

**TO:** Chief Executive Officers  
Chief Instructional Officers  
Chief Student Services Officers

**FROM:** Marty Alvarado,  
Executive Vice Chancellor, Educational Services & Support

**RE:** Guidance for Transitioning to Online Student Tutoring Due to COVID-19

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The closure of colleges during the COVID-19 pandemic has interrupted the normal functioning of campus tutoring centers. This memo provides clarification on maintaining student tutoring during this time of college closures.

Per title 5, section 58170, individual student tutoring must be conducted through a designated learning center that is supervised by an individual that meets the established minimum qualifications. This memo serves to clarify that the policy does not require the designated learning center to be housed in a brick and mortar facility or that supervision occur in-person. A virtual tutoring center may offer supervised tutoring assistance through synchronous technologies such as videoconference, web conference, audio conference, or other technology resources. Therefore, colleges transitioning to virtual, online tutoring should establish protocols and online infrastructure to support continued tutoring services that meet the requirements of this policy.

For colleges seeking clarification on apportionment allowances for converting tutoring courses to online, virtual formats, colleges should refer to the March 13<sup>th</sup> guidance memo titled [Novel Coronavirus \(COVID-19\) Guidance - Attendance Accounting Implications and Approved Exceptions](#). All COVID-19 related guidance memos are available at the Chancellor's Office Novel-Coronavirus website at:

<https://www.cccco.edu/About-Us/Chancellors-Office/Divisions/Communications-and-Marketing/Novel-Coronavirus>.

Recognizing that during this unprecedented transition, many more students may require additional support, all colleges now have no-cost access to NetTutor, an online tutoring service that includes tutoring across disciplines, including on-demand, multi-lingual, 24-hr math and English tutoring. The NetTutor service is available through CVC-OEI and interested colleges should contact CVC-OEI Executive Director, Jory Hadsell at (650) 949-7811 or [jhadsell@cvc.edu](mailto:jhadsell@cvc.edu).

cc: Eloy Ortiz Oakley, Chancellor  
Daisy Gonzales, Deputy Chancellor  
Aisha Lowe, Vice Chancellor  
Rhonda Mohr, Vice Chancellor  
Jory Hadsell, Executive Director  
CCCCO Staff