Virtual Tutoring

Feature/Product Checklist

- The virtual tutoring company will provide 24/7, on-demand, video or audio-enabled virtual tutoring services to all K-12 students selected by the purchasing entity.
- The virtual, internet-based platform allows students to work directly with a tutor to reinforce and/or learn course-specific content. The service should provide video or audio-enabled tutoring sessions supplemented by chat support.
- Provide services for three years or on a term that the school agrees.

Contact

Name:	Kayla Harder, Director of K-12 Educational Partnerships
Company Name:	Tutor.com
Email:	Kayla.Harder@tutor.com
Main website link:	www.tutor.com

Technical Features

- ☐ Provides video-enabled tutoring.
- ☒ Provides audio-enabled tutoring.
- ☒ Provides supplemental chat support.
- ☒ The system must be accessible using industry-standard web browsers. HTML5 is preferred
- ☒ The platform must be accessible on a range of devices.
- ☒ Must provide details regarding the hardware and software requirements that students and instructional staff would need to have available in order to access your virtual tutoring platform.
- ☒ The vendor system must be fully accessible through a web browser and is available.
- ☒ 24/7 outside of regularly scheduled maintenance and/or update Windows.
- ☒ Provide 24/7/365 platform security.
- ☒ The system must provide data privacy in compliance with the Family Education Rights and Privacy Act (FERPA).
- ☒ Have a policy in place to protect student data privacy.

☒ Have a mechanism whereby district staff can view the interactions between the students and tutors and any resulting work products resulting from the support including the usage dashboard.

Platform Availability

- ☒ All students have unlimited access to tutors for the duration of the contract (no usage caps for individuals and/or no usage caps based on enrollment).
- ☒ Offer students opportunities to access tutoring on-demand, twenty-four hours a day, seven days per week, for as long or as short as needed, for as often as needed.
- ☒ Tutoring for individual students will be sustained over the school year and during summer learning sessions.
- ☒ The ability for students to access previous session recordings and work.

Accessibility

- ☒ Speech-to-text is available.
- ☒ Text-to-speech is available.
- ☐ Closed captioning is available.
- ☒ Text size and color are adjustable.
- ☒ Highlight function is available.
- ☒ Translation is available.

Please link VPAT if available:

See our conformance report at www.tutor.com/accessibility.

How are students with unique learning needs supported (e.g.: ELL, dyslexia, hearing impairments, vision impairments, physical impairments…)?

Tutor.com was built with unique learning needs in mind, such as students requiring IEP or Section 508 support. Discover how we support their needs in the Supporting Unique Student Needs section of the Supplemental Response attached to this checklist.

Integration

- ☒ The solution provides integration for students to access tutoring from within the Learning Management System (LMS).

☒ The service provides the ability for students to access tutoring directly from the web without navigating through an LMS.
☒ Integration with rostering solutions.

Subject Availability

The vendor should be able to provide highly-skilled tutors capable of offering 1:1 support in multiple content areas in subjects spanning K-12, including Test Prep, Advanced Placement, and International Baccalaureate coursework.

☒ The vendor provides a file-sharing/essay review function to submit and receive detailed feedback on written assignments.
☒ The platform provides the ability for written feedback on student writing tasks that can be used by the student in the writing/revision process.
☒ Writing support is available for a variety of contexts and purposes, from literary analysis to college application essays, and other types of rubric-based, on-demand writing tasks.
☒ Real-time whiteboard capabilities and tools.
   ☒ Robust text editor
   ☒ Drawing and graphing tools
☒ Drag and drop features.

List or link subjects available for tutoring:

Tutor.com supports more than 250 subject areas for K-12 tutoring. See a complete list in Appendix A - Tutor.com K-12 Subjects in the Supplemental Response included with this checklist.

Tutors

Tutors are vetted for content knowledge, tutoring skills, and student safety.

☒ The vendor has a process in place to ensure tutors working with students are vetted.
☒ Tutors have undergone a background check.
☒ Students can schedule with the same tutor.
☒ Students can select their tutor.
☒ Educators can recommend tutors for students.
☒ Tutors are available in multiple languages.
☒ The tutor is working with only one student (session) at a time.
☒ The tutor may be working in multiple sessions simultaneously.

Describe the tutor vetting process:

Tutor.com ensures that all of our tutors meet have been qualified and background cleared prior to engaging with students. Discover our stringent quality control standards in the About Our Tutors section of the Supplemental Response attached.

Tutoring is offered in the following languages:

Tutoring is provided in both English and Spanish (see Appendix A for details of supported Spanish subjects). Additionally, tutoring in Mandarin, French, German, Italian, and Vietnamese is available for limited hours.

Customer Support

There is onboarding and high-quality ongoing customer support.

- ☒ The vendor provides a dedicated customer success manager who is in regular contact with district stakeholders. The customer success manager will provide quarterly business reviews (QBR) with the district as it meets the district's needs.
- ☒ There is a support ticket system.
- ☒ Provide professional coaching for administrators, supervisors, and teachers, including
  - ☒ How to access and use information from captured tutoring sessions to identify student needs.
  - ☒ Strategies for employing the platform to supplement and enhance classroom Instruction.
- ☒ Strategies for parent engagement are provided.

Describe onboarding support:

Tutor.com has extensive experience launching successful, district-wide tutoring programs. Discover more in the Implementation description of the Customer Support section of the Supplemental Response attached to this checklist.

Describe ongoing support procedures:

Tutor.com provides ongoing support with a multiple high-touch methods. Discover more about our ongoing support procedures in the Customer Support section of the Supplemental Response attachment.

Describe how customer feedback is obtained and utilized:

Tutor.com listens to each of our customers in weekly or monthly progress meetings, as well as requesting student feedback in post-session surveys after each engagement. We use customer feedback to inform ongoing improvements to our learning programs.

Company Requirements

- ☒ Provided on-demand virtual tutoring services for a minimum of three years.
- ☒ Demonstrate strong financial standing and company resources.
- ☒ Demonstrate a range of insurance coverage in the event of liability.
- ☒ Have the capability to provide services to all students at an annual per-student rate.

☒	The company is based in the United States.
☒	The company can demonstrate an understanding of federal and state funding sources for tutoring services.

Usage Data

☒	Provides data to the school administrator via an online dashboard.
☒	School administrators have access to pull usage when needed.
☒	Educators can pull data on students from their rosters.
☒	Usage reports can be customized.
☒	Usage reports can be automated and sent to various stakeholders.

Past Performance

☒	The company can demonstrate a consistent past performance with other educational institutions.
☒	The company has contracts with districts in Iowa.

References:

#1
District:
District enrollment:
District contact:
Partnership dates:

See Appendix C of the Supplemental Response for additional references.

#2
District:
District enrollment:
District contact:
Partnership dates:

See Appendix C of the Supplemental Response for additional references.

Pricing

☒ Prorated pricing for 2022-2023.

☒ Pricing for three fiscal years - July 1, 2023, through June 30th, 2026.

Price per student:

Tutor.com offers highly flexible pricing, supporting per-student and per-hour models, to better serve Iowa's AEA. For a complete breakdown of our models and rates, go to Appendix D of the Supplemental Response.

Supplemental Response to Virtual Tutoring Services

Tutor.com's Response to Iowa's Area Education Agencies
Virtual Tutoring Checklist
Due date: January 6, 2023

Prepared by:
Kayla Harder
Director of K-12 Educational Partnerships, Midwest
Phone: 636-236-5793
Email: kayla.harder@tutor.com

Table of Contents

Executive Summary

Greetings and well wishes to Iowa's Area Education Agencies! Tutor.com welcomes the opportunity to respond to the Virtual Tutoring Checklist. In the following supplemental response, we outline how our solution will help to inspire, educate, and prepare students to achieve high standards within the district for grades K through 12. Here we offer more complete descriptions and illustrations that we feel prove Tutor.com is the best virtual tutoring service for Iowa's students.

Our virtual tutoring service can help Iowa schools improve academic outcomes and close learning gaps created by the impacts of COVID-19. We can help you achieve these outcomes by providing all Iowa's Area Education Agencies' (AEA) students with timely and essential support through 24/,7 one-to-one online tutoring. All Iowa students will be able to access Tutor.com anywhere, via *any* Internet-connected device, which ensures they can connect with educational experts and resources at any time.

Tutor.com is the industry's largest and most experienced online tutoring provider, with a strong track record of excellence and student achievement. Our educational reach and financial stability are unmatched in the industry. Since our inception in 1998, we've delivered more tutoring sessions –23 million and counting – than any other online tutoring provider to date. Last year alone, we delivered a record 1.7 million sessions. For a brief overview of our services, please go to: https://tinyurl.com/3ubwh7sz.

In addition to serving thousands of students, we also serve hundreds of clients. These include K-12 schools (including all districts in the state of New Hampshire), colleges, universities, companies, and libraries. Tutor.com is also the official tutoring and homework help provider for the U.S. Department of Defense, serving U.S. military families in the Air Force, Army, Marines, Navy, National Guard, Reserves, and Coast Guard.

Our services – live tutoring and asynchronous support – can be initiated by your students through our secure, easy-to use student portal. Synchronous instruction takes place in our virtual classroom, which recently received the 2022 CODiE™ Award from the Software & Information Industry Association (SIIA) for *Best Student Experience*. We also offer a range of accessibility options and an accessibility classroom that's ADA and Section 508 compliant.

Thank you for considering Tutor.com. We would be privileged to serve you and your students and look forward to further discussion.

Warm regards,

John Calvello
Vice President, K-12 and Graduate Programs
215-264-4886 | John.Calvello@review.com

Tutor.com Virtual Tutoring Solution

OUR MISSION

At Tutor.com our mission is to help all students reach their full potential. We accomplish this by providing access to exceptional educational support, which enables students to gain the knowledge, skills, and confidence they need to succeed.

TUTOR.COM KEY DIFFERENTIATORS
Longevity and stability = minimal risk: We've been providing services for longer than any competitor – 22 years for Tutor.com and 40 for The Princeton Review. Many competitors have only recently started up to take advantage of new federal funding. Documentation of our financial stability can be provided upon request.
Experience: Tutor.com has delivered more than 23 million sessions since its inception, with 1.7 million sessions in 2021 alone! This, too, is unmatched by competitors.
The industry's top tutors: Our rigorous tutor vetting process ensures quality and consistency. Of the 100,000+ tutor applicants screened each year, fewer than 1.5% are selected.
Best student experience: Tutor.com recently received the 2022 CODiE™ award for Best Student Experience from the Software & Information Industry Association.
A rapid human connection: It's sometimes hard for students to request help, so when they do, it's important that they get it fast. At Tutor.com, we ensure this. Our average wait time for on-demand tutoring is one minute, with a median wait time of 24 seconds (2021). We also guarantee a turnaround time of 12 hours or less for asynchronous paper review.
Data at your fingertips: Through our easy-to-use client portal, users can quickly access real-time data and generate customized granular reporting, by student(s), subject(s), overall program, etc.
Early Intervention Alerts: If a student needs extra help, these alerts will immediately let you know. This enables teachers to provide just-in-time support, which our clients say helps improve grades.
Two-way voice: This feature is essential for many learners, especially the youngest, who may not have the keyboard skills needed for chat. It's also important for special needs and ELL learners. Not all online tutoring providers offer this.
Video instruction: To meet students where they are, we offer lots of quick video how-to's. These range from tips on using our online classroom tools to strategies for solving linear equations.
The Princeton Review test prep: Through Tutor.com, your students can access The Princeton Review's self-paced test prep for SAT and ACT at no extra cost. We're the only tutoring provider that can offer this.

Value-added resources: We also offer many other complementary resources at no additional cost; these range from our popular Student Success webinars to writing/academic integrity resource centers.

24/7 tech support: We're here day and night, whenever you and your students need us! Not all tutoring services provide this.
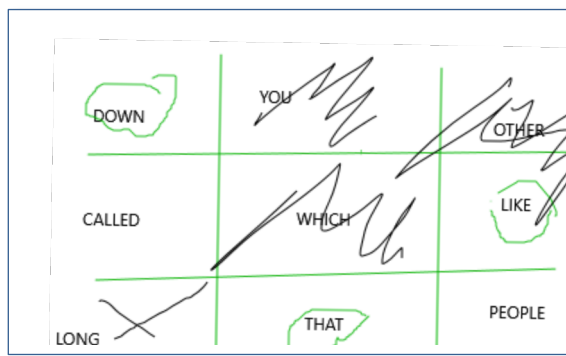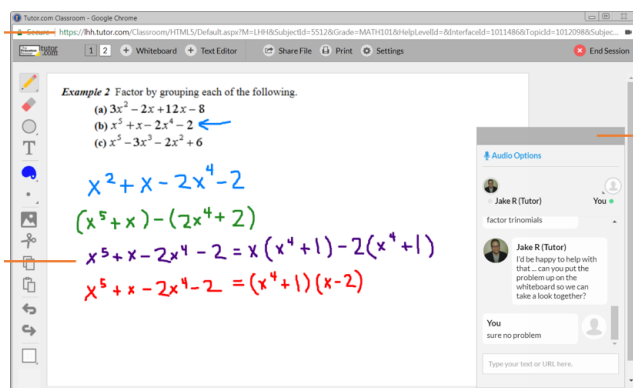
Tutor.com's Online Classroom

Tutor.com provides one-to-one, on-demand tutoring in live sessions, pre-scheduled sessions, and asynchronous session formats available 24/7 (discover more about our tutoring formats in the Online Tutoring Services section below). All tutoring sessions take place in our online classroom, a collaborative Web-based space that's also accessible via our mobile app. This is a safe, secure, and anonymous learning environment where learners of all ages can ask questions without fear of judgment. It's easy to use, even for those with limited computer skills, while also offering more functionality for advanced users.

