Welcome to GoBoard, the Online Tutoring Platform for USA Tutors!

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GoBoard is a premium, online tutoring platform designed and operated by a former higher education learning center director with decades of experience supporting students. Some of the qualities that make GoBoard stand out include:

- **a video and audio component so that the tutor and clients see and hear each other throughout the session; we strongly recommend this approach**
- **a chat feature in case there are tech. glitches during a session**
- **an interactive whiteboard that includes the ability to upload almost any file type from your computer, iPad, or phone**
- **basic tools for text, lines, manipulation of items on the screen, etc.**
- **advanced tools that include discipline-specific ones for Chemistry, Math, Physics, and Business**
- **records available to you outside of the session in the form of PDFs; a video record is available upon request from an Integrity 1st administrator for $5/session with limits**
- **the ability for the client and the tutor to return to the same "room"/GoBoard in subsequent sessions to refer back to prior discussion points**

We're trying to make this move as attractive as possible by not only selecting one of the best platforms out there but also by maintaining our in-person prices so we don't need to pass on to you the cost of this platform.

First, here's a great short video (under five minutes) to introduce the platform from a student's perspective: https://tutormatchingservice.wistia.com/medias/b7g0of5263

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Technology Requirements:

1. GoBoard works on PC and Mac laptops or desktop computers. It's also functional on iPads.
2. GoBoard loves Google Chrome, tolerates Mozilla Firefox, and hates Internet Explorer. The newest version is compatible with Safari as well. Please try to stick with *the most recent version of* Chrome, Safari, or Firefox. (We suspect Firefox will be phased out soon.)
3. The manufacturer recommends a set of inexpensive headphones with a built-in microphone for optimal communication. We're talking something along these lines that you can pick up in Walmart or order on Amazon for a few dollars.

IMPORTANT NOTE: Please check the "Location" section of your Outlook calendar invitation for your GoBoard designation in advance of your session. Ongoing clients will use the same GoBoard room over multiple sessions unless one of you requests otherwise. (It's important that you and your tutor are in agreement so that you don't show up in a different virtual space.)

Thanks for giving this new platform a try! As always, you can expect the care, professionalism, and expertise of the subject matter delivered in a supportive way from our tutors.
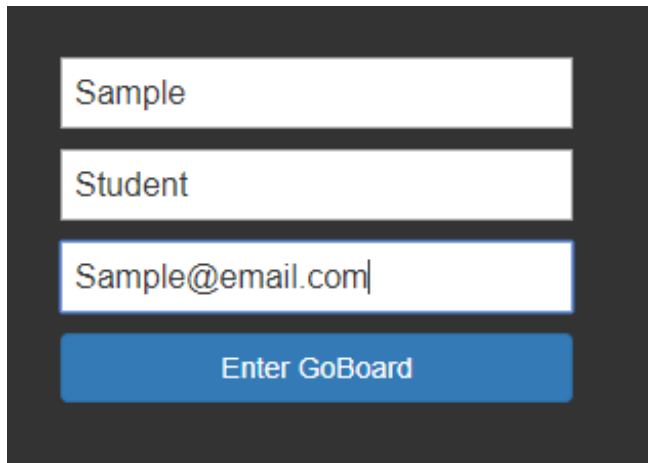
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Below we've included a breakdown of some of the key features of the platform including how it will work for you.

You will receive an Outlook calendar invitation that includes the GoBoard # in the location/ subject line and/or body of the email.

