

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: Dave Frayser

Company Name: TutorMe

Email: dfrayser@goguardian.com

Main website link: <https://tutorme.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:

Emailed to Tracie

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

TutorMe can also be leveraged as a targeted intervention for Underachieving, Linguistically Diverse, Culturally Divergent, and/or Economically Disadvantaged Gifted and Talented Pupils.

Through the TutorMe platform, these students have access to thousands of tutors who are ready to connect in a one-on-one setting that replicates all the best parts of in-person learning and relationship-building, with an aim of helping them develop their potential to achieve high levels commensurate with their abilities.

We are able to connect students with a wide range of tutors who are proficient in dozens of languages, offering direct support for Spanish-speaking students and other special populations.

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:

<https://tutorme.com/subjects/>

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:

TutorMe holds its network of thousands of verified online tutors to the most rigorous standards in the industry. We maintain a 4% acceptance rate, largely due to our extensive application and vetting process.

Minimum tutor qualifications:

- Be at least 18 years old
- Have a mastery of subjects tutored
- Have previous tutoring or teaching experience
- Be enrolled in or have graduated from an accredited university

Hundreds of thousands of live tutoring session requests are successfully matched with a tutor who's ready to help the student take the next step in their learning journey. Our tutor recruitment strategy focuses on quality and agility.

While never lowering the bar set by the highly-qualified tutors accepted to tutor on our platform, we onboard 100-200 tutors to continue to meet demand. When new partners increase session demand or when existing partners signal a priority shift towards specific grades or subjects, our recruitment strategy allows us to pivot accordingly.

At this time, we do not provide proprietary information such as fill rate, recruitment details, and salary comparison. In the interest of confidentiality for tutors and staff, conversations about your organization's performance will be limited to your student experience and specific organizational needs.

Tutoring is offered in the following languages:

TutorMe offers tutoring services for 48 languages, including standard subjects like Spanish, French, Mandarin and American Sign Language.

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:

Although onboarding and implementation only requires a couple steps, TutorMe commits to maintaining close contact with our valued education customers through scheduled touchpoints. During these sessions, our team will discuss platform and system performance. Other topics may include:

- 60-day touchpoint to measure progress toward organizational goals
- Quarterly reports to describe system usage
- Ad hoc conversations to support training

Describe ongoing support procedures:

Our team helps drive usage and adoption through a TutorMe e-mail newsletter for educators, and through regular turnkey marketing packages that help drive student engagements. Our customer service consistently receives "exceeds expectations" ratings from our clients, and we are always willing to tailor our customer support offerings to meet the needs of our customers.

Describe how customer feedback is obtained and utilized:

During implementation, your project manager will work with you at the start of the project to identify goals, milestones and measurements that fit your project. Following PMP standards, established metrics will be tracked throughout the course of the project's implementation via various surveys and check-in meetings. Should scores fall below the mutually agreed upon measurements, the project manager will work with designated personnel to identify a change management plan. Additionally, each GoGuardian customer has a dedicated Customer Success Manager that partners with them throughout the length of the contract to ensure customer satisfaction. This is measured through check-in meetings with district personnel and online surveys.

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: Oklahoma City Public Schools

District enrollment: 31,026

District contact: Neal Kellogg, Director – Educational Technology Services, (405) 587-0306, nakellogg@okcps.org

Partnership dates: 7/1/2021 - Present

#2

District: Saint Paul Public Schools

District enrollment: 33,000

District contact: Darren Ginther, Director – Office of College & Career Readiness, (651) 744-4536, ginther@spps.org

Partnership dates: 1/1/2021 - Present

Pricing

- Prorated pricing for 2022-2023.
- Pricing for three fiscal years - July 1, 2023, through June 30th, 2026.

Price per student:

Pricing dependent on total student rollow. Unlimited access pricing per student, at scale, is typically \$18/student.