Online Tutoring Guidelines

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

Students can schedule online tutoring sessions at www.bmcc.upswing.io

Students who schedule online sessions are required to have the appropriate equipment to communicate effectively with a tutor in real time:

- A computer with access to the internet (Google Chrome or Firefox recommended)
- A webcam
- A microphone

The maximum number of students allowed in any online tutoring session is 5, unless otherwise stated. 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/cancel a student’s online tutoring session for any of the following reasons:

- 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
- Student consistently misses scheduled sessions

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:

Howard Harris
Coordinator for Online Tutoring
Learning Resource Center
Email: hhariss@bmcc.cuny.edu
Phone: 212-220-8359

*Mobile devices such as smartphones and tablets can be used only to schedule an appointment. They may restrict students’ ability to communicate in real time depending on the session. Please note: Upswing software is accessible on an iPad.

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