Online Tutoring Guidelines

Live Online Tutoring and Online Tutoring Chat sessions utilize Wiz IQ Virtual Classroom software to deliver a tutoring environment that allows students to connect with a certified BMCC Tutor virtually. This virtual classroom utilizes audio and visual technology to remove geographical barriers to receiving tutorial services.

Students can register for online tutoring sessions at [www.bmcc.cuny.edu/online-tutoring](http://www.bmcc.cuny.edu/online-tutoring). Students who sign up for online tutoring are required to have the appropriate equipment to communicate effectively with a tutor in real time:

- A computer with access to the internet*
- A webcam
- A microphone
- BMCC ID Card (must be presented at the start of every online tutoring session)

The maximum number of students allowed in any online tutoring session is 5, unless otherwise stated. However, some tutoring sessions are limited to 1 student per appointment, especially for sessions where students are meeting with a writing tutor to review a paper. Students are encouraged to sit in a quiet place, free of distractions when participating in online tutoring sessions. **

The virtual environment created for BMCC Online Tutoring is a safe space where students and tutors can express themselves constructively. Tutors reserve the right to end a student’s online tutoring session for any of the following reasons:

- Student does not provide proper identification,
- Student does not have the necessary equipment to participate effectively in the tutoring session,
- Student becomes unruly, disruptive or behaves inappropriately towards the tutor or another student in the tutoring session, and
- Student is not appropriately clothed while using a webcam.

Students are advised that online tutoring sessions may be recorded for quality control and may be used in Online Tutoring marketing and training materials. Any incidents occurring during an online tutoring session will be reported to

**Nadia Sandy-Bruce**  
Coordinator for Online Tutoring,  
Learning Resource Center  
Email: nsandybruce@bmcc.cuny.edu  
Phone: 212-220-8359

* Mobile devices such as smartphones and tablets can be used as well; however, they may restrict students’ ability to communicate in real time depending on the session. Please note: Wiz IQ software is not accessible on iPad.

**Students will be notified via their BMCC student email if sessions have to be cancelled and rescheduled for any reason."