



**RTR™** Tutoring Referral & Reporting Module  
**Connect. Engage. Learn.**

## **The Issue**

Educators and administrators are currently faced with the critical issues of increasing student satisfaction and success, student retention, and student persistence. The proven method to accomplish these ends is to not only provide services such as tutoring (both in person and online), mentoring, study groups, and office hours, but to also develop a system to refer students, particularly ones at risk, to these services prior to a negative outcome.

While many institutions have a number of the necessary predictive services in place, what is often missing is a referral mechanism. The implementation of an efficient referral system, with ease of use for referrer and student as well as documentation and reporting features to satisfy regulatory requirements, is often all that is needed for an institution to achieve their retention goals.

## **Current Challenges**

A key feature most early alert systems lack is a delivery system that provides students with services they can readily utilize in order to succeed. The most common solutions have been informal, time consuming, pen-and-paper options that referrers have rejected due to the unreliability, inconvenience, and labor intensity of the non-automated process. This disconnect is a direct cause of their retention rates dropping to critical levels.

## **The Solution**

Link-Systems International (LSI), a market-leading software company that has worked with academic institutions since 1995 to create effective digital solutions for teaching and learning, has collaborated with key academic faculty and administrators from around the country to develop RTR™, our Refer Tutor Report. RTR serves as the solution to connect institutions' systems of record – LMSs, SISs, and other enterprise data services—to student services such as LSI's own NetTutor® online tutoring service, WorldWideWhiteboard® online collaboration tool, MyAcademicWorkshop assessment, placement, remediation tool for mathematics, and a host of other on-campus and online student services.

RTR has an easy to use workflow that allows participating educators to tailor fit services to student needs. The simple interface allows faculty to easily access student rosters and quickly refer one or many of those students to a variety of intervention and support services. The implementation of RTR involves only two simple steps between LSI and your institution:

**Phase 1, Set-up:** The RTR system “ingests” key data from your designated source of record such as course listing, associated roster, and enrolled students. This can be accomplished through a variety of methods from a simple exchange of flat files to more complex data integrations when available.

**Phase 2, Integration:** With the key data recorded and login protocols established for each party involved, all participants are enabled into the RTR workflow. This can be accomplished via a number of integration methods like LTI to ensure single sign on capability.

To meet each student's needs, RTR allows instructors to refer each student individually for services. Non-referred students also have the ability to access the system. Doing so will trigger emails to participating instructors, allowing review of the student's academic progress and opportunity to refer the student, allowing instructors to document areas needing remediation, and ensuring that the service complies with any compensation requirements.

RTR also provides robust reporting and documentation that allows administrators and faculty the ability to quickly determine which students have and have not taken advantage of existing referrals, as well as providing all data needed for regulatory purposes.

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