Example: https://usatutors.goboard.com/a85130

Upon clicking on the URL, you will be prompted to fill out these three fields so we can track who you are and bill accordingly, particularly if you're on a prepaid plan for several weeks and if you're returning to a previously used room.
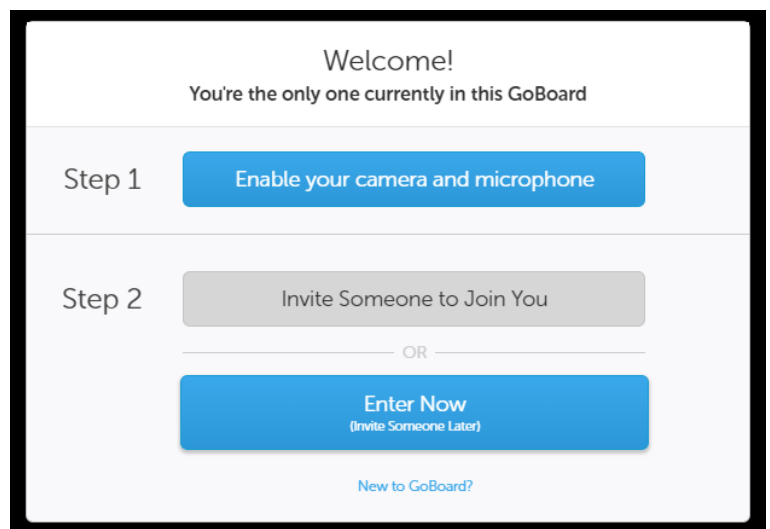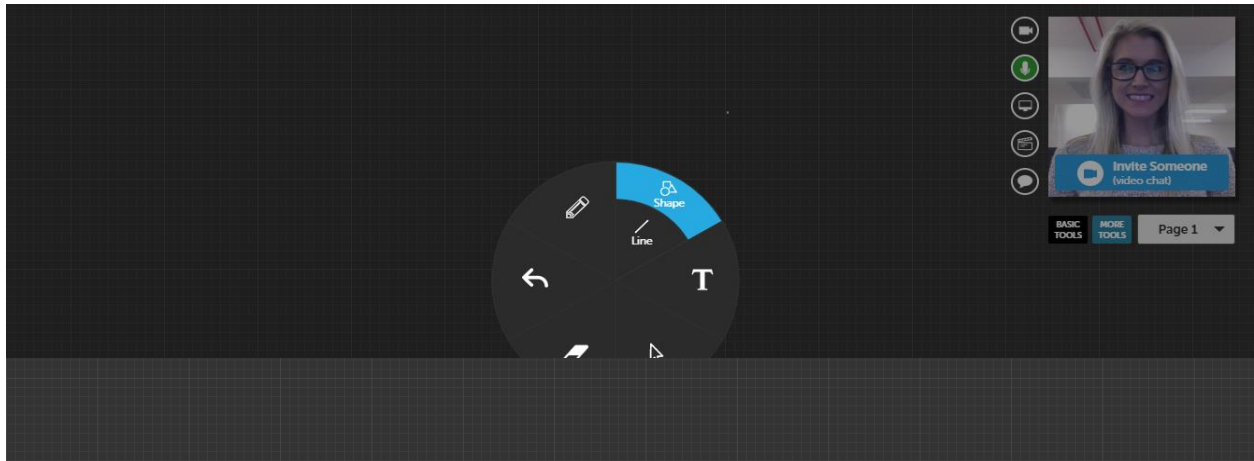

You should click on the "Enable your camera and microphone" button and then click on "Enter Now." (In case you forget to activate the camera and microphone, you can do so from within the GoBoard room.)