The Tutor.com Online Classroom includes:

- Instant chat
- Optional voice chat
- Video-enabled, two-way interactive whiteboards with file and application sharing
- Shared Web browsing
- Specialized tools for advanced applications
- Two-way graphing calculator for STEM subjects
- Two-way code editor for computer science courses
- Two-way text editor for active brainstorming in composition sessions

Whiteboard: Our interactive shared whiteboard allows students and tutors to draw problems together, import content and images, and share files and applications. It includes various drawing tools, the option to add lined or graph paper, and the ability to import math and science expressions from our library of whiteboard objects.

File and application sharing tool: This is one example of our whiteboard features. It allows students to send their tutors files and documents in any commonly used formats (Word, Excel, PowerPoint, etc.) for review in the online classroom. All documents and files shared during a session are also sent to the student as chat messages; these are then archived so students can review later if needed.
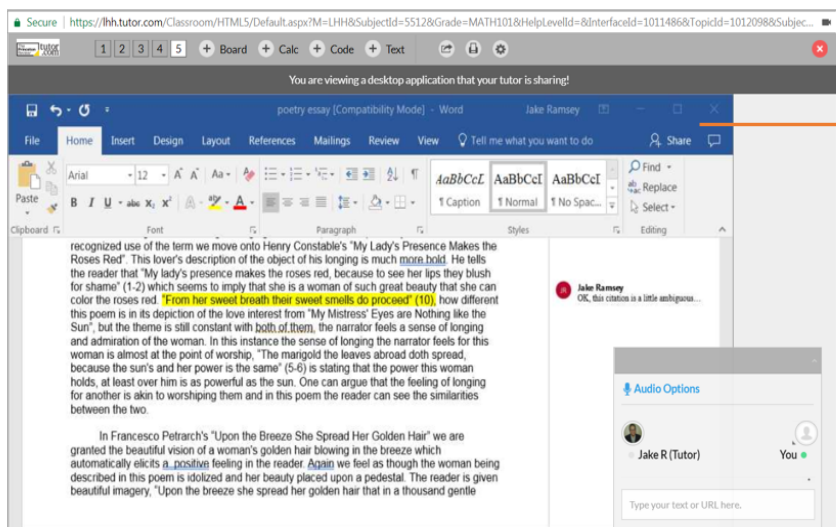

APPLICATION SHARING
…or students can send their tutors a file, and follow along on the whiteboard while the tutor adds comments in Microsoft Word (or any other common application, like Excel, PowerPoint, SQL Server Management Studio, Visual Web Developer, etc)

Shared Web browsing: This allows tutors enrich any session with third-party Web content, or to refer to institution-specific resources like syllabi or grading rubrics during a session. All URLs accessed are also sent to the student as chat messages, which are archived along with the rest of each session's chat log so that students or faculty and/or administrators may review this third-party content later.

Graphing calculator: Students can construct and graph complex math expressions using this MathML-based expression editor and graphic calculator. It's particularly helpful for calculus and physics. This lets students enter expressions on the physical keyboard or use an on-screen keyboard and a mouse. All activity is archived and may be reviewed or replayed.
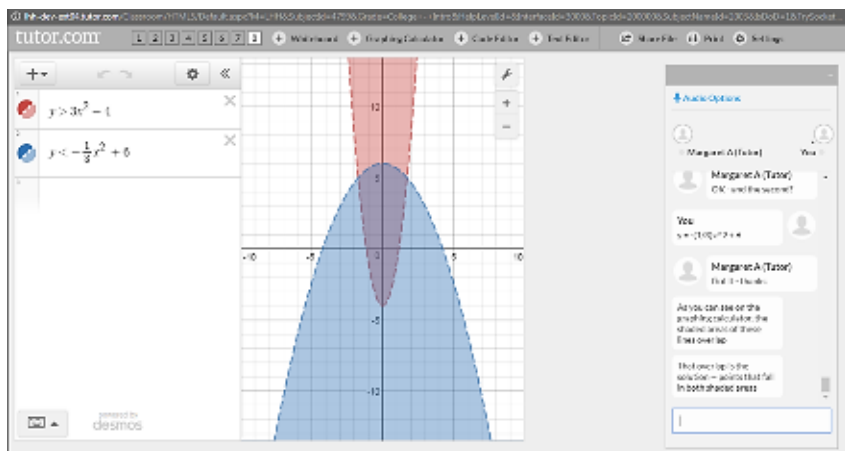
Code and text editors: The code editor, shown below, lets students and tutors see what each types in real time. Language families covered include e.g., C++, CompTIA A+, Java, and Python). The text editor, also shown below, lets students and tutors work together on assignments to compose/edit text or paste from other sources.
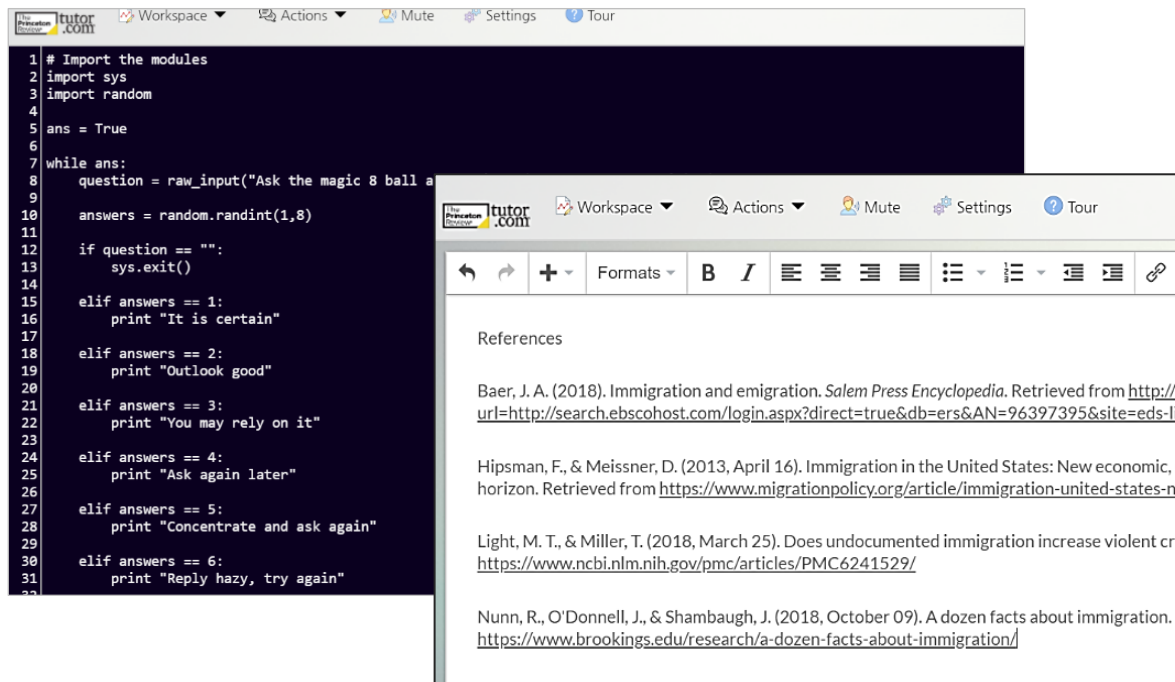
Supporting Unique Student Needs

The online tutoring offered by Tutor.com has been designed with student challenges, such as IEP and 504 needs, in mind. In addition to providing an accessible platform, we also provide other forms of assistance to students who are learning or physically challenged. Discover more about our compliance support using the following link to see our VPAT conformance report.

https://www.tutor.com/accessibility

Our service is fully ADA & Section 508 compliant. To accommodate learning or physically challenged learners, Tutor.com provides an accessible platform that includes chat and audio tutoring for hearing-impaired students. Features include:

> **Screen reader legibility and tab indexing:** Sight-challenged learners can use our online classroom, where chat, file-sharing, and other tools are fully keyboard-operable and tab-navigable. The online classroom is also optimized for popular screen readers (e.g., JAWS, Kurzweil, NVDA, etc.).
> **Dedicated accessibility mode for visually-challenged learners:** Users with sight challenges may also choose to connect with a tutor in our special accessibility classroom.
> **Compatibility with other assistive technology:** The online classroom is also designed with motor disabilities in mind. For additional details and documentation, please see Tutor.com's Accessibility Conformance Report at: https://www.tutor.com/accessibility.

Accessibility classroom

Other resources: In addition to providing an accessible platform, we also provide other forms of assistance to students who are learning or physically challenged. This includes providing our tutors with specialized techniques that can be used during tutoring sessions. These techniques are specific to a disability (e.g., ADHD, autism, test anxiety, central auditory processing disorder, visual processing disorder, dyslexia, dyscalculia, and dysgraphia). Approaches cover areas such as communication mode, pacing, scaffolding, multi-modal instruction, visual aids, etc.

Supporting Young Learners

With early readers, our tutors help students recognize the relationship between written and spoken letters. This is why these sessions often take place in our online classroom with our **voice feature.** Hearing tutors live provides students with a more engaging connection and has proven to be more beneficial to younger learners. The voice option is not available in some of our competitors' platforms. **Tutors often use the whiteboard and a combination of writing, reading, drawing, and speaking to ensure young readers are engaged and are building their skills.**

When working with younger students, our primary reading tutors may also work with parents and/or caregivers, as younger students are often inexperienced with technology. In most cases, the parent gets the session going by providing background information to the tutor and then the tutor works directly with the child.

The tutor's primary goal is to support the teacher by finding out what the student is working on in class and where improvement and additional support are needed. Instruction includes helping with strategies for manipulating the sounds in spoken words and understanding those words, including their definitions and context. Tutors also help students understand the meaning of different texts and help with blends, phonemic awareness, sight words, context clues, and fluency (as illustrated in the whiteboard shown here).
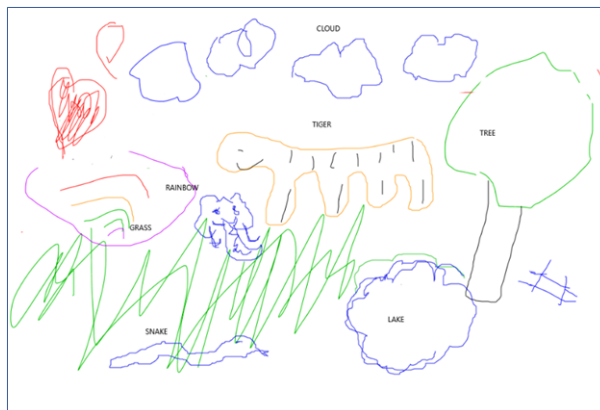
For young math students, our tutors use a variety of tutoring methods, including drawing pictures or telling stories to illustrate basic math calculations, and ensure that students understand the real-life applications of math problems.

Sample math game for young learners

In addition, our tutors often model parallel problems for students who need more support, scaffold information for those who need a little less support and use fading techniques for those students who are ready to try solving problems themselves but still need validation. Our tutors guide students through more complex math problems by asking step-by-step questions and leading students through problems. As always, we do not do the work for the student. Instead, our tutors help students gain the confidence necessary to complete their math assignments independently when they leave the session.

Multilingual Support for English Language Learners

Tutoring is provided in English, Spanish, Mandarin, French, German, Italian, Arabic, and Vietnamese (for details, please see the K-12 subject list included as an attachment to this RFP response). Students can communicate with a tutor in via chat in our online classroom. Additionally, language learners can speak directly to our tutors in their preferred language through our voice connection.

In addition, Tutor.com makes it easy for Spanish-speaking students and families to connect to a tutor by enabling our on-demand tutoring screen text to be converted from English to Spanish, as shown at right.

ESL and other support with voice instruction: Our tutors often connect with students who are not native English speakers. To meet their needs, we also have English as a Second Language (ESL) tutors available for on-demand and scheduled tutoring. As non-native speakers often rely on visual cues to assist them with comprehension, tutors typically use our classroom voice tool to provide instruction in vocabulary, English language use, and writing, reading, and speaking skills. Instruction can also be provided at different levels, from basic language acquisition to advanced. Also, service, training, and marketing materials are available in English/Spanish.

Our approach also consists of beginning each session by determining a student's capabilities and learning style, then adjusting the tutoring methodology to ensure a positive and effective session. This includes:
- o Clarifying the question or assignment thoroughly
- o Decoding the assignment directions or learning unfamiliar terminology
- o Using short sentences
- o Breaking concepts into smaller steps
- o Checking frequently for understanding by stopping and asking
- o Using appropriate pacing and flexible approaches

o Guiding and using examples

Multilingual resources: Tutor.com will also provide a variety of marketing and outreach materials that can be used to provide parents and families with additional information, which are available in English and Spanish. Other multilingual resources include how-to videos, presentation slides, flyers, parent information sessions, and Tutor.com-hosted webinars. Presentations and information sessions in languages other than English or Spanish can be delivered in partnership with a bilingual presenter.

Session Recordings and Reviews

Our program provides full transparency into the work taking place between students and tutors, which is available to teachers and parents.

All session activity is logged and archived, so students can review or replay their previous sessions anytime through the *My Sessions* page in their accounts. Logged/archived information includes chat logs, audio files, all voice communication, the session transcript, white board activity, and any files or websites shared between the tutor and student.

The screen on the right shows the Student Locker, where parents and students can access session archives. The locker provides recordings, transcripts, and any files shared during the session. This quick access enables students to review the learning sessions if needed.
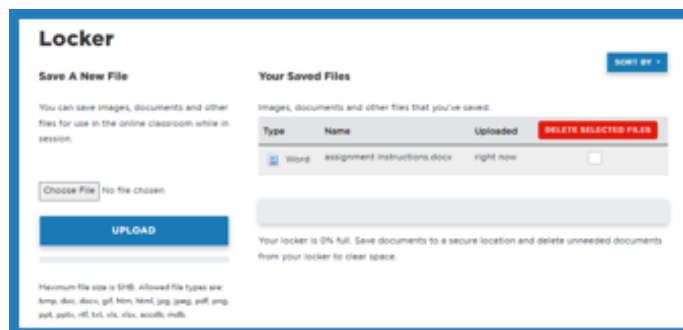
Session transcripts and recordings can also be accessed by school administrators via the Client Portal 24/7 and students can share them with their parents via the *Email a Transcript* feature, available on each saved session in the student's student portal home page. Parents are also welcomed to participate in sessions with their child, as is often the case for younger students.

