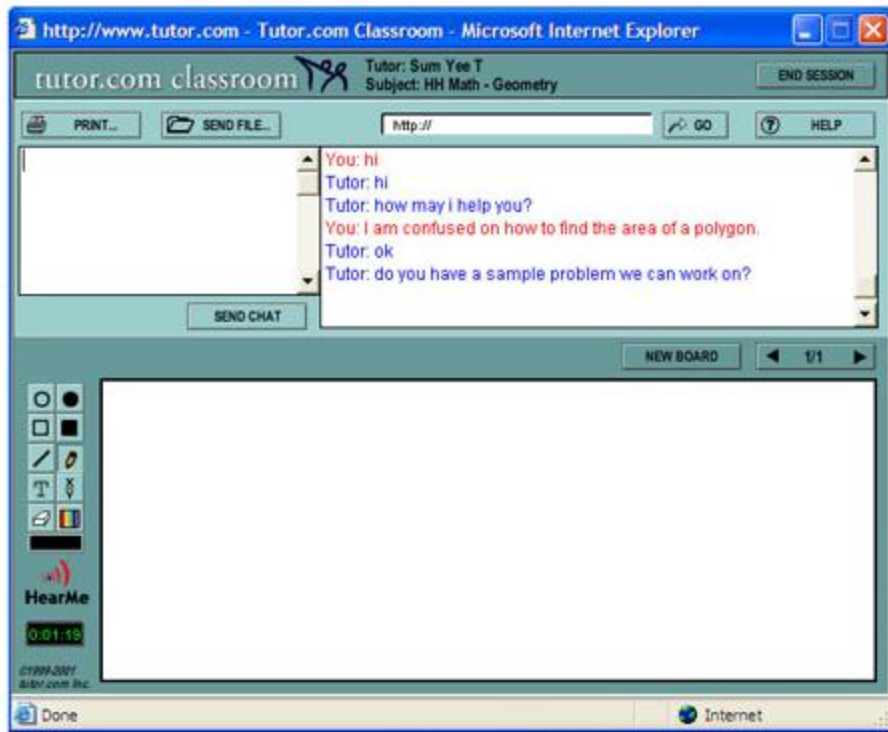
3. Click "Go."

This screenshot shows the same Live Homework Help website interface as the previous one, but with the 'GO' button highlighted by a mouse cursor. The dropdown menu is now closed, and the 'Math - Geometry' subject is selected in the dropdown menu. The instructions are: '1. Select your grade level.' (with 'College - Intro' selected in the dropdown), '2. Select the subject you want help in.' (with 'Math - Geometry' selected in the dropdown), and '3. Click "GO" to enter the Online Classroom.' The 'GO' button is at the bottom of the instructions.

4. A window will pop up. This is where the tutoring session will occur. See the sample window for instructions.



A sample of an actual tutoring session over time is demonstrated below



http://www.tutor.com - Tutor.com Classroom - Microsoft Internet Explorer


tutor.com classroom Tutor: Sum Yee T Subject: HH Math - Geometry

PRINT... SEND FILE... http:// GO HELP

You: no it isn't
 Tutor: regular means the length of all sides of the polygon is the same
 You: trapazoid
 Tutor: ok
 Tutor: ok

SEND CHAT

NEW BOARD 1/1



HearMe 0:04:00

Done Internet

http://www.tutor.com - Tutor.com Classroom - Microsoft Internet Explorer

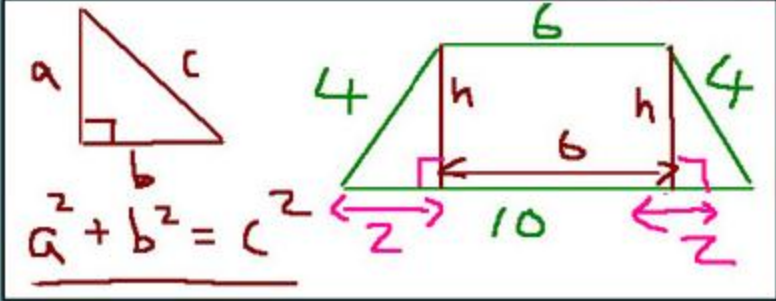
tutor.com classroom Tutor: Sum Yee T Subject: HH Math - Geometry

PRINT... SEND FILE... http:// GO HELP

Tutor: right
 Tutor: and h is ?
 You: I don't have a calculator handy to figure the sq rt of 12
 Tutor: ok
 Tutor: go to "start" on your left hand corner on the computer
 Tutor: there is a calculator on the computer