You will now see the active GoBoard/room.
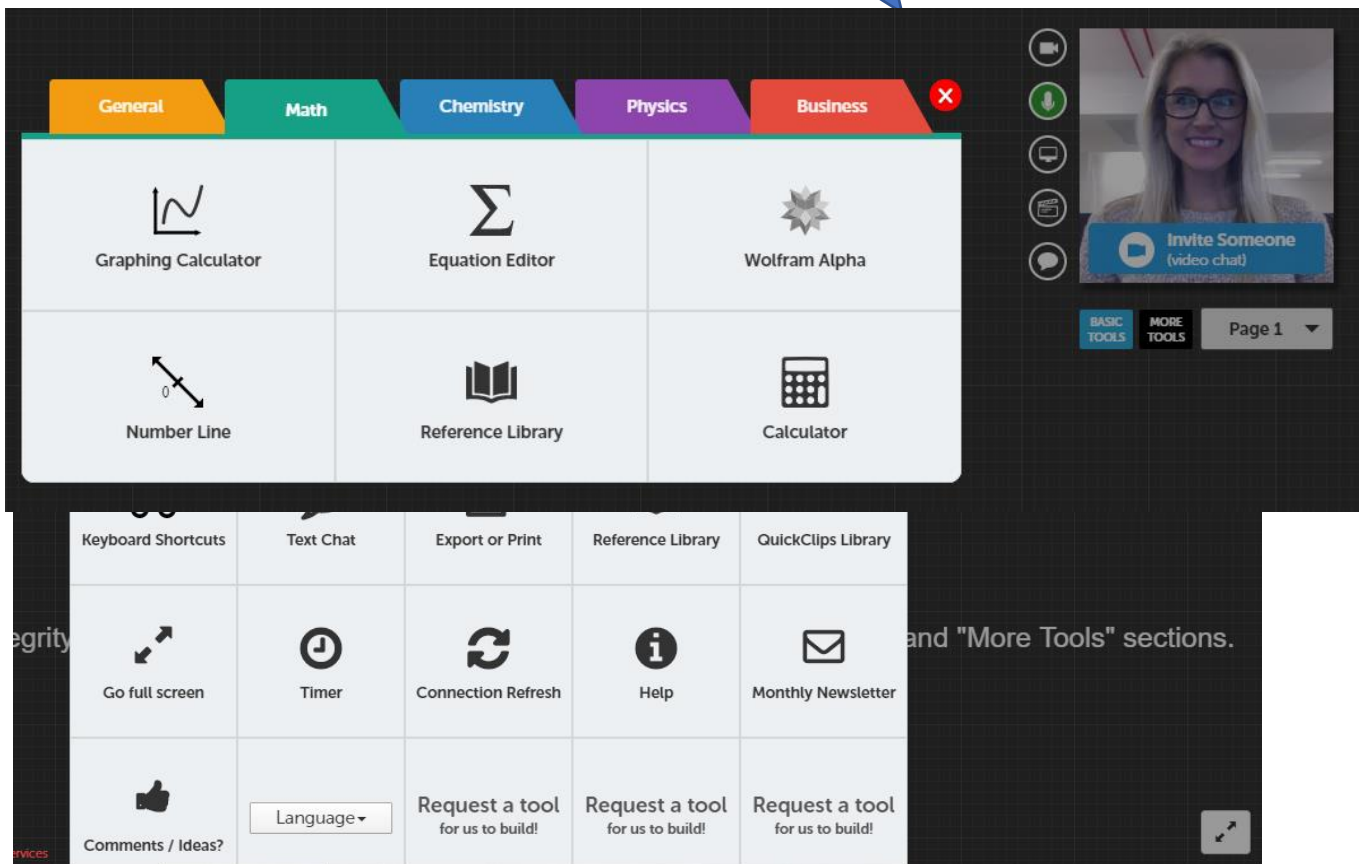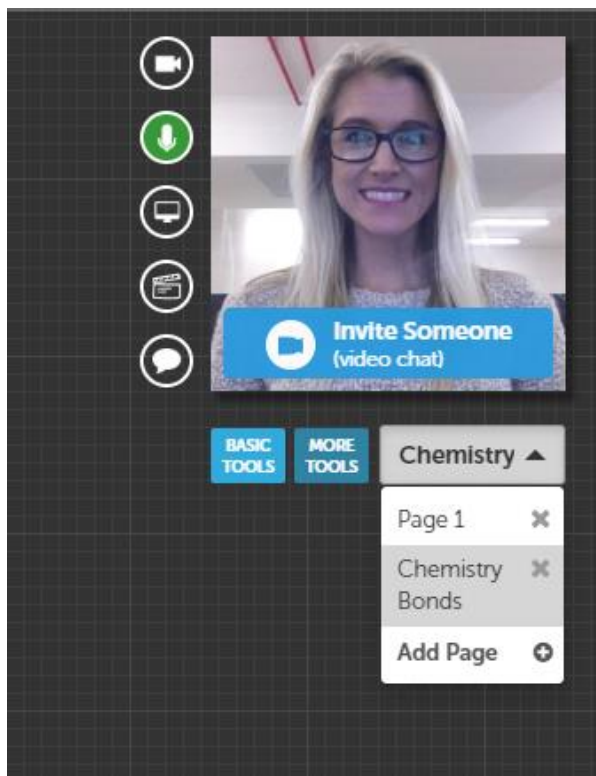
Be sure to explore the "Basic Tools" features.