If a student had a tutoring session in Spanish, the transcript of that session would also be in Spanish, which students could then share with their parents.

In addition to the above, we provide your program administrators and others you designate with easy access to detailed learning analytics data via the client portal. Designated users can access this dashboard to review this data, which include detailed student usage statistics. Discover more about our reporting and analytics in Attachment B.

Browser and Mobile Support

For ease of use, and to support users who might switch between different devices, Tutor.com's responsive interface adjusts to work on any type of device, including mobile. Students can connect with a tutor from any Internet-connected desktop, laptop, tablet, or smartphone. No additional hardware is required for access.

For laptop and desktop computers, we support Windows 7/8/10, MacOSX+, Chromebook, Linux, Unix, and a variety of other operating systems. For tablets and smartphones, we provide our newly enhanced free companion app (Tutor.com to Go) via the iOS and Android app stores. Users may also connect with a tutor through the Web browser on any mobile platform, including iOS, Android, Kindle Fire, and more.

Plugins are not required. Tutor.com is a completely Web-based application with no locally installed software or browser plug-ins needed.

Tutor.com and our online classroom can be accessed from any HTML5-capable Web browser on any desktop, laptop, tablet, or smartphone, irrespective of manufacturer or operating system. We support all modern browsers, including Chrome, Firefox, Safari, and Internet Explorer/Edge. Tablet and smartphone users may connect with a tutor using their Web browsers, or by downloading Tutor.com to Go, our free companion app for iOS and Android.

Our mobile app includes the features listed below.
- Instant chat
- On-demand and scheduled connections with tutors in 250+ subjects and test prep areas
- Asynchronous support (24/7 Drop-Off Reviews) for writing, math, sciences, social sciences, business, computer sciences, and career services
- More than 440 video lessons for math, English language arts fundamentals, biology, calculus, U.S. history, and world history
- Over 100 diagnostic quizzes in math, science, English, and ASVAB prep
- The Princeton Review SAT/ACT Essentials for dual enrollment students, a self-paced study course designed to increase test scores
- Career services that include help with resumes, cover letters, job applications, job searches, and interview preparation

Data Security Policies

Tutor.com's learning environment is built to protect each user's privacy and create a safe, reliable online experience. Tutor.com and its employees and tutors comply with all applicable federal regulations, to include FERPA, COPPA, and those that deal with student data and privacy issues. We never disclose, transmit, or distribute student data beyond its customer-approved use. We are the institution's agent, and we completely understand our role in protecting this data.

All student information is protected by redundant firewall, file security, and anti-virus systems. All identified vulnerabilities are patched immediately to limit exposure of student PII to external soft threats. Annual third-party penetration testing and monthly vulnerability scans are leveraged to identify and patch vulnerabilities.

Tutor.com's customer environment resides completely in the Amazon Web Services cloud. Our internal operations-based systems reside in a co-located facility in the United States. Our data center permits access only to individuals on our access list with valid photo ID. After access is granted, the person is given a key card and must pass through a biometric scanner. It is also protected 24 hours a day by on-premises security guards.

In addition to the security systems mentioned above, Tutor.com limits the number of employees with access to pertinent data and records all employee updates to student data for periodic audits.

Tutoring session and account data access is only granted to Tutor.com engineering and operation staff as needed to fulfill our service obligations to clients utilizing a role/group-based security with a least access granted model. Administrative client staff (only those designated by the appropriate client leadership) will have indirect access to the data, via the Tutor.com reporting and administrative portal.

Student data is never shared with any third parties without the explicit approval of the client(s) or student(s) in question, or pursuant to a valid administrative agency or other governmental body.

Online Tutoring Services

Tutor.com provides one-to-one, on-demand tutoring in immediate live sessions, pre-scheduled sessions, and asynchronous (such as essay drop off) session formats through our device-agnostic online classroom. Students can access our tutors 24/7 via laptop or desktop computer, a tablet, or a smartphone. Iowa's AEA students will have access to immediate learning support for 250+ subjects, including AP and IB coursework in English and Spanish (see Proposal Appendix A – Tutor.com K-12 Subject List to see which topics are covered).

Each of our tutors provides dedicated, one-on-one support. Unlike other tutoring vendors who require their tutors to work with multiple students simultaneously, Tutor.com ensures that each student has their tutor's full attention by engaging with only one session at a time.

By providing on-demand, scheduled, and asynchronous support, Tutor.com ensures your students have multiple options for getting the help they need when it fits into their schedule.

Screenshot of student portal home page
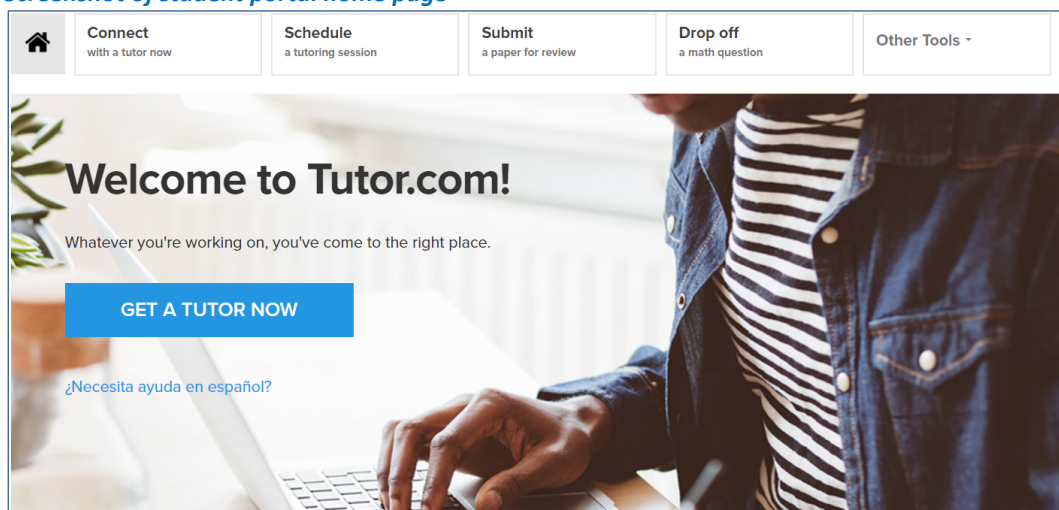
Tutoring takes place in our online classroom (described in the Online Classroom section of response) and is available 24/7, or during the hours that you designate. Processes for requesting tutoring and support are as follows:

On-demand, live tutoring: Once your student has accessed their Tutor.com home page through the student portal, they click on Connect to a Tutor for an on-demand session in any subject available. They're then asked to provide their grade level and the subject area they need help with. Once this information has been provided, your student will receive a dynamically updated wait-time estimate via a pop-up screen. This provides the estimated wait time for connecting with the appropriate tutor, which averages approximately one minute.

Through their home pages in the student portal, AEA students can also designate tutors as "favorites." Once this has been done, the tutor will be automatically displayed, if he/she is online and available, when a student logs into the student portal.

Pre-scheduled live tutoring: To preschedule a session, students click on Schedule a Tutoring Session on their home page. Here they'll see tutor profiles by subject, with pictures, ratings, educational backgrounds, and fun facts. They'll also see the tutor's calendar and when the tutor is available. They can then schedule a future session. Once the session has been scheduled, your student will receive a confirmation email and a reminder.
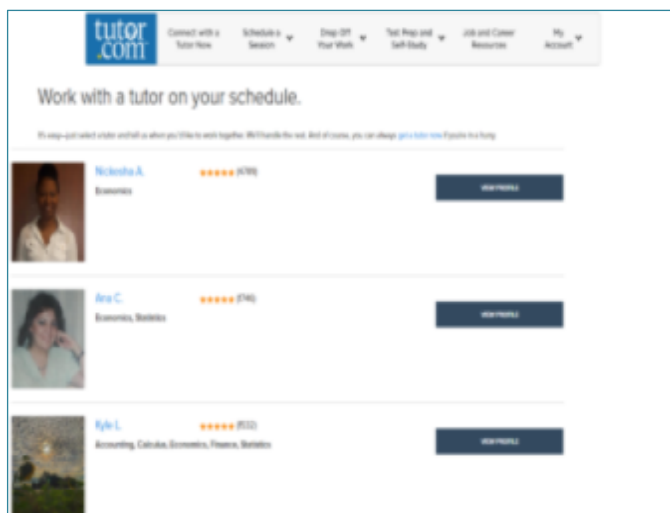
Asynchronous support: Students can also access asynchronous support through their portals. They begin by filling out a quick questionnaire on their needs, for example students may submit essays for review. When submitting an essay, they're asked to provide a summary of their goals, the assignment instructions, the citation format they're using (if applicable), and where they are in the writing process. They then submit the paper and receive a response within 12 hours; though our average turnaround time is 4 hours.

Writing Help

Tutor.com offers multiple options for students who need help with writing: synchronous 1-to-1 sessions, Drop-off Essay Reviews, Writing Projects, and the Writing Resource Center. With synchronous support, the paper is shared with a tutor in our online classroom. The tutor and student work together in real time, communicating via the chat function or voice feature. The tutor saves changes as they are made and, at the session's end, sends the revised document back to the student.

This process enables tutors to walk students through suggested improvements, confirm their understanding of concepts, and guide the student to improve in weaker areas. The goal is to produce writing that is appropriate to the task, purpose, and reader.
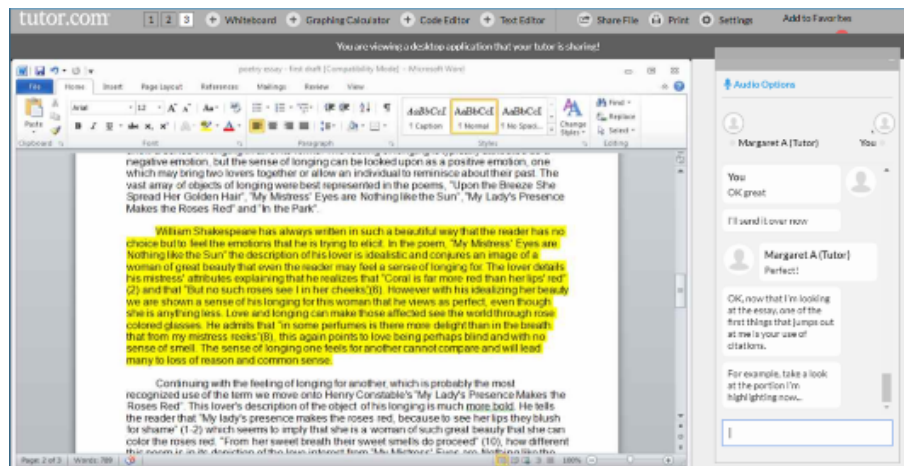
Drop-off Review: With asynchronous support, your students can upload papers for critique to our Writing Center and receive feedback. (the turnaround time is within 12 hours.) Along with the document, they're asked to provide a summary of their goals, the assignment instructions, the citation format they're using (if applicable), and how far along they are in the writing process.

Our tutors then provide feedback that consists of detailed comments and a summary of the document's strengths and weaknesses. This focuses on both higher-order concerns (e.g., thesis, audience and purpose, organization, and development) and lower-order concerns (e.g., grammar, syntax, and citations). Tutors also recommend next steps and any relevant resources.

Writing Projects: To provide assistance with longer papers, we also offer a service called Writing Projects. This lets students to send their document to the same tutor for multiple drafts, if desired, for consistent feedback.

Writing Resource Center: The Writing Resource Center houses several proprietary Tutor.com resources related to the writing process. Topics include tips and FAQs for general essay writing, writing mechanics, use of sources, and rules for MLA, APA, and Chicago/Turabian formats. View the WriteTutor Resource Center at www.tutor.com/writing-center for more details.

About Our Tutors

Tutor.com ensures that our tutors are qualified subject matter experts who meet each of our partner's quality standards. We provide tutoring in more than 250 subjects, delivered by 3,500+ tutors. Because we understand that our service represents our clients' commitment to high standards, we take great care in selecting each tutor and providing support. To that end, our greatest investment is in our tutors. This is why Tutor.com ensures that all of our tutors meet local requirements when clearing a background check. Here are the components of our tutor selection and management process:

Recruitment: Tutor.com has a team dedicated to the recruitment of the best qualified tutor candidates. Annually, we have over 100,000 prospects who register to become one of our tutors. Less than 1.5 percent of these candidates actually pass our recruitment process and are onboarded as tutors.
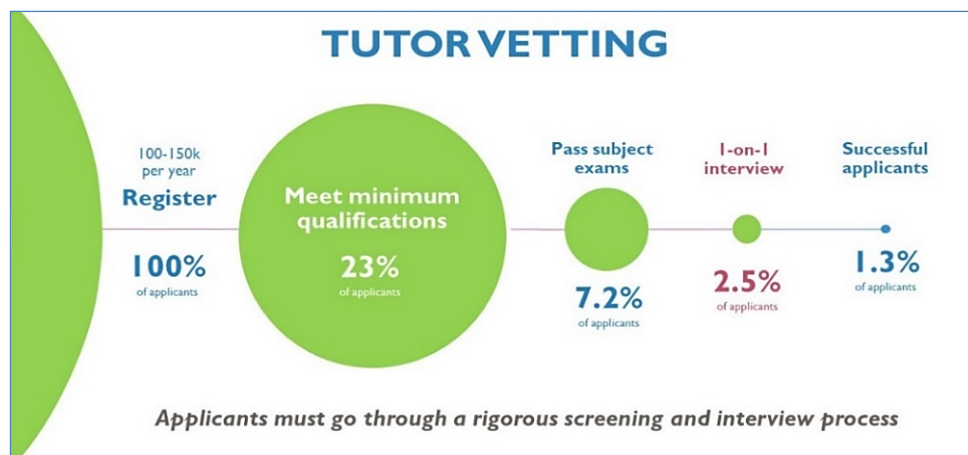
Qualifications: Tutor.com K-12 tutors must have a four-year degree or be enrolled in a four-year accredited institution, and/or, for our technology and computer science subjects, have qualifying certifications. Many have advanced degrees and many are faculty members, adjuncts, or teachers, or are employed in the fields for which they tutor.