SEND CHAT

NEW BOARD 1/1



HearMe 0:14:33

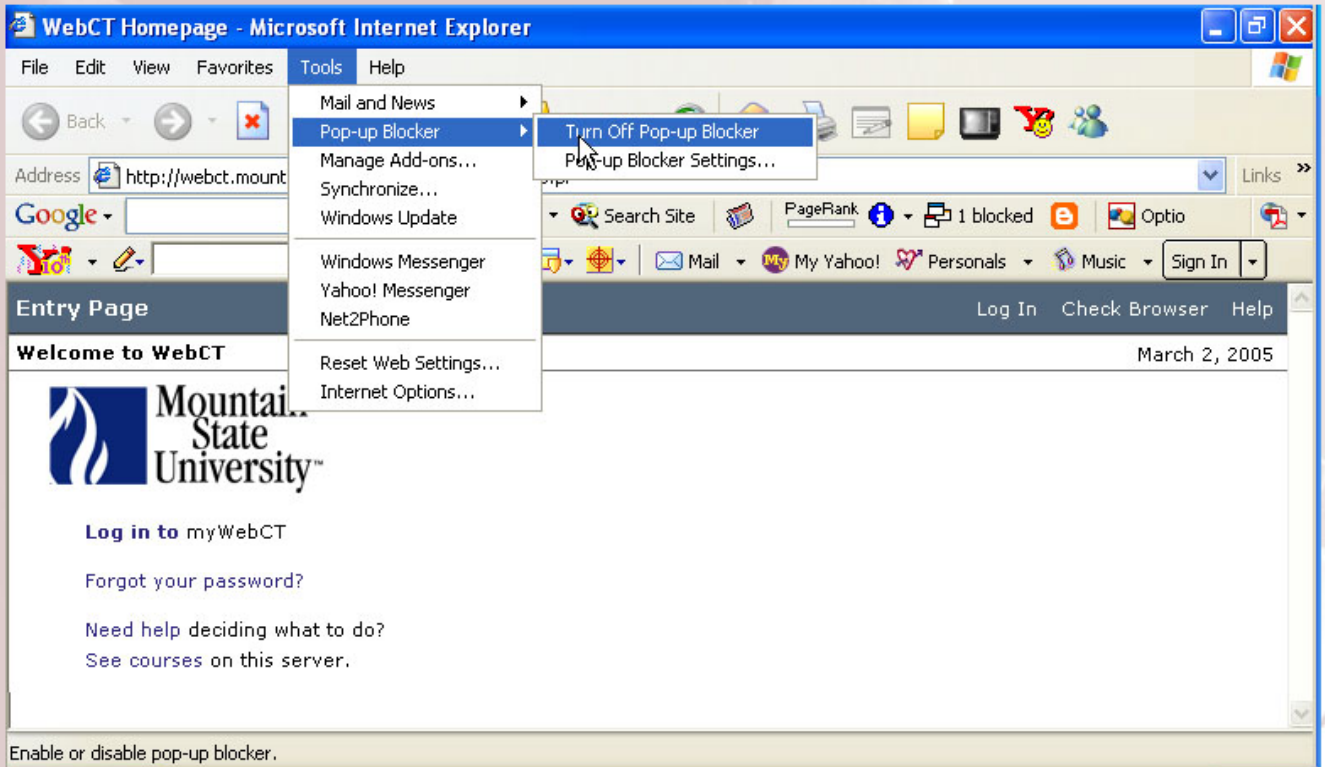
Done Internet

Disabling Pop-up Blockers:

You will need to disable all pop-up blocking software and settings. Since there are a variety of third party software packages that block pop-up windows, it is impossible to give instructions for all. We recommend that you follow the instructions found in the software help file. For the three most often used pop-up blocking utilities ([Internet Explorer](#), the [Google Toolbar](#), and the [Yahoo Toolbar](#)), we have provided the following instructions:

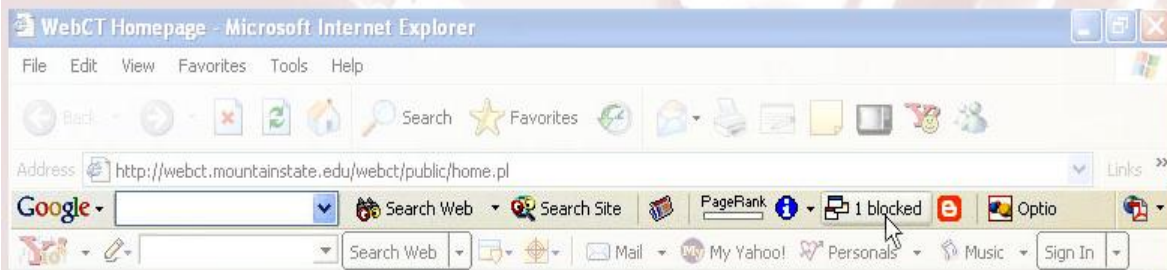
Internet Explorer

Open up Internet Explorer and click **Tools**; select **Pop-up Blocker**; and then click **Turn Off Pop-up Blocker**.

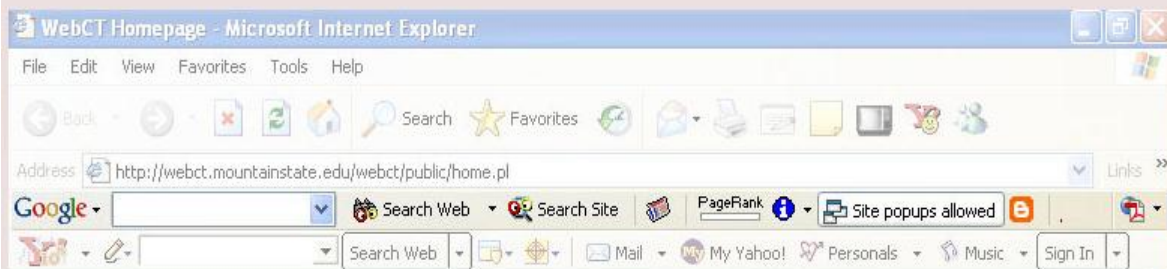


Google Toolbar

The Google Toolbar is below the address window in Internet Explorer; look for a button that lists the number of blocked pop-up windows and click this button.

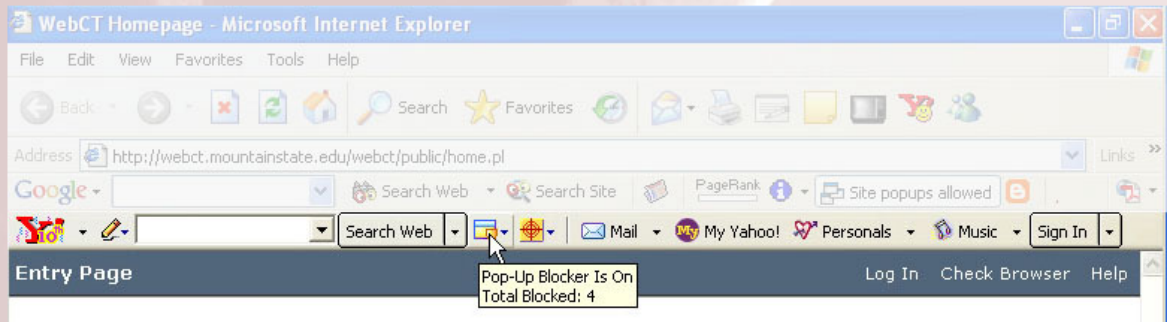


You will now see a button that states **Site Pop-ups Allowed**.

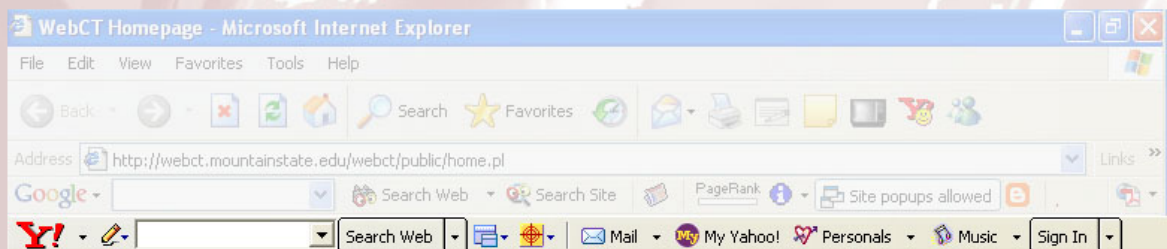


Yahoo Toolbar

The Yahoo Toolbar is also located below the address window in Internet Explorer; look for a button that looks like a little yellow window. Click it to disable Yahoo's pop-up blocker.



A grayed out icon will now appear.



Don't forget to disable any other pop-up blocking software or utilities on your computer.