Then check out "More Tools."

Definitely visit the appropriate tab if there's one designated for the field for which you're seeking tutoring.

You will be able to return to the transcript of your sessions in PDF form, and, should you choose, continue working with your tutor in the same room but on different pages. *You can even name your pages for easy reference.* (If you want a video record of your session, please write to us at Tutoring@USATutors.io and specify the date and time of the meeting. There is a $5/session administrative fee for this option. You also agree that use of this transcript is exclusively for you and not to be shared with friends, classmates, or anyone outside your immediate family, nor are you ever to upload any part of it online to respect the privacy of the instructor and other participants.)

While our objective is an interactive video and audio session, we understand that sometimes technology issues arise. As a fallback, all sessions contain a "Chat" option as well as a tutor call-in feature.
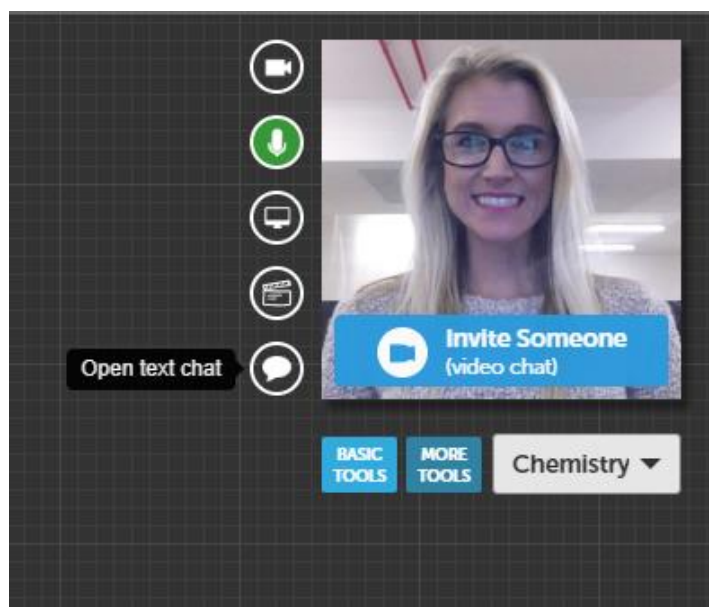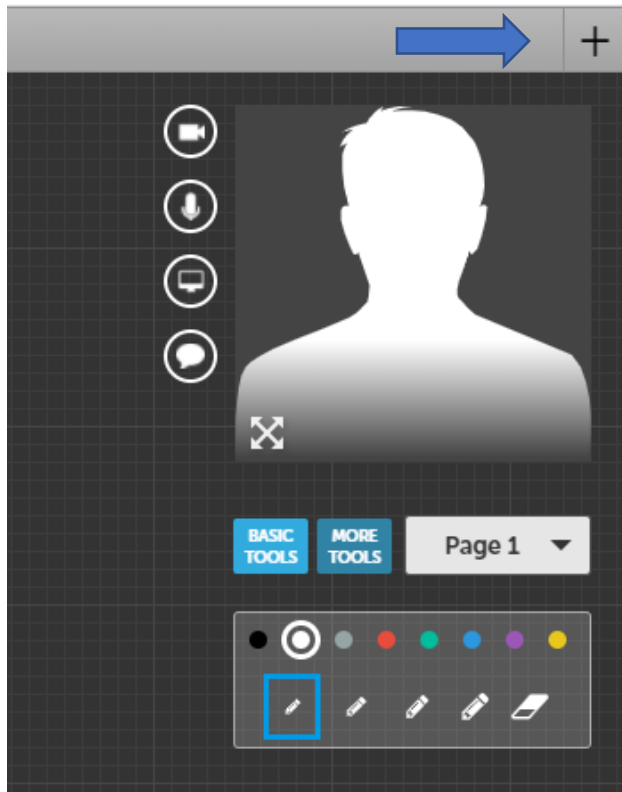
One of the best features of this platform is the interactive whiteboard. You, your tutor, and any other students in a shared session can view a document, photo, PDF, etc. that one of you uploads and use the tools to comment on it.