Subject expertise: Tutor.com invokes a stringent vetting process to ensure that our tutors meet our standards for effective tutoring. This multi-step process begins with a rigorous timed subject exam for which the minimum passing score is 80 percent or higher. Only about 30 percent of those who submit an initial application pass an exam for a subject we are staffing.

Interviews and reviews: Applicants meeting our minimum education requirements and passing our subject exams then participate in an in-depth interview and introduction to Tutor.com. The process includes gaining experience in our online classroom, a review of our expectations, and a thorough explanation of our pedagogy and methodologies, all led by our expert facilitators, who have vast tutoring experience themselves.

Background check: Upon completion of the interview and introduction, Tutor.com conducts an extensive background check. All tutors must satisfactorily pass this check, which includes a multi-tiered criminal history check and education verification. A criminal background check is repeated periodically for all active U.S. tutors. Less than two percent of applicants who register on our website to tutor pass all the benchmarks to become a tutor with Tutor.com.

Daria S.   *Scott R.*   *Rachel N.*   *Jamarius W.*   *Shelly V.*

Ongoing monitoring: The quality of our tutoring is a key component of our success. Once a tutor has been selected, he or she is assigned to a quality specialist (QS). The QS reviews the tutor's sessions on a regular basis, providing constructive feedback and helpful resources while also tracking performance.

The quality reviews are supplemented by several other quality assurance systems such as student comment reviews and automated transcript reviews. New tutors (those within their first 30-60 days) receive quality reviews, on average, every 7-10 days. More advanced tutors also receive regular feedback from their QS on an ongoing basis.

Resources: In addition to the above, we also provide our tutors with an extensive resource center containing videos, articles, and documents ranging from tutoring techniques to subject-specific resources. These resources are constantly updated to reflect changing practices and newly developed subjects. We also provide our tutors with a monthly newsletter containing additional articles on tutoring strategies and our successes with students.

Professional development and support: Tutors are rewarded and supported through awards and status changes. Awards are given to those who exhibit exceptional student support in their sessions. Tutors also earn merit-based status changes through multiple levels up to Master Tutor. In fact, several of our full-time team members in multiple departments first started with us as tutors and many of our Master Tutors have been working with Tutor.com for over a decade – some are even approaching their 20-year anniversaries as Tutor.com tutors!

Student Survey Feedback

Here are just a few unedited examples of the feedback we receive on our tutors from K-12 students:

- *"I LOVE IT SO MUCH" – Ethan, Middle School Math*
- *"Thank you for helping me out, you made the math really easy to understand thank you!" – Kaylie, Algebra I*
- *"This was very helpful and the tutors have very excellent knowledge based on our assignments. Very kind and supportive" – Emmanuel, Algebra II*
- *"The tutor was helpful and concise. Very patient and rather than just giving the answer, he strung me along the parts of the problem to help me figure it out for myself, all in a timely manner. Great session" – Kaycee, Algebra II*
- *"This is really great before i used to get f's and c's and now i get b's and A's. Thank you :)" – Abram, Middle School Math*
- *"Thank you so much for absolutely saving my life!!" – Irene, Physics*
- *"I will use this more than Minecraft" – Berenice, Middle School Math*

Tutoring Philosophy and Methodology

Our program philosophy is to enable **equitable access to tutoring for learners of all ages** to help them persist, succeed, and reach their full potential. We help school districts like AEA accomplish this by providing expert, one-to-one support that's available 24/7 -- on-demand and pre-scheduled live tutoring and asynchronous assistance.
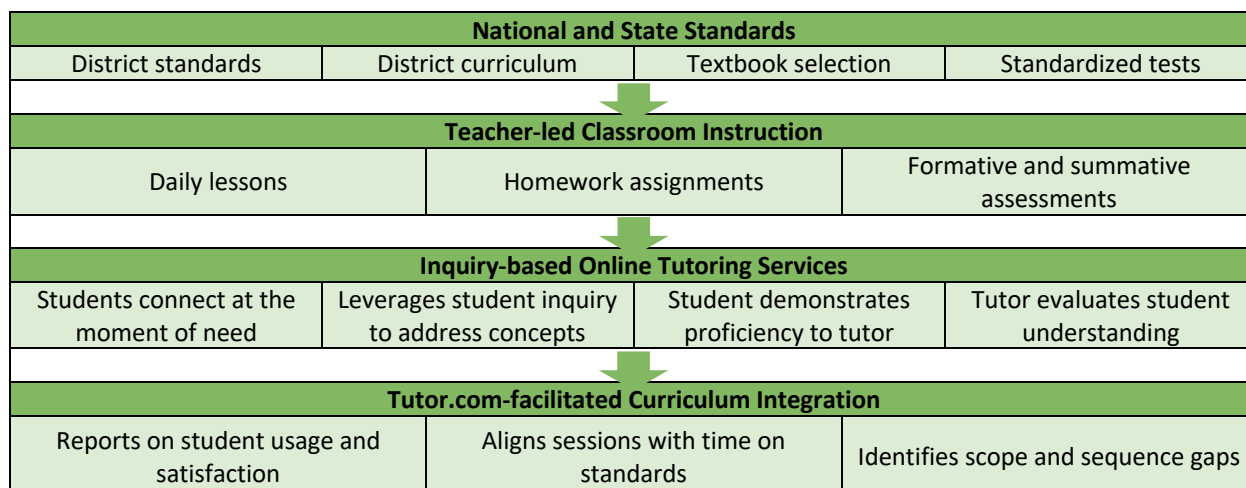
As part of the above, each tutor applies the Seven Tenets of Tutoring to every session, which consists of the following best practices:
- **Provides accurate content:** This includes aligning with the directions a student provides from their teacher.
- **Appropriately clarifies:** This includes clarifying what the student is working on and level of understanding, and what the student hopes to achieve during the session.
- **Identifies an appropriate approach:** This includes choosing an initial approach and adjusting as needed. It also includes using the appropriate tools and skills, based on a student's capabilities, to convey or solicit thoughts and information.
- **Ensures understanding:** The tutor engages the student frequently with focused questions and clear and instructive comments. Tutors also give students the opportunity to demonstrate their understanding of the material being discussed.
- **Manages time appropriately:** The tutor sets expectations early, adjusting as needed, and works at the student's pace. Tutors also seek to instill confidence in students that they can work independently when the session ends.
- **Displays professionalism and respect:** This includes communicating effectively and showing kindness and patience
- **Demonstrates familiarity with classroom tools and procedures:** These include tools such as our graphing calculator and procedures that range from reading, writing, and games to using voice.

Tutor.com seamlessly integrates student support (synchronous and asynchronous) with district/state-aligned curriculum by virtue of the questions, problems, essays, etc., that your students present during their tutoring sessions.

As each session begins, the tutor assesses the student's needs and foundational knowledge as it relates to the question or concept being presented. This assessment includes determining what the student has learned in class and how their teachers have taught it.

As a session progresses, the tutor encourages the student to demonstrate an understanding of what's being discussed. This is done via Socratic questioning (using different types of questions to engage the student, based on learning style) as well as scaffolding techniques (breaking down the learning process into manageable tasks). By taking this approach, rather than using their own methods, Tutor.com tutors will always be in alignment with your core curriculum and standards.

National and State Standards			
District standards	District curriculum	Textbook selection	Standardized tests

Teacher-led Classroom Instruction		
Daily lessons	Homework assignments	Formative and summative assessments

Inquiry-based Online Tutoring Services			
Students connect at the moment of need	Leverages student inquiry to address concepts	Student demonstrates proficiency to tutor	Tutor evaluates student understanding

Tutor.com-facilitated Curriculum Integration		
Reports on student usage and satisfaction	Aligns sessions with time on standards	Identifies scope and sequence gaps

The Tutoring Process

During each tutoring session the instructional approach is tailored to the individual student. Engaging with only one student session at a time, a tutor starts the session by clarifying the question or concept your student needs help with, then determines the student's abilities, learning style, prior knowledge, and goals. The tutor then does the following:

1. Identifies the most appropriate instructional approach to convey or solicit thoughts and information. Examples of these include:
   o **Scaffolding:** Breaking down the learning process into manageable tasks
   o **Socratic Questioning:** Using different types of questions to engage the student, based on his/her capabilities and learning style
   o **Zone of Proximal Development:** Meeting learners where they are and using creative, application-based activities to confirm understanding
   o **Bloom's Taxonomy:** Determining whether a student can apply prior learning or if it's necessary to first help them remember or understand these before proceeding
2. Identifies the student's preferred instructional modalities, initially and throughout the session, and uses these (e.g., chat, voice, video, whiteboard drawing, shared websites, etc.).
3. Ensures understanding – This includes engaging the student frequently with focused questions and clear and instructive comments. Tutors also give students the opportunity to demonstrate their understanding of the material being discussed.
4. Uses specialized techniques/approaches as needed. If a student has a learning disability, for instance, tutors may use approaches those that are specific to the disability (e.g., ADHD, autism, dyslexia, etc.). When working with students whose first language is not English, they will use other techniques and strategies. These include checking frequently for understanding, decoding the assignment directions or learning unfamiliar terminology, and using appropriate pacing.
5. Manages time appropriately by setting expectations early on, adjusting these as needed, and working at the student's pace; tutors also seek to instill confidence in the student that his/her needs have been met and that he/she can work independently when the session ends.
6. Displays professionalism, kindness, patience, and respect.

Other key elements of our approach are noted below.

| Core Principles	Practical Application
Relevance is everything	**Tutor.com is a student-directed service.** Tutors provide instruction by working on students' self-identified problems and goals instead of following a fixed curriculum.
The more you know, the more you know	**Tutors start each session by assessing what the student already knows** and build from there to reach mastery. Our tutoring sessions and asynchronous support are tailored to the foundational knowledge the student already has.
Those who do the work do the learning.	**Tutors never give answers.** Instead, the targeted tutoring methodology uses leading questions to guide students, with the student doing the work every step of the way.
The brain loves novelty	**Tutors use multi-modal instruction**, including chat, whiteboard drawing, shared websites, and more.
Stress blocks learning and mindset is crucial	**Tutors build confidence** in every session by providing friendly encouragement and positive reinforcement.

Complementary Learning Resources

Because Tutor.com is part of **The Princeton Review**, we can offer Iowa's AEA schools a variety of high-value complementary resources as part of our services. To ensure the success of your students, Tutor.com offers a comprehensive range of college readiness and exam prep services, as well as self-study resources that include diagnostic quizzes to determine areas of focus and videos of sample problems that students can use and replay as often as needed. These resources include the following.

College Readiness

SAT®/ACT® Essentials: Only Tutor.com can provide access to The Princeton Review's SAT/ACT Essentials, a proven and effective self-paced study course that helps AEA students achieve their target test scores. Designed by The Princeton Review to equip your student with the following:

SAT/ACT Video Lesson

- Goal setting and strategies
- Practice Tests for ACT® & SAT®
- Online versions, printable booklets and bubble sheets, and online proctoring
- Detailed score report
- Video lessons, practice drills, and other resources
- Popular advice articles from The Princeton Review
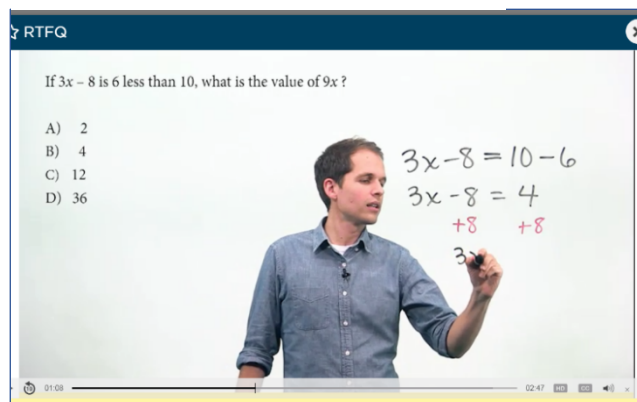
Students and parents can also access expert advice from **The Princeton Review's** college admissions experts through SAT/ACT Essentials. We provide helpful information on many topics such as financial aid, testing for those with learning disabilities, writing a strong application essay, using the Common App and more.

Test Prep Portal

All students receiving test prep services will have unlimited access to The Princeton Review's state-of-the art online student portal. It includes study materials, prep courses, hundreds of exam prep practice questions, and ongoing instructor and scoring feedback.

This portal also that integrates recorded lessons (as shown at right), hundreds of drills, and an in-depth analysis for every test question. This portal, which is available 24/7, allows students to identify not only why the answers are credited, but also the likely mistakes the students made for incorrect answers.

Other resource materials available for our test prep courses include the following:
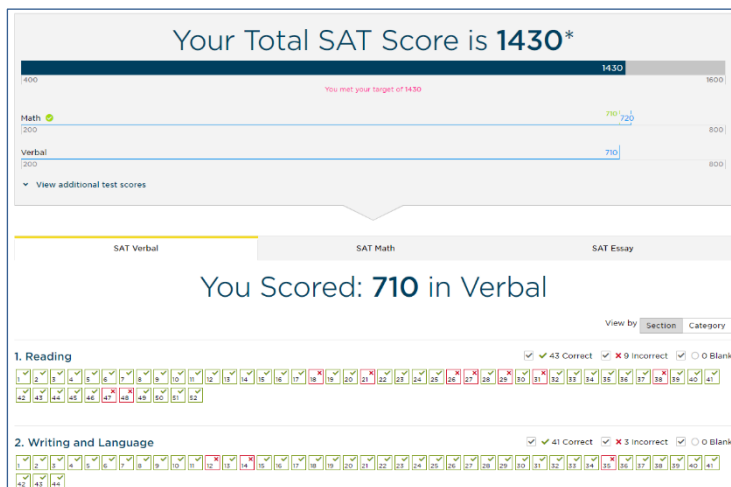
Interactive score reports: In addition to the above, your students will receive personalized score reports that detail performance and pinpoint strengths and weaknesses. The scoring engine then provides recommendations on review lessons and drills based on each unique student's performance by subject and question type.

