

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: Josh Pauly | Michael Maloney

Company Name: Paper Education America Inc. (Paper)

Email: josh.pauly@paper.co | m.maloney@paper.co

Main website link: <https://paper.co>

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:

Our VPAT is pending. We anticipate having this sometime in Q1 2023.

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

Paper's certified multilingual tutors can speak, read, and write in over 50 languages. Their fluency in these languages means your English learners can access tutoring in their home language. It is an important nuance where online translation services fall short. If a tutor is not available in a specific language, the student can collaborate with any tutor. Paper tutors can support any student regardless of their English skills.

The virtual classroom also includes a two-way whiteboard to help more visual learners. Your students can also share snapshots and files of their worksheets or working files. The platform saves and stores

all student-tutor transcripts. It is excellent for exam/test prep by allowing students to look back and remember what they learned with a tutor.

Paper supports screen reader tools like JAWS. Students, teachers, and administrators can use it in:

- Key shortcuts and reading of the screen across the site
- Accessing all site navigation
- Chat sessions, sending a pdf, and image
- Essay functionality

Additionally, we built text reader and voice typing functionality into our platform. Text reader allows students to listen to any message sent during a Live Help session. Students can hover over any message and hit the play button that appears to hear it read aloud. With voice typing, students can express their thoughts verbally in a Live Help session. Both features serve various audiences including ELL and students with different impairments.

The interactive aspect of Paper Math encourages students to play with equations in a way that is impossible to do on a chalk or whiteboard. Partners using it report better math grades among students in special education courses. This improvement also extends to students with neurodivergent challenges like ADHD and dyslexia. Paper Math has also helped students with a math-learning disability like dyslexia to visualize equations. This positive feedback shows the value Paper Math can bring to all students, including students with specific learning differences.

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://paper.co/resources/paper-subjects-topics-covered>

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:

All Paper tutors have passed our internal certification process before becoming tutors and working with students. With a 4% tutor acceptance rate, **Paper is more selective than Harvard's** 4.6% student acceptance rate.

Aptitude Testing: When candidates apply, they indicate their proficiency in tutoring specific subjects. Next, they will complete tests suited to the subjects they indicated. Because we support K-12 students, the questions are typically 12th-grade level. These tests help us gauge their subject matter expertise, their overall attitude, customer service skills, professionalism, and emotional intelligence.

Mandatory Background Checks: All candidates must undergo and successfully pass a complete background check before hiring. It includes federal, state, and local background checks. Once they become tutors, they must pass these checks annually.

Verified Tutoring Skills: All candidates must complete mock tutoring sessions where a manager acts as a student, and the candidate acts as a Paper tutor. We grade the applicant's performance based on their approach to the subject material, student care (support, encouragement, and personability), and application of the Paper Method.

Language Proficiency: Each candidate must prove their subject matter expertise by completing a series of language proficiency tests during their first week of training. For example, a bilingual English-Spanish candidate tutoring in biology must demonstrate their ability to apply the Paper Method in biology through a series of specially designed tests in English and Spanish.

Paper tutors receive support from platform managers and tutor managers. If a problem arises during a tutoring session, our platform managers are present 24x7 to assist with technical, health, or safety issues. They have Mental Health First Aid training, the gold standard for identifying and helping students in crisis. Platform managers have access to live chats as they occur. They can take over a tutoring session or flag the session for review. In addition, we have a documented escalation process for notifying the school. Our customer support team will proactively reach out to the school of the affected student to inform them of the situation and provide details the customer may require.

Tutoring is offered in the following languages:

We provide 24x7 support in English, Spanish, and French as well as partial coverage in Mandarin. Paper's multilingual tutors can speak, read, and write in 50 additional languages. Languages include Arabic, Cantonese, Farsi, German, Haitian Creole, Hindi, Persian, and Italian.

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:

We will assign Iowa a customer success manager (CSM) for the life of the partnership. The CSM communicates regularly with the State on all aspects of the partnership, including any changes. They provide strategic guidance and recommendations on achieving your goals and maximizing your investment with Paper. The CSM also works with a designated onboarding specialist and implementation engineer to onboard all Iowa schools and guide them through successfully adopting Paper. The team will work with the State to ensure that the technical integration supports verification, validation, and auditing where necessary.

Engagement is critical to the success of a tutoring program. In addition to other engagement strategies, We will help Iowa with marketing strategies and materials that fit your budget. Paper works with schools to market online tutoring through billboards, unique web pages on the school's website, local National Public Radio (NPR) stations, press releases through local newspapers, social media posts, etc. We collaborate with you on marketing strategies to promote the partnership, the service, and the benefits to students, teachers, parents/guardians, and administrators. These efforts drive engagement, leading to better academic performance for students and less stress on teachers, administrators, and parents/guardians.

