



Peer Tutoring

Schedule Online with Navigate Student and Attend Remote Sessions via Tutor Ocean

To make an appointment with a SCI Peer Tutor, you will need to download a mobile app called Navigate Student. Navigate Student is an app that you will use for many resources and services at Pitt, such as connecting with support, making appointments with an advisor, and staying ahead of roadblocks.

This app is available in the Apple Store or Google Play Store, and you can search for it by typing "Navigate Student".

Once you download the app, you will be prompted to select your school (type in: University of Pittsburgh). You will then be asked to sign in with your Pitt username and password, which you will be asked to authenticate using two-factor authentication ([more info on multifactor authentication](#)). You will also be prompted to fill out a short survey about your academic experiences and interests.

After you have taken these steps, use the app to schedule an appointment with a Peer Tutor:

- Click on the "Appointments" button on the home screen.
- Choose "Schedule an Appointment"
- Choose "Tutoring"
- Choose "Virtual Appointments-SCI Tutoring"
- Select the type and length of appointment you would like.
- Choose the course you are seeking support for - primarily CS core (CS0400 Level) and CS service courses (CS00XX Level). Upper level courses are also available with qualified tutors.
- Choose an appointment time that fits your schedule.
 - *You can choose a staff member (tutor) but that will limit your available appointment times. We recommend skipping the choice of a tutor so you can see the full schedule.*
- In the comments field when scheduling an appointment, you can specify exactly what you would like to talk about, if you know.
 - *Provide as much information to your tutor as possible in the comments section when making your appointment and when you begin your session. Have files ready to upload into the platform before your session if you would like to reference them with your tutor.*

Don't need a full hour appointment or just have a quick homework question?

You can select a Walk-in 30 minute sessions.

Remote Tutoring: How to Connect with your Tutor

When you schedule a tutoring appointment, a link to your tutor's "virtual classroom" will be included in your confirmation email from Navigate Student (Pathways). You will also receive a reminder email with the link included closer to the start time of your appointment. Please lookout for these emails so you can connect with your tutor at your scheduled time. You do not need to download any software or register to use this service. The online tutoring platform does work best when using the Google Chrome browser. Within the online platform you can share files and screens, recording tutoring sessions, and use the whiteboard for tutoring sessions. Have any documents or files you would like to share ready at the start of your appointment with your tutor.



For a demonstration on how the tutoring platform works, you can check out this [demonstration video](#) (start video at 1:45).

How to make the most of your online tutoring session

1. Provide as much information to your tutor as possible in the comments section when you begin your session. Have all relevant files and materials ready before your session if you would like to reference them with your tutor.
2. Make sure you note the day and time of your tutoring appointment. All tutoring appointments scheduled in Navigate Student (Pathways) are in Eastern Standard Time (EST). If you are located in a different time zone, please note the difference and plan accordingly.
3. Go to the online tutoring classroom/platform, [Tutor Ocean website](#) before your appointment time. Log in with the SSO, and complete any account set-up information.
 - a. *The tutoring platform works best on Google Chrome or Mozilla Firefox. It does not work on Safari, Explorer, Edge, etc. Again, do this at minimum 15 minutes before your appointment time to allow for troubleshooting.*
4. Be ready early so you do not waste time with your tutor on technical issues. Make sure you allow your internet browser to access your microphone and camera. If you have technical issues, you may find some helpful tips in [this Tutor Ocean Support Guide](#).
5. Be sure you are signing into Tutor Ocean, the remote online tutoring platform, by using the University of Pittsburgh's tutor-specific link provided to you in your Navigate Student confirmation email and appointment reminder.
 - a. *This address should begin with "https://pitt.tutorocean.com/classroom/_____" with the specific Tutor's User id/name at the end. If you do not see that address, you will not be linked to the correct tutoring appointment.*
6. Focus! Turn off interruptions, log out of other sites and apps that might distract you while working with your tutor. Put your phone away.
7. Find a quiet location to work with your tutor so you can hear each other clearly. Use a headset or with microphone if possible.
8. Be mindful of your appointment time. If you run out of time, please return to Navigate Student (Pathways) to schedule another time block. Your Tutor may need to transition to another appointment or walk-in when your allotted time is up.
9. If something is not making sense, directly ask your tutor for clarification or to go through an example. Ask questions!