Access to DrillBuilder™ : This is another feature available through the portal. It enhances both the speed at which content is learned and the retention of that material, so students are not just learning faster, they're learning more.

Each module is organized by subject and topic, so students can gain mastery of the material through a variety of brain science techniques: assessing confidence, ensuring correct answers over time and providing clear answer explanations.

MyCampus dashboard: The portal also includes the MyCampus dashboard. This includes numerous advice articles that pre-populate based on a student's profile and continue to change and adjust depending upon what the student is interacting with.

Other resources on this platform include college planning tools, based on the same research that goes into The Princeton Review's Best 385 Colleges 2022 Edition. This lets students quickly and easily research colleges and universities, majors, careers, the full cost of attendance, and admissions criteria -- all in one place.

College Essays: Tutor.com staff are experts at college essay writing! Between Tutor.com and The Princeton Review, we have been reviewing college essays for 40 years! We can coach students to craft an unforgettable college essay. Our tutors have extensive experience helping students with college essays. Additionally, we have multiple modes of help and resources to assist students with their college essays. These include asynchronous drop-off support, live sessions, and our writing center. Tutors can provide detailed commentary and are geared towards both content and grammar and mechanics. Our writing tutors provide feedback that consists of detailed comments and a summary of the document's strengths and weaknesses. This focuses on both higher-order concerns (e.g., thesis, audience and purpose, organization, and development) and lower-order concerns (e.g., grammar, syntax, and citations). They will provide students with guidance in areas that include the following:

- Tone: Is the writing style formal and appropriate for the academic audience? Is the writer positioning ideas accordingly?
- Content/accuracy -- Are ideas presented logically and thoroughly?
- Flow -- Does the writing move seamlessly from point to point? Is each paragraph unified under one topic sentence which is directly related to an aspect of the thesis statement?
- Conclusion – Does this sufficiently "wrap-up" the entire essay?

College and Testing Advice: The Princeton Review has been a leader in college admissions and support for 40 years and will provide our resources free of charge to district students and families:

- The Common App
- Applications
- Writing Your Essays
- Choosing Your School
- Choosing Your Major
- Financial Aid
- Test Strategies
- GPA & High School Classes

College Admissions Resources screenshot

Diagnostic Quizzes: These quizzes help students test their core competencies and focus on areas where they may be lacking prerequisite knowledge. Although quizzes are asynchronous, students can connect immediately to a tutor to address the areas where they are continuing to struggle, to avoid falling behind.

We also provide real-time access to quiz score reports to faculty and advisors. This lets them identify incorrect responses from both individual students and in aggregate to enable additional assistance and to inform curriculum and instructional design. Quizzes are available in the following subjects:

Diagnostic quiz results for students

- Algebra I
- Algebra II
- Biology
- Calculus
- Chemistry
- English I
- English II
- English III
- English IV
- Geometry
- Liberal Arts Math
- Math Fundamentals
- Physics

Video Lessons: This is an extensive range of proprietary, high-quality instructional videos. They include those that focus on basic academic skills in reading, writing, English language arts, and math. They're designed to help students lock in their learning, confirm their understanding, and achieve proficiency in these subject areas.

Early Edge video screenshot

ASVAB practice quizzes:
For these quizzes (Armed Services Vocational Aptitude Battery), there is also the option to connect to a tutor if assistance is needed with incorrect responses.

Student success webinars: These highly popular no-cost webinars cover many of the areas described in the study and life skills tutoring in our K-12 subject list. Led by Dr. Amy Dietzman**,** Learning & Design Manager at Tutor.com, they include:

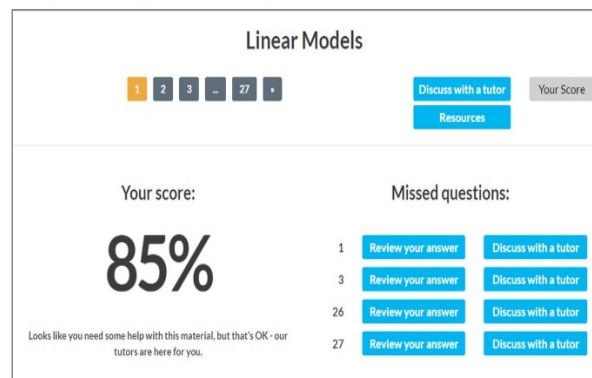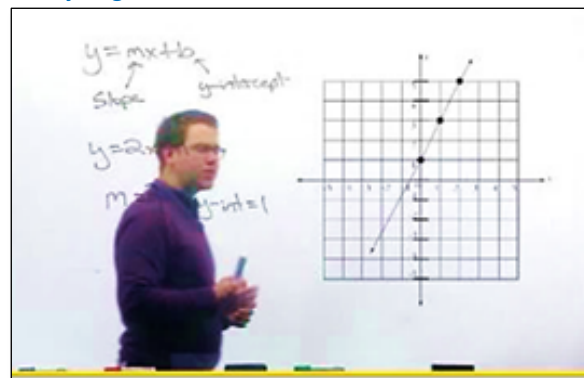- o Mastering Your Study Skills (and Note Taking)
- o Overcoming Test Anxiety
- o Collaboration and Teamwork
- o Critical Thinking and Research Skills
- o Becoming a Confident Writer
- o How to Gain Confidence in Class
- o Stress Management
- o Goal Setting
- o Time Management

You can access these and other Tutor.com webinars by going to: www.tutor.com/youtubewebinars.

Parent Coaching for Student Success: This offering, offered by expert tutors 24/7, is designed to support parents of K-12 students, especially those who are learning from home. Coaching components include:

- o Scheduling & organization: Time management, scheduling, planning, reminders, etc.
- o Setting expectations: Screen time, devices, grades, bedtimes, and expectations
- o Studying techniques: "Budgeting" the student workload and study methods.
- o Using resources: Scholarly and other resources, citations, avoiding plagiarism
- o Motivation and goals: Achievable goals, staying on track, and planning
- o Managing knowledge gaps: When to seek help, tutoring services, online resources
- o Finding balance: Healthy habits, not over committing, handling social pressures

Customer Support

Building an effective tutoring program requires a considerable amount of staff, time, and resources. We help lighten that burden. Our dedicated Customer Success team will guide your staff through a smooth and efficient implementation, offering technical support and best practices to launch your program on time. Going forward, your Customer Success Manager will then provide proactive, timely communication to help you reach your quantitative and qualitative program goals.

Account Management

To manage our engagement and help you achieve your program goals, Tutor.com will assign a customer success team, which will include a dedicated customer success manager (CSM). Your CSM will lead the implementation and serve as your day-to-day contact, tailoring support to Iowa's AEA specific requirements. This will include conducting regularly scheduled check-ins with designated staff, and additional meetings whenever requested. Your CSM will also:

- o Establish an ongoing communication plan for students and teachers
- o Monitor your program and provide tools to measure its effectiveness
- o Keep you informed of all updates, changes, etc.
- o Answer questions and assist with any issues
- o Supply promotional materials and other resources to drive usage
- o Maintain the student portal site, deliver reporting services, and work with you to customize reporting
- o Provide guidance on funding options
- o Ensure delivery of the Service Level Agreement and adherence to all established standards
- o Review and track program statistics, distributing as necessary

Implementation: Tutor.com conducts a streamlined and efficient implementation. This includes working with your designated project team to establish program objectives, provide technical setup, and integrate our predictive analytics into your systems and workflows.
Our team will also work with you to train teachers and support staff, develop a communications outreach plan, and provide relevant data about all tutoring interactions. Our five-step process includes:

- o Kickoff and planning
- o Program setup and integration
- o Communications planning
- o Training (initial and ongoing)
- o Program launch

Training Support

We will provide your designated staff with initial training during implement and ongoing training going forward. We also provide training for students/parents, as described below.

Staff Training

Tutor.com provides initial and ongoing training for your faculty and administrators. This would be conducted virtually, customized to meet your needs, and provided at the time(s) you designate. Initial training for designated staff will include:

Kick-off orientation sessions: These are sessions for your assigned program team and key representatives. They cover Tutor.com services and introduce all team players. Their goal is to familiarize the core team with the services and features that are important to successfully managing a program.

Client portal and reporting training: This will be conducted for your team members who will be responsible for day-to-day reporting and administrative needs. We also conduct a session for staff in business units who will work closely with our data sources to determine best effect and efficacy of the tutoring.

Academic consulting/teacher orientation sessions: This includes an introduction to Tutor.com for teachers and covers our tutoring methodology and how tutoring can support their classroom efforts. Training is also provided on the reporting available through the LMS integration; this will indicate which students are being tutored and how they're performing.

Student orientation sessions: These are introductions to Tutor.com from the student perspective, covering system navigation and the expectations they should have for tutoring.

Ongoing training includes customized training for faculty, support staff, and individuals who regularly utilize our reporting. We also typically host refresher courses each semester or annually during faculty development days, according to a client's preferences and needs. After each training session, participants receive documentation and how-it-works videos.

Clients also have access to other free webinar trainings we offer on an ongoing basis for various audiences, including parents. Multiple trainings are held each season, and topics vary.

In addition, client portal training resources are available on Tutor.com's YouTube channel. Examples include Client portal orientation and Managing user accounts.

Technical Support

Technical support for our engagement would be provided by your customer success team's technical implementations manager. Our in-house technical support team will also provide toll-free phone support for you and your students seven days a week and 24/7 online/email support. Phone support hours are:

- M-F – 8 am to 12 am ET
- Sat. – 8 am to 1 pm and 2 pm to 10 pm ET
- Sun. – 8 am to 10 pm ET

Our tech support team, which includes seven associates plus a manager for student technical support, responds to an outage report within one hour and to non-urgent (non-outage) support requests within one business day. The current average time for resolving a client support request is approximately 11 hours.

Marketing Support

Our Customer Success team will also work with you to build a customized marketing plan based on your outreach goals, community needs, staffing resources, and marketing budget. We will then provide marketing materials to help you build awareness of your Tutor.com program. Our clients often tell us that we provide the best marketing and promotional support of any provider with whom they work.

Data and Insights

Tutor.com provides easy access to learning analytics data (Predictive Insights™) for your faculty and administrators through a custom dashboard. This is accessed through our secure client portal by users you designate. It lets you review usage statistics, pull on-demand reports, and drill down for even more data. Through this dashboard, you can also receive monthly reports, which can be customized.

All reports can be exported to common formats (e.g., Excel, CSV, XML, or PDF) Additionally, all data can be directly sent to your data warehouses through an API.

On-Demand Reports

Student usage: This includes the number of sessions requested and total minutes consumed for each student in each subject. Report parameters also include specified date range and the lifetime of each student's account. Reports may be filtered by student email, username, first name, last name, or student location.

Individual student sessions: This is a breakdown of all tutoring sessions within the requested date range. This report includes the following data for each session: unique student and tutor identifiers, student location, session start and end times, the student's subject and course ID, session length, and link to session transcript.

Program snapshot: A high-level summary of overall program usage, including total sessions served and total tutoring consumed. This report also includes unedited student comments and aggregate student satisfaction metrics. It's typically used to measure overall program adoption and to track usage against purchased tutoring licenses or budgets.

Monthly Reports

These reports can also be pushed to you via a monthly subscription. They include:
- Total number of sessions and hours by school or district for the month
- Total number of sessions by subject and course section
- Average length of tutoring session and total minutes in session
- Usage breakdown of live tutoring and diagnostic quizzes
- Usage from month to month
- Usage by mobile device
- Early Alert data (see below for details)
- Post-session survey indicating student satisfaction ratings
- Un-edited post-session student comments
- Individual student and aggregate usage reports

Early Alerts

In addition to on-demand and monthly reporting, we'll also provide you with instant notifications (Early Alerts) that identify students who may be struggling, to enable timely intervention. According to our clients, students who receive extra help based on Early Alerts have higher pass rates.

Early Alerts are available through the client portal or can be emailed and can be set up according to your preferences. They are generated by both the tutor and our system and include the following:

- Student level of knowledge and/or content mastery – tutor generated
- Frequent requests for tutoring, in which students request multiple sessions within a week (system generated), and/or unusually long sessions – system generated

Tutor-generated alerts not only tell you that a student may be struggling, but also why. For example, if a student demonstrates a lack of prerequisite knowledge of algebra, her math instructor could quickly receive an Early Alert notification noting where prior knowledge is lacking.

Student Survey Results

Tutor.com maintains high student satisfaction and recommend rates. Please see below for 2022 student ratings. These are based on the survey they're asked to complete after each tutoring session.

- Are you glad your organization offers this service? -- 98.5%
- Would you recommend this service to a friend? -- 96.7%
- Is this service helping you complete your homework assignments? -- 96.3%
- Is this service helping you improve your grades? -- 96.1%
- Is this service helping you be more confident in your schoolwork? -- 96.9%

Integrating with Your Student Management System

Tutor.com integrates with a variety of student information systems, ERP platforms, and learning management systems. This provides flexibility for school and/or district IT leaders and easy access for eligible students. Your Customer Success Manager will work with district and/or school IT representatives during implementation to determine the best authentication method for AEA.

Student information may be imported manually or through an automated process, or students may register for accounts using pre-approved email domains. Students may also access the service through a variety of secure single sign-on methods, which provision new accounts for eligible users in real time using their credentials from a trusted student management system.