In the upper right corner, you will find a "+" button that allows you to add new tabs, each with eight additional interactive whiteboards.
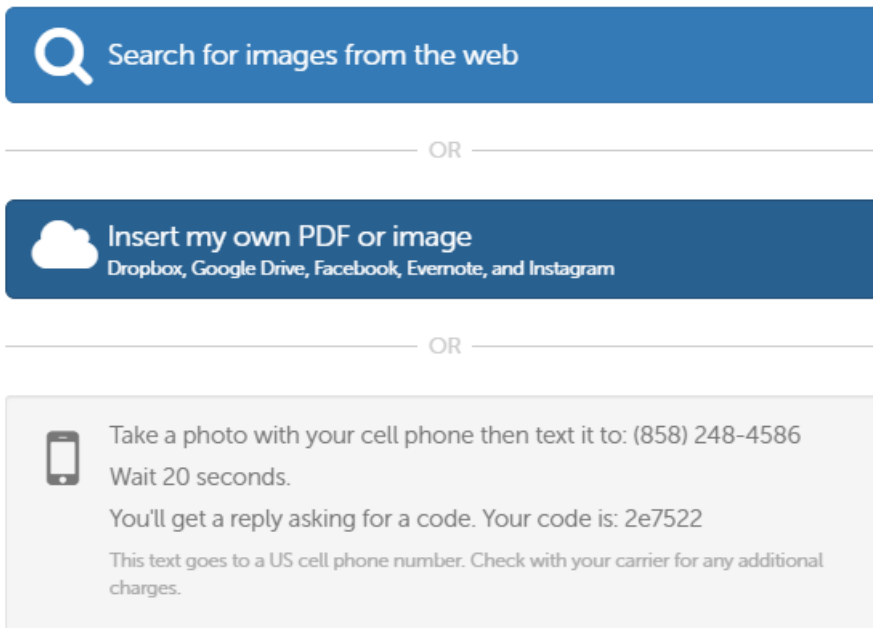
Selecting "More Tools" will bring you to this window. Choose the tab relevant to your class.
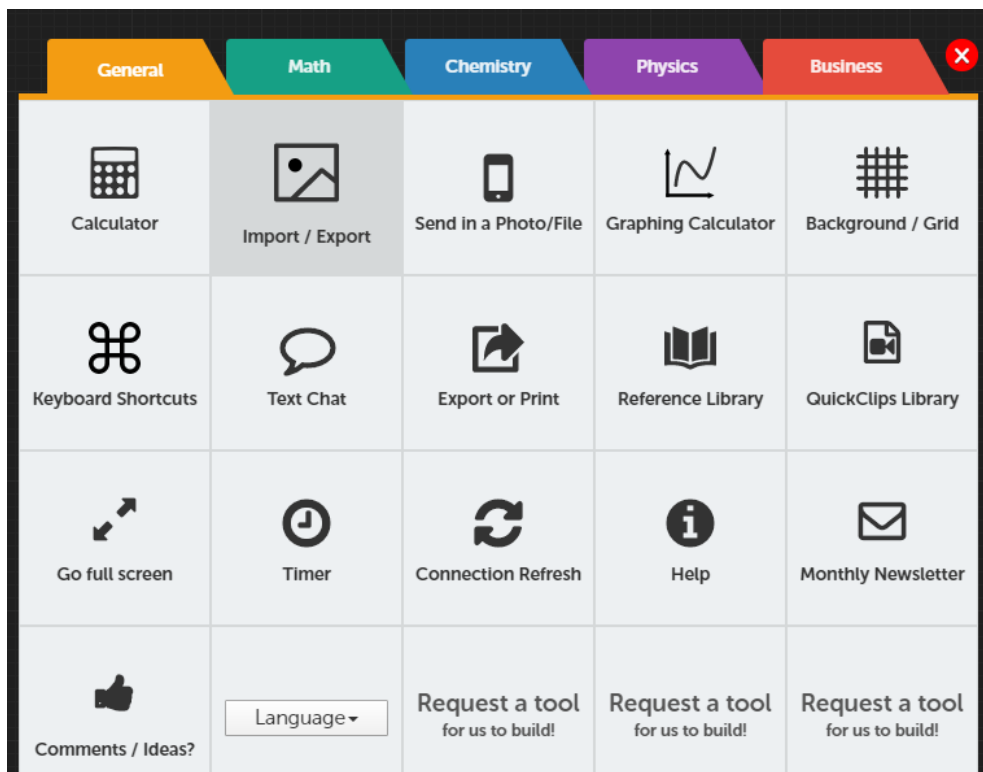
The "Insert my own PDF or image" field works with almost any file type.
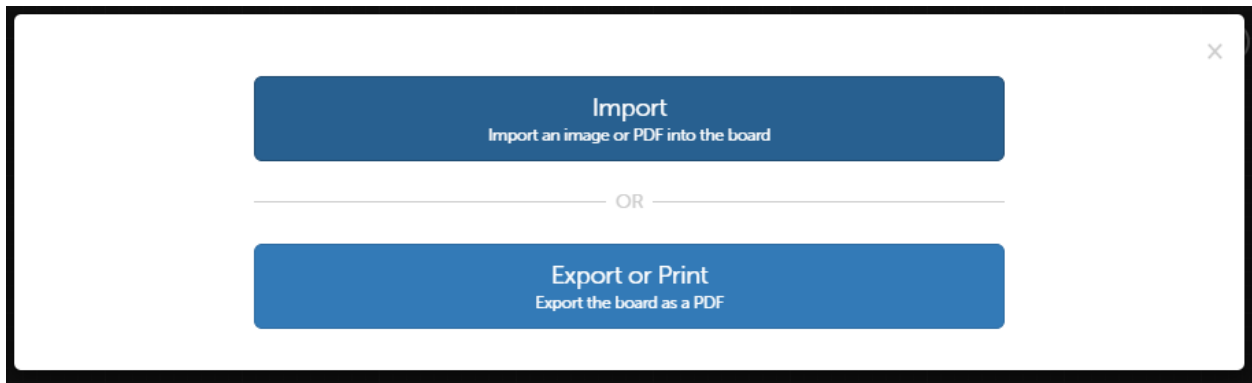
You also have the option to submit/upload a file by cell phone. While the phone # of (858) 248-4586 is the same, it's the room designation at the end, 2e7522 in this case, that ensures that the file ends up in your room.