Paper provides asynchronous training to students, teachers, and administrators; the preferred delivery by this group. The Resource Center is an in-app onboarding experience for teachers and students. The Resource Center is a blue button with a book icon in the screen's bottom right corner.

Administrators receive a live demo of the platform and the insights dashboard during the onboarding process. They can also visit our Leadership Guide to Implementing Paper to watch videos and access additional resources to get them started. CSMs will host administrator information sessions upon request once the district completes onboarding.

We support parents with a dedicated website landing page where they can learn more about Paper. It also provides information about the onboarding experience for their child, registering for an information session in English or Spanish on how we can impact their child's learning, and download a guide with an overview of features, links, and FAQs.

Describe ongoing support procedures:

Part of the Paper launch plan includes all communications resources, welcome email templates, posters, social media templates, as well as enablement sessions for your community stakeholders conducted by the Professional Learning Specialist team. Our professional development pathways encompass the basics of our platform and benefit various audiences (students, teachers, and

administrators) followed by advanced sessions that focus on incorporating Paper into instructional practices and grade-level specific content areas.

Additionally, we will work with the District to identify PAPER Trail Blazers (PTB), influential educators within the school that are nominated by administrators to serve as PAPER instructional coaches. PTBs will help encourage the practice of other educators using PAPER during classroom instruction. We also equip them to provide additional training during professional learning communities and faculty meetings.

Once launched, the District will have the full support of its customer success manager (CSM). The CSM will partner with you to ensure that we achieve the desired outcomes identified during onboarding and continually provide the most up-to-date training and resources throughout the partnership. The customer success team is dedicated to your continued success with Paper.

Describe how customer feedback is obtained and utilized:

After each session, students can also leave feedback about the tutor and the session. Before closing the session, the platform prompts the student to rate the session between one and five stars; one-star representing a poor experience and five-star representing an outstanding experience. After leaving a star rating, the platform also provides pre-populated examples to select from to help provide more context to their rating, "I received the help I needed", "quick replies", "clear explanations", "great platform", "A+ tutor", etc. The student is asked if they are more confident after the session, providing them with the option of "yes" or "no". The student is then presented a free-form dialogue box to leave any additional comments.

We also obtain feedback through regular meetings and touchpoints with our partner districts. We meet no less than monthly and have regular touchpoints and outreach in between. Feedback is used to improve Paper services and influence our roadmap.

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: Oskaloosa Community School District (IA)

District enrollment: 2,191

District contact: Mark Scholes, scholesm@oskycsd.org (Middle School Principal)

Partnership dates: 2/28/22- Present

#2

District: Mississippi Bend Area Education Agency (IA)

District enrollment: 48,556

District contact: Bill Decker, bdecker@aea9.k12.ia.us (Chief Administrator)

Partnership dates: 11/18/2022- Present

Pricing

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

Price per student: See below

Prorated Pricing for 2022-2023: Max Total District Annual Investment (Standalone) - \$15.00 per student. Max Total District Annual Investment (Single AEA purchase) \$10.00 per student.

Pricing for 2023-2024 school year: Max Total District Annual Investment (Standalone) - \$23.95 per student. Max Total District Annual Investment (Single AEA purchase) \$17.00 per student. Max Total District Annual Investment (Multiple AEA purchase) \$14.95 per student.

Pricing for three fiscal years - July 1, 2023, through June 30th, 2026*: Max Total District Annual Investment (Standalone) - \$19.95 per student. Max Total District Annual Investment (Single AEA purchase) \$14.95 per student. Max Total District Annual Investment (Multiple AEA purchase) \$12.00 per student.

**** Any 3 year agreement signed before July 1, 2023 will include the remainder of this year free, a savings of between \$10.00 - \$15.00 per student.***

Hardware and Software Requirements

We support Windows 10 and Windows 11 operating systems. Our platform supports the following Windows browsers:

- Microsoft Edge v92 and above
- Google Chrome v86 and above
- Mozilla Firefox v92 and above

We support the following iOS operating systems:

- Ventura (MacOS 13)
- Monterey (MacOS 12)
- Big Sur (MacOS 11)
- Catalina (MacOS 10.15)

Our platform supports the following MacOS browsers:

- Google Chrome v86 and above
- Mozilla Firefox v92 and above
- Apple Safari v12.1 and above

Paper also supports iOS 11 and above and Android 5 and above for mobile devices.

Users can also access Paper from Chromebooks.

While not a plug-in, all desktop environments require JavaScript enabled.

Our platform does not require plug-ins. If the device can support one of the browsers or mobile apps identified in our response, they can use Paper. We designed our lightweight platform to not require a high-end device or much internet bandwidth.