Support Highlights

All Tutor.com programs come with premiere support coverage:

- Toll-free phone support from our Tutor.com technical support team seven days a week and 24/7 email support from this team, or a client care staff member, 361 days a year (excluding New Year's Day, Fourth of July, Thanksgiving, and Christmas)
- Real-time 24/7 classroom support from tutors for any classroom issues, 361 days a year
- FAQ on each program page, including solutions to common technical problems
- Assistance for students, via phone or email, for general problem resolution

K–12 Subject List

250 Subjects Available
1-to-1 • Online • On Demand • 24/7

tutor.com™
A Service of The Princeton Review®

MATH
Algebra I
Algebra II
Calculus
Elementary Math*
Geometry
Middle School Math*
Pre-Algebra*
Pre-Calculus
Quantitative Reasoning
Statistics
Trigonometry

SCIENCE
Anatomy and Physiology
Biology
Chemistry
Earth Science
Elementary Science*
Environmental Science
Middle School Science*
Physical Science
Physics

LITERATURE AND READING COMPREHENSION
American Literature
British Literature
Drama*
Fiction*
General Literature*
Non-Fiction*
Poetry*
Reading Comprehension*
World Literature*
Elementary English for English Language Learners*
Middle School English for English Language Learners*
High School English for English Language Learners
Language Usage for English Language Learners*
Types of Writing for English Language Learners*

WRITING
Citations*
College Admissions Essays
College-Level Writing**
Composition*
Creative Writing*
Essays*

Grammar, Punctuation, and Mechanics*
Research Papers
Scholarship Essays
Technical Writing
Vocabulary*
Writing and Essay Review*
Elementary Writing for English Language Learners*
Middle School Writing for English Language Learners*
High School Writing for English Language Learners

WORLD LANGUAGES
Arabic
French
German
Italian
Mandarin*
Spanish
Vietnamese

NURSING & ALLIED HEALTH
Acute Care**
Allied Health**
Anatomy and Physiology**
Basic Nursing
Advanced Nursing
Care Plans**
Clinical Assessment**
Clinical Management**
Community Health Care**
Epidemiology**
Evidence-Based Practice**
Healthcare Administration**
Medical Coding and Billing**
Medical Surgical**
Medical Terminology**
Pathophysiology**
Pediatrics**
Primary Care**

COMPUTER SCIENCE & LITERACY
C++ Programming**
CompTIA A+
Introduction to Computer Science*
Java Programming**
Microsoft® Excel*
Microsoft® PowerPoint
Microsoft® Word*
Python Programming**

HISTORY AND SOCIAL SCIENCES
Civics and Government
European History
General Social Studies*
Geography*
Introduction to Criminal Justice
Introduction to Ethics
Introduction to Philosophy
Introduction to Psychology
Introduction to Sociology
K–8 Social Studies
Research Methods
Symbolic Logic
U.S. History*
World History*

BUSINESS
Cost Accounting**
Introductory Accounting**
Intermediate Accounting**
Introduction to Macroeconomics**
Intermediate Macroeconomics**
Introduction to Microeconomics**
Intermediate Microeconomics**
Introduction to Economics**
Introduction to Finance**
Managerial Accounting**
Principles of Management**
Tax Accounting**

STUDENT SUCCESS: STUDY & LIFE SKILLS
Building a Support System
Finding Scholarly Resources
Healthy Habits*
Motivation and Goals*
Notetaking*
Organizational Skills*
Stress Management*
Study Strategies*
Time Management*
Utilizing Resources

CAREER & JOB PLANNING
Drop-Off Cover Letter Review
Drop-Off Resume Review
Job Search
Live Cover Letter Writing Help
Live Interview Preparation and Practice
Live Resume Writing Help (for College or Job)
Job Search: National and Local Online Job Applications

K–12 Subject List

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tutor.com™
A Service of The Princeton Review®

PARENT COACHING
Finding Balance
Managing Knowledge Gaps
Motivation and Goals
Scheduling and Organization
Setting Expectations
Study Techniques
Using Resources

ACT® PREP
Algebra I
Algebra II
Arithmetic
Essay Writing
Geometry
Grammar
Reading
Science (Research Methods)
Trigonometry

SAT® PREP
Algebra I
Algebra II
Arithmetic
Essay Writing
Geometry
Probability and Data Analysis
Reading
Trigonometry

PSAT™ PREP
Algebra I
Algebra II
Arithmetic
Geometry
Reading
Trigonometry

INTERNATIONAL BACCALAUREATE (IB)® PREP
IB French
IB History
IB History of Americas
IB Language A: Language and Literature
IB Language A: Literature HL
IB Language A: Literature SL
IB Literature
IB Mathematics HL: Calculus
IB Mathematics HL: Discrete Math
IB Mathematics HL: Pre-Calculus
IB Mathematics HL: Statistics
IB Mathematics SL: Trigonometry
IB Mathematics SL: Calculus

IB Mathematics SL: Pre-Calculus
IB Mathematics SL: Statistics
IB Mathematics Studies and Math SL: Algebra
IB Mathematics Studies and Math SL: Geometry
IB Mathematics Studies: Calculus
IB Mathematics Studies: Statistics
IB Physics
IB Psychology
IB Spanish

ADVANCED PLACEMENT® (AP) PREP
AP Biology
AP Calculus AB
AP Calculus BC
AP Chemistry
AP Comparative Government and Politics
AP Computer Science A
AP Computer Science Principles
AP English Language and Composition
AP English Literature and Composition
AP Environmental Science
AP European History
AP French
AP German
AP Human Geography
AP Italian
AP Macroeconomics
AP Microeconomics
AP Physics 1
AP Physics 2
AP Physics C
AP Psychology
AP Spanish
AP Statistics
AP U.S. History
AP World History

MATERIAS ACADÉMICAS

MATEMÁTICAS
Álgebra
Cálculo
Estadísticas
Geometrías
Matemáticas Elementales
Matemáticas de Escuela Secundaria
Preálgebra
Trigonometría

CIENCIAS
Anatomía y Fisiología
Biología
Ciencias de Escuela Secundaria
Ciencias Generales*
Ciencias de la Tierra
Física
Química

ESCRITURA
Vocabulario*
Gramática*
Escritura*

HISTORIA Y CIENCIAS SOCIALES
Educación Cívica y de Gobierno
Estudios Sociales en General*
Historia de los Estados Unidos
Historia Europea
Historia Mundial

HABILIDADES ACADÉMICAS Y PARA LA VIDA
Cómo Encontrar Recursos Académicos
Cómo Tomar Notas Eficazmente
Estrategias de Estudio
Gestión del Tiempo
Habilidades Organizativas
Hábitos Saludables
Manejo del Estrés
Motivación y Metas
Uso de Tecnología

PLANIFICACIÓN PROFESIONAL Y LABORAL
Revisión de la carta de presentación
Revísion del curriculum
Preparacion para la entrevista
Búsqueda de trabajo
Ayuda de desempleo

PROGRAMA DE PREPARACIÓN PARA PADRES
Cómo Encontrar el Equilibrio
Cómo Establecer Expectativas
Cómo Gestionar Brechas de Entendimiento
Estrategias de Estudio
Motivación y Metas
Programación y Organización
Uso de Recursos Académico

Appendix B – Reporting and Dashboard

Tutor.com provides more robust on-demand reporting capabilities than any other online tutoring provider. Our client portal will keep you informed of your program's adoption and success. Designated staff can access this easy-to-use portal 24/7 to review usage statistics, administer user accounts, pull on-demand reports, review Early Alerts, and download standard reporting, which can be customized.

Screenshot of client portal
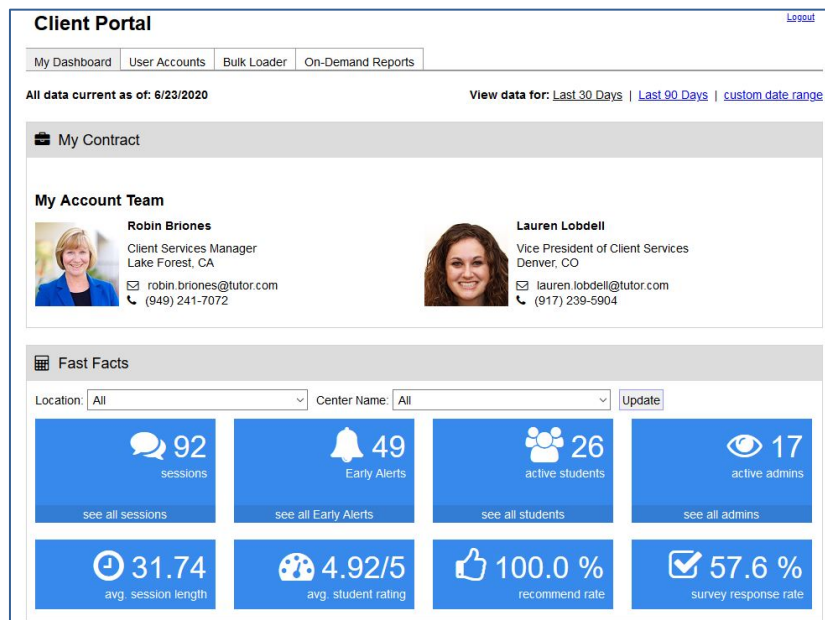
MONTHLY REPORTS

Our clients receive monthly reports via email and through the client portal dashboard on demand, which can be exported to common formats. Additionally, all data can be set up to automatically be sent to data warehouses through an API or SFTP transfer process. Monthly reports include:

- Total number of sessions and hours by school for the month
- Total number of sessions by subject and course section
- Average length of tutoring session and total minutes in session
- Usage breakdown of live tutoring and diagnostic quizzes
- Usage from month to month
- Usage by mobile device
- Early Alert data (see below for details)
- Post-session survey indicating student satisfaction ratings
- Un-edited post-session student comments
- Individual student and aggregate usage reports

ON-DEMAND REPORTS

Our on-demand reports let you drill down for further details, in addition to what's noted below. You can also segment access to analytics by subject area or course ID. All reports available via the client portal can be exported to common formats.

Student Usage: A summary of program usage by individual student that's typically used by key tutoring center staff, teachers, advisors, and other approved stakeholders to see, at a glance, how a given student uses Tutor.com over time. The Student Usage Report includes:

- Unique student identifiers
- Student's account creation date
- Cumulative usage in minutes, sessions, and Early Alert counts
- Usage in a period (defined by the report date settings) on minutes, session, and Early Alerts
- Cumulative and period usage by subject

Sample Student Usage report

Individual Student Sessions: This is a granular breakdown of all tutoring sessions within the administrator's desired date range. Information provided for each session includes:

- Location
- User ID
- Student first name
- Student last name
- Student username
- Tutor display name
- Subject
- Grade/course ID

- Center name
- Session start time and length
- Wait time
- Session transcript (with hyperlink)
- Early Alert: Prerequisite Knowledge
- Early Alert: Content Mastery
- Early Alert: Frequent Subject Request
- Tutor source

Program Snapshot: A high-level summary of overall program usage that's typically used to measure overall program adoption and to track usage against purchased or budgets. It includes:

- Total sessions served
- Aggregate student satisfaction metrics
- Unedited student comments

Screenshot of sample Program Snapshot Report
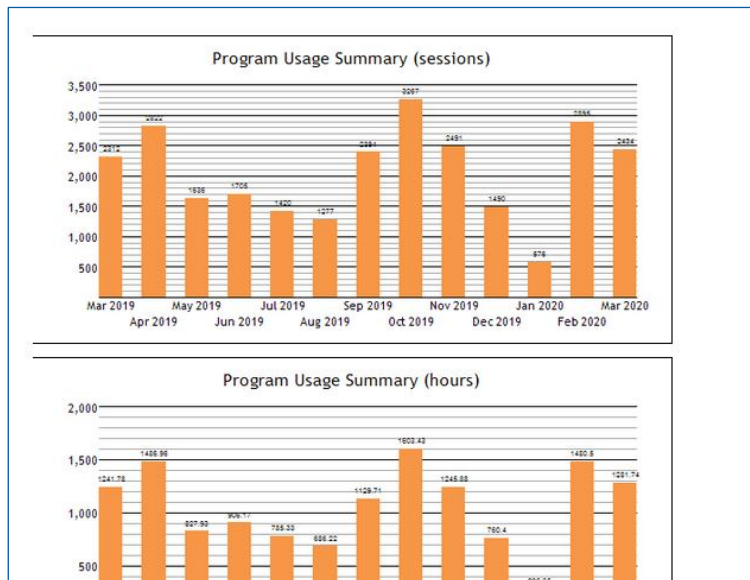
Topic drilldown: This shows the specific subjects, topics, and subtopics that students requested help with.

Screenshots of sample Topic Drilldown Report and additional drilldown data

A bar chart showing percentages for various algebra topics:

Topic	Percentage
Radical Expressions, Equations and Rational Exponents	15.05 %
Factoring Quadratic Equations	12.23 %
Solving Linear Equations	10.97 %
Properties of Exponents and Logarithms	8.78 %
Solving Quadratic Equations and Inequalities	7.21 %
Solving and Graphing Rational Equations	6.90 %
Systems of Equations and Inequalities	6.90 %
Operations with Real Numbers	6.27 %
Writing and Graphing Linear Equations	3.45 %
Solving Exponential and Logarithmic Equations and inequalities	3.13 %
Solving Linear Inequalities	3.13 %
Slope, Intercepts, Points on a Line	2.51 %
Solving Problems with Equations and Inequalities	2.51 %
Solving Problems with Exponential and Logarithmic Functions	2.19 %
Solving and Graphing Polynomial Equations	2.19 %
Number Properties	1.25 %
Solving Problems with Functions	1.25 %
Solving Absolute Value Equations and Inequalities	1.25 %
Writing and Graphing Linear Inequalities	0.94 %
Complex Solutions to Quadratic Equations	0.63 %

EARLY ALERTS

In addition to on-demand and monthly reporting, we'll also provide you with instant notifications (Early Alerts). These enable quick intervention for students who may be struggling. According to our clients, those who receive extra help based on these notifications have higher pass rates.