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We chose GoBoard because it's one of the best products of its kind on the market largely because it was designed, and the company is owned, by a former higher ed. tutoring center administrator and it was beta tested and refined by many top universities to ensure that the features are the right ones for higher ed. students.

This platform is not free, so **we ask for the following consideration so that we don't need to pass on the costs to our clients.**

1. <mark>If your session is scheduled for 3-4 PM, please sign in promptly at by 3:00 or 3:01 PM.</mark>
2. Try not to be late, especially to a group session.
    a. If the session is scheduled for one hour, we ask that everyone sign out promptly, so 4:00 PM in this case. Remember that you will retain access to all of the sessions notes and be able to review the video of the session *after* you're logged out.
3. <mark>It's important that you close the window to log out</mark>. If you simply minimize it and leave it running in the background, USA Tutors will be charged for however many hours it remains active. Basically, we're asking you to "turn off the lights and close the door on your way out."
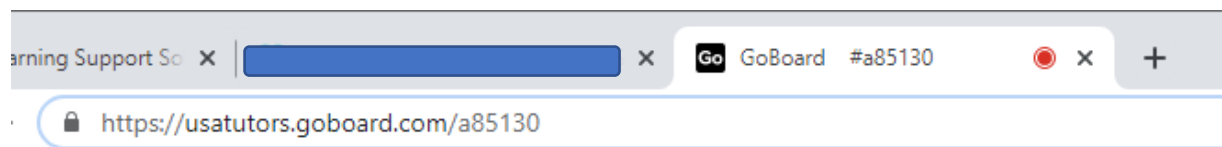
We look forward to continuing to support you online and make this holistic academic transition an easier one!

Sincerely,
Debbie Malewicki, President
USA Tutors
(203) 800-4100
Tutoring@USATutors.io

Technology Support:
If you and your tutor encounter any issues with the online platform, please:
• Write to help@goboard.com or call the Help line at 1-877-919-8886. Let them try to troubleshoot.
• Be sure to copy DMalewicki@USATutors.io on the email if you send it or quickly let me know what's happening if you call.