There are two contexts to explore related to technology and tutoring. The first involves fully online tutoring where the student and tutor do not physically meet for sessions. Within this option there is considerable variance. The second major category is using technology to enhance or extend traditional face-to-face sessions. Any discussion of technology is fraught with confusion over terms in this rapidly changing field. General principles as well as specific technologies are covered in this chapter with the understanding that equivalents or new technologies may soon replace them.

This chapter considers questions like:

• How can a tutor organize and teach a fully online session?
• How can technology be used to enhance between session learning?

Structuring online tutoring

Fully online tutoring has been growing in popularity in conjunction with increased access and technological advances. Online environments offer many of the advantages of the face-to-face tutoring session as well as some added features like being able to easily archive or save sessions (both video and text) for review purposes. Allowing tutors and learners to be in different locations expands tutoring options and reduces travel times.

Options abound for online teaching. In the for-profit realm, there are companies who will match learners and tutors (e.g., Verbal Planet), some of which have already established methods for teaching and require tutors...
to be certified or trained (e.g., Eleutian). At the other end of the spectrum, learners and tutors may conduct language exchanges or have a previous face-to-face tutoring relationship as in the vignette below.

**Face-to-face to online tutoring**

The Italian learner in the vignette below first met with her tutor face-to-face, but then moved to an online tutoring format when the tutor moved away.

My PhD in Comparative Literature from the University of California, Berkeley, required me to be able to read literature in French, English, German, Latin, and Spanish. A cardinal rule of the Comparative Literature program was that “every translation is an interpretation.” Hence, two decades after earning my degree, when I began to study the works of Primo Levi, I knew I had to learn Italian. I hoped that it would not be too difficult since I already knew, to some degree, Latin, French, and Spanish.

I tried reading Primo Levi’s poems on my own; predictably, I could decipher the words with the help of dictionaries and the sentence structures and grammatical formations via their similarities to other Romance languages I had studied, but my pronunciation was definitely wanting. I needed tutorial help from a real person, not books or CDs, preferably an authentic Italian.

It took me almost two years to discover Claudio, an authentic Roman, who was studying English and Spanish at a community college adjacent to my university. This quiet, patient, and gracious young gentleman became my teacher for the following three years. He worked laboriously to correct my mostly French pronunciation of Italian words. He stopped my Primo Levi poetry readings and presented me with some much simpler Italian children’s stories. I thrived on the simpler texts and quickly gained confidence that I could both read and speak Italian.

Claudio worked with me for two to four hours per week. We read texts together and also chatted in Italian, I using simple but somewhat correct sentences and he explaining concepts slowly or telling me interesting stories about his family in Italy or his new life in California. Alas, after two years, Claudio earned his degree and planned to return to Rome. I thought this would end our tutorials, but he kindly introduced me to Skype. Shortly after his long flight home, we resumed our lessons via Skype for three hours per week, generally at 9:00 AM my time and 6:00 PM his time. My proficiency in Italian increased in proportion to my joy in continuing to work with Claudio.

Happily, my chapters about Primo Levi and his Holocaust related texts were written, and, thanks to Claudio, I was able to cite Levi in his original Italian