Early Alerts are accessed through our secure client portal or can be emailed and can be set up according to your preferences. These alerts, generated by both the tutor and our system, include:

- Student level of knowledge and/or content mastery, based on post-session diagnostic assessment survey (tutor-generated)
- Frequent requests for tutoring, in which students request multiple sessions within a week (system generated), and/or unusually long sessions (system generated)

Tutor-generated alerts will not only tell you that a student may be struggling, but also why. For example, if a student demonstrates a lack of prerequisite knowledge of algebra, his or her math teacher could receive an Early Alert notification the next morning. This would provide the following:

- Details on the specific algebra topic and subtopic where the student lacked knowledge
- A link to the unedited session transcript
- The student's contact information, which enables the instructor to quickly reach out to him/her

Early Alert data is also available through usage reports in the *On-demand Reports* tab in your client portal, including *Student Usage* and *Individual Sessions* reports. This data is also available through *Topic Drilldown* reports, which show the specific subjects, topics, and subtopics your students requested help with.

Student Survey Results

Tutor.com maintains high student satisfaction and recommend rates. Please see below for 2020 student ratings. These are based on the survey they're asked to complete after each tutoring session.

- Are you glad your organization offers this service? -- 98.5%
- Would you recommend this service to a friend? -- 96.7%
- Is this service helping you complete your homework assignments? -- 96.3%
- Is this service helping you improve your grades? -- 96.1%
- Is this service helping you be more confident in your schoolwork? -- 96.9%

Appendix C – Tutor.com References

Los Angeles Unified School District

333 S. Beaudry
Los Angeles, CA – 90017
District enrollment: 460,663
District contact:

Mylene Keipp
Director of Secondary Instruction
mylene.keipp@lausd.net
213-241-2144

Partnership dates: 12/15/2015 - current
Comments: We have supported LAUSD students for several years to various entities including GEAR UP, virtual academies and the Division of Instruction. Currently all secondary students (grades 6-12) have unlimited access to Tutor.com. During this current academic year, we have provided more than 45,000 tutoring sessions to their students with a more than 94% approval rating.

West Ada Public School District

133 E. Central Drive
Meridian, ID 83642

District enrollment: 40,600
District contact:

Marcus Myers
Chief Academic Officer
myers.marcus@westada.org
208-855-4500

Partnership dates: 6/1/2022 - current
Comments: The largest school district in Idaho, Tutor.com currently supports all 40,000 students at West Ada School District. With a monthly average of almost 5,000 1:1 sessions, we have received many positive student comments including, "I really appreciate the genuine care for the student in making sure they understand. It is sometimes difficult to ask for help because you can feel stupid for asking, but I have learned that they really just want to help you get it right!" Currently, 92% of students surveyed at West Ada are glad the district offers Tutor.com.

Fairfax County Public School District

8115 Gatehouse Road
Falls Church, VA 22042
District enrollment: 187,830
District contact:

Karen Glago Durocher, PhD
Program Manager, MTSS, OSS
kddurocher@fcps.edu
(571) 423-4112

Partnership dates: 7/1/2022 - current
Comments: Fairfax County Public Schools is one of the largest school districts in the U.S. with 198 schools and centers. They have a diverse student population of more than 180,000 students in grades pre-kindergarten through 12, speaking over 200 languages. As their exclusive provider of online tutoring, Tutor.com is currently providing more than 6,000 tutorial sessions per month. A student recently provided the following feedback after a recent session, "I come on here all the time to learn and suddenly everything makes sense. i really hope FCPS never takes this away because its literally helping me pass and achieve my goals of getting A's! i love tutor.com."

Clayton County Public School District

1058 5th Ave
Jonesboro, GA 30236
District enrollment: 54,840
  District contact:
  Angela D. Hutton, Ed.S,
  K-12 EIP/REP Intervention Program Lead, Curriculum Instruction and Assessment
  (770) 473-2700 ext. 700139 | angela.hutton@clayton.k12.ga.us

Partnership dates: 3/27/2020 -current
Comments: Clayton County School District is a top-rated district in Georgia and supports just under 55,000 students across 68 K-12 locations. Tutor.com is providing an average of 4,000 tutoring sessions per month with an average 4.7/5-star tutor rating. One student wrote, "I liked my tutor because they were very attentive, frequently asked if I need clarification, encouraged me when I was going in the right direction, and complemented my intelligence when I got questions right. Awesome tutor!!!".
Another student's feedback was, "I love tutor.com! This is my first day using this website and now I'm confident about my school work."

Kern High School District

5801 Sundale Ave
Bakersfield, CA 93309

District enrollment: 40,340
District contact:
  Melissa Donez
  Director of Instructional Services
  melissa_donez@kernhigh.org
  661-827-3283 ext.53283

Partnership dates: 10/1/2021 - current
Comments: Kern HS District is the largest HS district in California. We currently support all students within the district. This past year 95% of students surveyed said that Tutor.com helped improve their grades. Based on extensive usage and support provided, the district recently extended current agreement for another 3 years.

Appendix D – Tutor.com Pricing

Tutor.com is proud to offer a competitive pricing model that is both sustainable and flexible, ensuring the best solution to align with your district's goals and budget. Services can be purchased per student with unlimited usage or by the hour for students to share. Tutor.com proposed pricing is as follows:

Option 1: Per Student Pricing with Unlimited Usage*

Number of Students	Per-Student Pricing
Pricing from 500 up to 2,499 students	$35.00
Pricing for 2,500 to 4,999 students	$31.00
Pricing for 5,000 to 9,999 students	$28.00
Pricing for 10,000 to 49,999 students	$25.00
Pricing for 50,000 to 99,999 students	$20.00
Pricing for 100,000 to 149,999 students	$18.00
Pricing for 150,000 – 199,999 students	$15.00
Pricing for 200,000+ students	$12.00

*Student License rates are valid for 365 days and based on purchase of minimum of entire cohort or school student population.

Option 2: Student Usage Fee (hours-based model)

Tutor.com charges only for the actual time in sessions between a tutor and a student. We do not bill any minimums for a tutoring session based on subject or type of session.

Student usage fees are calculated using the tiered rates below. Each tier, and associated price, corresponds with the number of hours purchased.

Number of Hours	Per-Hour Pricing
Pricing from 250 – 2,500 hours	$34.00
Pricing for 2,500 to 5,000 hours	$31.00
Pricing for 5,000 + hours	$29.00

o   Initial block of hours purchased using above tiers
o   Additional hours can be purchased at any time during term at original purchase price
o   Unused hours at end of agreement can be rolled over into new agreement

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 02/25/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME:	Marsh | U.S. Operations		
Marsh USA, Inc. 800 Market Street, Suite 1800 St. Louis, MO 63101	PHONE (A/C, No, Ext):	866-966-4664	FAX (A/C, No):	212-948-0811
	E-MAIL ADDRESS:	StLouis.CertRequest@Marsh.Com		
	INSURER(S) AFFORDING COVERAGE			NAIC #
CN103000606--GAWU-21-22 NO	INSURER A : N/A			N/A
INSURED Tutor.com, Inc. 110 E. 42nd Street, 7th Floor New York, NY 10017	INSURER B : N/A			N/A
	INSURER C : Travelers Property Casualty Company Of America			25674
	INSURER D : N/A			N/A
	INSURER E :			
	INSURER F :			

COVERAGES   CERTIFICATE NUMBER: CHI-010027963-02   REVISION NUMBER: 2

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR						EACH OCCURRENCE	$
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC OTHER:						GENERAL AGGREGATE	$
							PRODUCTS - COMP/OP AGG	$
								$
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident)	$
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
	☐ UMBRELLA LIAB ☐ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE						EACH OCCURRENCE	$
							AGGREGATE	$
	☐ DED ☐ RETENTION $							$
C	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	UB-2J198211-21-14-G	03/31/2021	03/31/2022	X ☐ PER STATUTE ☐ OTHER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Workers compensation coverage applies in Oklahoma.

CERTIFICATE HOLDER	CANCELLATION
Tutor.com, Inc. 110 E. 42nd Street, 7th Floor, New York, NY 10017	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE *Marsh USA Inc.*

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ACORD 25 (2016/03)   The ACORD name and logo are registered marks of ACORD

Master Services Agreement

This Master Services Agreement ("Agreement") is made as of the date of last signature below (the "Effective Date") between TPR Education, LLC d/b/a The Princeton Review ("TPR") and [b. Company Name] ("Customer").

1. Services. TPR will perform or provide to Customer the services ("Services") set forth in the attached Statement of Work ("SOW") or subsequent SOWs that may be executed by the parties. Any such SOW will be incorporated herein by reference. Additional units of the Services on a SOW may be ordered by email request from the Customer representative listed in the SOW. Absent the execution of a SOW (other than the SOW attached to this Agreement), this Agreement does not, in and of itself, represent a commitment by TPR to provide Services to Customer.

2. Term. The term of this Agreement is from the Effective Date through the date of termination by either party. The initial term for any SOW is specified on that SOW.

3. Termination; Service Suspension.
a.   Either party may terminate this Agreement or any SOW immediately upon notice to the other party if the other party (i) materially breaches this Agreement or such SOW and fails to remedy such breach within 30 days after receiving notice of the breach; (ii) materially breaches this Agreement or such SOW in a manner that cannot be remedied; or (iii) commences bankruptcy or dissolution proceedings, has a receiver appointed for a substantial part of its assets, or ceases to operate in the ordinary course of business. All SOWs will automatically terminate upon termination of this Agreement. Either party may terminate this Agreement upon 30 days prior written notice to the other if no SOW is in effect.

b. TPR may suspend Customer's access to the Services if payment is 30 days past due.

c.   Upon termination of this Agreement, Customer will deliver to TPR all TPR-owned equipment, supplies, TPR's Confidential Information (as defined below), and TPR Intellectual Property (as defined below), or copies thereof, in electronic format or otherwise, in Customer's possession or under its control. Upon request, Customer will certify to TPR that to the best of its knowledge all of TPR's Confidential Information and TPR Intellectual Property required to be delivered under this Agreement have been delivered and copies that have not been delivered have been deleted or destroyed.

4. Fees; Payment Terms. Customer agrees to pay the fees set forth on any SOW for Services according to the following terms:

a. Payment is due within 30 days from the invoice date, unless otherwise specified in the applicable SOW.

b. For courses and Teacher-to-Teacher training, TPR may invoice Customer upon start of the course or training, unless otherwise provided in the applicable SOW.

c. For courses with per student fees, all final fees and billing will be based on the number of students on the Roster, as outlined below. Withdrawal of a student from a Service after delivery of the Roster will not result in a reduction of the calculated fee or a refund.

d. If TPR has not received payment of the invoiced amount when due, TPR will be entitled to recover from Customer all undisputed invoiced amounts, plus interest on all amounts owed at the highest rate allowed by law.

e. Customer is responsible for all taxes, except for taxes on TPR's income, unless Customer provides a state tax exemption certificate. If Customer fails to submit to TPR a copy of its state tax exemption certificate, Customer will be invoiced taxes.

State Tax Exempt:

If exempt, enter State Tax Exempt Number and upload Certificate of exemption.

5. Services Terms.

a.   Courses. If courses, whether in-person or online, are included in the Services, Customer will provide TPR with assistance needed to set up and launch the Services, including but not limited to:

   i. A coordinator for the Services.

   ii. A roster of students enrolled for each of the TPR-led courses, in an electronic format, by the 14th calendar day from the start of the course (the "Roster"). The Roster will contain the first name, last name and email address for each enrolled student. TPR reserves the right to cancel a course without liability if fewer than the minimum number of students for a course, as specified on the applicable SOW, enroll in the course.

   iii. Reasonable classroom facilities, at no cost to TPR, for delivery of any in-person Services to be provided, and, if available, security.

Customer will provide TPR with 48-hours advance notice of any changes to the schedule of a Service (except with respect to an event beyond Customer's reasonable control).

b.   Teacher-to-Teacher (T2T). If Teacher-to-Teacher training is included in the Services, Customer agrees that only teachers who have been certified by TPR in TPR standards ("TPR Certified Teachers") will teach a TPR program. TPR reserves the right to revoke the certification of any Customer teacher (i) who fails to maintain the confidentiality of the TPR's Confidential Information, or (ii) who uses TPR's Confidential Information outside the scope of this Agreement. Upon expiration or termination of the certification of any Customer teacher, including if such teacher leaves the employ of Customer, Customer will collect from such teacher and deliver to TPR all of TPR's Confidential Information and other property of TPR, whether in tangible or electronic format, including teacher's notes and summaries of any of TPR's Confidential Information.

Any TPR Certified Teacher that will teach a TPR program for Customer must sign the standard TPR Teacher-to-Teacher Instructor Agreement.

6. **Availability of Online Resources**

a.   TPR will use commercially reasonable efforts to make online resources available 24 hours a day, 7 days per week, subject to reasonable downtime for maintenance and related activities and loss or interruption due to causes beyond TPR's reasonable control.

b.   For any online resources, TPR has the right to change the content or technical specifications of any aspect of the online resources at TPR's sole discretion. Such changes may result in Customer's inability to access the online resource temporarily.

7. **Confidentiality**

a.   "Confidential Information" means the terms of this Agreement and all information, materials, or technology provided by a party to the other party that is marked as "Confidential" or "Proprietary," or that, under the circumstances taken as a whole, would be reasonably deemed to be confidential, including but not limited to all student records containing Personally Identifiable Information, as defined below. "Confidential Information" does not include information which (i) is or becomes generally available to the public other than as a result of the breach of this Agreement by the receiving party, (ii) is independently developed by the receiving party, (iii) was rightfully within the receiving party's possession prior to disclosure by the disclosing party, (iv) is received from a third party which was not bound by a confidentiality obligation with respect to such information, or (v) is legally required to be disclosed, provided that the receiving party will notify the disclosing party before disclosing the Confidential Information. "Personally Identifiable Information" means any information that identifies or that could be used to identify any individual, including but not limited to, any individual student or parent name, address, personal identifiers such as Social Security numbers or school- or district-

issued student identification numbers, and any other information or combination of information that would make the identity of the student or parent easily traceable.

b.   Except as otherwise provided in this Agreement, each party will retain the other party's Confidential Information in strict confidence, will use the other party's Confidential Information only for purposes of this Agreement, and will not disclose the other party's Confidential Information without the other party's prior written consent, provided that (i) the receiving party may disclose the disclosing party's Confidential Information to the receiving party's or its affiliates' personnel and contractors who need to know such Confidential Information and who are bound by confidentiality obligations at least as restrictive as those in this Agreement, and (ii) TPR may disclose Customer's Confidential Information if TPR believes, at its sole discretion, that an immediate disclosure is necessary to protect a student's or a third party's physical safety. If there is a breach of this Section 7, the disclosing party may suffer irreparable harm and will therefore be entitled to obtain injunctive relief in addition to any other available rights and remedies.

8. Data

a.   Student Privacy Rights: Without limitation of its obligations under Section 7 above, TPR will take commercially reasonable measures to protect the Personally Identifiable Information of Customer's students consistent with Family Education Rights and Privacy Act and all applicable privacy laws.

b.   Ownership and Use of Student Data: Student data collected by TPR in delivering Services will be the property of Customer. Customer grants TPR a limited license to use such student data, including practice test scores, actual test scores and score improvements, (i) in connection with the performance by TPR of its obligations to Customer, (ii) to help TPR analyze the efficacy of its programs, and (iii) for use in the marketing and promotion of TPR's programs; provided, that TPR will not disclose any Personally Identifiable Information contained in such data and will otherwise use such data in compliance with TPR's confidentiality obligation. To the extent permitted by law, Customer will cooperate with TPR to provide TPR with actual test scores of students for the tests prepared for under this Agreement solely for use by TPR in accordance with this section.

9. Intellectual Property Rights

a.   TPR, on behalf of itself and its affiliates, hereby grants to Customer a nonexclusive, non-transferable license to use, and to permit its registered students and, if applicable, its teachers and administrators to use, the TPR Intellectual Property during the term of this Agreement solely in connection with the Services.

b.   Customer acknowledges and agrees that (i) TPR and its affiliates retain all right, title and interest in and to the TPR Intellectual Property, and this Agreement conveys no rights to the TPR Intellectual Property other than the limited licenses set forth in the Agreement, and (ii) the TPR Intellectual Property embodies valuable confidential and secret

information of TPR and its affiliates, the development of which required the expenditure of considerable time and money. "TPR Intellectual Property" means TPR's and its affiliates' copyrights, moral rights, patent rights (including patent applications and disclosures), trademarks, rights of priority, publicity rights, and trade secret rights, documentation, specifications, designs, instructional methods, strategies, techniques and methodologies, and software programs and other technology, including but not limited to the Administrator Dashboard and the Online Student Portal, and all session transcripts and recordings, survey data and usage information.

10. Certain Obligations and Restrictions

a.   Customer, including its students and teachers, will not: (i) copy, modify, alter, excerpt, create derivative works of, decompile, disassemble or otherwise reverse engineer the TPR Intellectual Property; (ii) delete or in any manner alter the copyright, trademark or other proprietary notices of TPR or its affiliates, if any, appearing on the TPR Intellectual Property, (iii) use the TPR Intellectual Property and other TPR Confidential Information to teach any class or course or for any other purpose, except in connection with Services, and (iv) disclose, reproduce, sell or distribute the TPR Intellectual Property to any third party. Customer will notify TPR promptly of any known or suspected infringement of the TPR Intellectual Property of which Customer becomes aware.

b.   Customer will (i) ensure that access to the Services is properly limited to authorized users and that each account has a unique authorized user, and (ii) notify TPR promptly if Customer becomes aware of Services being used by an unauthorized person. If there is unauthorized use of a password or the Services, TPR may cancel that account. TPR reserves the right, at its sole discretion, to disable access to any online resource for any person who fails to comply with TPR rules and procedures applicable to the resource, including the Terms of Use on TPR's website, and no credit or refund will be issued for such person.

c.   Customer, including its students and teachers, will not upload to or distribute or publish through online resources provided under this Agreement any content (i) which is defamatory, threatening, abusive, or otherwise unlawful, (ii) which is vulgar, obscene or sexually explicit, (iii) which violates any person's privacy or publicity rights, or (iv) which violates the intellectual property or other proprietary rights of any person.

d. Customer, including its students and teachers, will treat TPR's tutors and instructors with respect.

e.   Customer, including its students and teachers, will not (i) interfere with or disrupt the online resources provided under this Agreement or (ii) upload to or distribute through such online resources any viruses, Trojan horses, worms, or other similar programs.

11. Representations and Warranties.

a. Each party represents and warrants to the other that (i) it will comply with all applicable laws and regulations in connection with its performance under this Agreement and (ii) the individual signing this Agreement on its behalf has the authority to do so.

b. TPR represents and warrants that it will perform the Services in a professional manner in accordance with industry standards. Customer's sole remedy for a breach of this warranty is re-performance of the particular Services that breached the warranty at no additional charge.

c. EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, THE SERVICES ARE PROVIDED "AS IS" AND TPR, ON BEHALF OF ITSELF AND ITS AFFILIATES, EXPRESSLY DISCLAIMS ALL WARRANTIES, REPRESENTATIONS AND GUARANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND ANY REPRESENTATION OF RESULTS FOR STUDENTS, SUCH AS ANY IMPROVEMENT IN TEST SCORES. SUCH RESULTS ARE DEPENDENT ON FACTORS OUTSIDE OF TPR'S CONTROL. EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, TPR MAKES NO WARRANTY OR REPRESENTATION THAT THE SERVICES WILL MEET CUSTOMER'S REQUIREMENTS OR WILL WORK IN COMBINATION WITH ANY HARDWARE OR APPLICATIONS PROVIDED BY THIRD PARTIES, THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE, THAT ANY SERVICE HEREUNDER OR THE SERVER THAT MAKES IT AVAILABLE IS FREE OF VIRUSES, TROJANS, MALWARE OR OTHER HARMFUL COMPONENTS OR THAT ALL DEFECTS IN THE SERVICES WILL BE CORRECTED.

12. Limitation of Liability. TPR AND ITS AFFILIATES WILL NOT BE LIABLE TO CUSTOMER OR TO ANY OTHER PERSON FOR ANY INDIRECT, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES OF ANY CHARACTER, WHETHER IN AN ACTION IN CONTRACT, TORT OR OTHERWISE, RELATING TO THIS AGREEMENT, EVEN IF TPR OR ITS AFFILIATES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. TPR'S AND ITS AFFILIATES' AGGREGATE LIABILITY FOR ALL CLAIMS RELATING TO THIS AGREEMENT, WHETHER IN CONTRACT, TORT OR OTHERWISE, WILL NOT EXCEED THE AMOUNTS ACTUALLY RECEIVED BY TPR UNDER THIS AGREEMENT IN THE 12 MONTHS PRECEDING SUCH CLAIM.

13. Notices. All notices relating to this Agreement must be in writing. Such notices must be sent by postage prepaid first-class mail, receipted courier service, facsimile, or email at the address below or to such other address as specified in writing and will be effective upon receipt.

The Princeton Review	[b. Company Name]

The Princeton Review	[b. Company Name]
Attn: Legal Department 110 E. 42nd St., 7th Floor New York, NY 10017	
Fax: (508) 663-5115	Fax:
Email: Legal@review.com	Email:

14. Miscellaneous. Customer agrees that during the term of this Agreement and for 1 year after it will not recruit, solicit for employment, employ, or help any other third party to recruit, solicit for employment or employ, any TPR employee with whom Customer had contact in connection with this Agreement. If there is a conflict between this Agreement and any SOW, this Agreement will control unless the SOW expressly provides otherwise. No provision of this Agreement will be deemed waived unless waived in writing. Sections 3, 4, 7, 8, 9, 12, 13, 14 and any other provisions which would reasonably be expected to survive the termination of this Agreement will so survive. The terms in any purchase order (other than the services, quantities, and prices) will not be binding on TPR. Neither party will be responsible for any delay of performance or failure to perform due to causes beyond its reasonable control. No joint venture, partnership, employment or agency relationship exists between the parties as a result of this Agreement. This Agreement may not be assigned by either party without the prior written consent of the other party; provided that TPR may assign its rights and obligations under this Agreement to an affiliate or in connection with a merger, reorganization, consolidation, or sale of all or substantially all of its ownership interests or assets. Subject to the preceding sentence, this Agreement shall be binding upon the parties and their permitted successors and assigns. There are no intended third party beneficiaries of this Agreement. This Agreement may be executed in one or more counterparts, each of which will be deemed an original, but all of which together will constitute one and the same instrument. This Agreement will be governed by the laws of the state where Customer is located, without regard to its conflicts of law principles. If any provision of this Agreement is held invalid or unenforceable, the other provisions of this Agreement will remain in full force and effect and, so far as is reasonable and possible, effect will be given to the intent of the provision held invalid or unenforceable. This Agreement comprises the entire agreement between the parties, and supersedes all prior or contemporaneous oral or written negotiations, understandings, and agreements between the parties, concerning the subject matter of this Agreement. As TPR does not have contact information of parents or guardians of Customer's students, Customer is responsible for obtaining any consent required under the Children's Online Privacy Protection Act (COPPA) for TPR to collect and use the personal information of students under the age of 13 in order to perform its obligations under this Agreement.

Agreed and Accepted By	

Agreed and Accepted By	
TPR Education, LLC	[b. Company Name]
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:

Statement of Work # [b. SOW #]

This is a Statement of Work ("SOW") under the Master Services Agreement between TPR Education, LLC d/b/a The Princeton Review ("TPR") and [b. Company Name] ("Customer"). TPR agrees to provide Customer with the Services and Customer agrees to pay TPR for the Services as specified below.

Customer Primary Contact	The Princeton Review Primary Contact
Name: [c. Customer Primary Contact Name]	Name: [h. TPR Rep Name]
Customer: [b. Company Name]	The Princeton Review
Address: [d. Company Street Address]	Address: 110 E. 42nd St., FL 7
City, State Zip: [e. Company City, State, Zip]	New York, NY 10017
Telephone: [f. Customer Primary Contact Phone]	Telephone: [i. TPR Rep Phone]
Email: [g. Customer Primary Contact Email]	Email: [j. TPR Rep Email]

Customer Billing Contact	The Princeton Review Billing Contact
Name: [jj. Customer Billing Contact Name]	Customer Invoicing
Customer: [b. Company Name]	Please remit payment to address on invoice.
Address: [k. Company Billing Street Address]	Email: TPR_AccountsReceivable@review.com

Customer Billing Contact	The Princeton Review Billing Contact
City, State Zip: [l. Company Billing City, State, Zip]	Telephone: 800-444-0189
Telephone: [m. Customer Billing Contact Phone]	
Email(s): [n. Customer Billing Contact Email]	

Ordered Offerings: TPR agrees to provide Customer the offerings listed below.

Service Order Start Date: [o. Start Date]

Service Order End Date: [p. End Date]

TPR Opp Number: [q. Opportunity #]

Is a P.O. Required?   P.O. Number (if applicable)

                                                         Upload P.O. with Agreement if available

Product Name & Description	Per Unit Price	Minimum Quantity	Subtotal
		Subtotal	**$0.00**
		Total	**$0.00**

[r. Finance-Approved Special Billing Terms]

The Per Unit Price(s) and Minimum Quantities listed below have been reviewed and approved by The Princeton Review.

Additional Terms for Tutor.com Services

a. Fees: For Tutor.com services, TPR may invoice Customer upon execution of the SOW for the services and upon the start of any renewal term of the SOW, unless otherwise provided in the SOW.

b. Service Terms: TPR will set up the Tutor.com services for launch on a date mutually agreeable to the parties. Customer will provide TPR with all information and other cooperation needed to set up and launch the Tutor.com services. Customer acknowledges and agrees that although TPR offers a variety of authentication methods through which Users may access the Tutor.com services, Customer is responsible for determining the authentication method to be used.

    i. During the term of this Statement of Work, additional site licenses in excess of the number set forth in this Statement of Work may be purchased under this Statement of Work by Customer for the then-current term at a rate of $ [u. Unit Price]/site license by an email from Customer's Authorized Representative (identified below) to TPR's Primary Contact at his/her email address set form above, setting forth the number of additional site licenses being purchased. Such purchase will be deemed accepted and may be invoiced, upon provision of the additional site licenses to Customer's Users in excess of the originally ordered number. For purposes of this Statement of Work, Customer's Authorized Representative will be [c. Customer Primary Contact Name]. Customer may change Customer's Authorized Representative by providing notice to TPR in accordance with the Agreement.

    ii. This SOW will automatically renew with respect to the Tutor.com services for additional, successive 1-year renewal terms unless either party notifies the other in writing no less than 30 days prior to the end of the then-current term of the SOW that the SOW will terminate at the end of the then-current term. TPR reserves the right to change the fees for any renewal term by giving Customer written notice of such change no later than 45 days prior to the end of the then-current term. For clarity, other Services included in the SOW do not automatically renew unless the SOW provides otherwise.

c. Availability of Online Resources: Tutor.com services are offered on 361 days of each standard year, and 362 days of each leap year.Tutor.com services are unavailable on January 1, July 4, Thanksgiving Day, and December 25. On those holidays, the Tutor.com services close beginning at 2:00 a.m. and they reopen at 2:00 a.m. on the following day. En Español is available from 2:00 p.m.2:00 a.m. All times are Eastern times. Newer subjects may have more limited hours than those listed in a SOW. The availability of the Tutor.com services is subject to reasonable downtime for maintenance and related activities and loss or interruption due to causes beyond TPR's reasonable control. The foregoing is as of the Effective Date. TPR may change the dates and hours of availability of services, and will notify Customer of any such changes.

d. Intellectual Property Rights: All marketing and other communications by Customer and Customer web pages that refer to Tutor.com services must include the Tutor.com logo as provided by TPR or the words "Powered by Tutor.com, a

Service of The Princeton Review®." Except as set forth in the preceding sentence, neither party will use the other party's name, logos, trademarks, or other marks without that party's written consent.