



The
Princeton
Review®

tutor
.com™

K-12

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Tutor.com Proposal for Encore High School

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Helping students learn and progress is the goal of education, but achieving that goal can be a challenge, especially today.

Tutor.com can help Encore High School meet this challenge by providing your students with timely and essential support: 24/7 one-to-one tutoring (on-demand, scheduled, and asynchronous) for 200+ subjects, test prep, and career readiness. This includes all AP and IB coursework.

Your students will be able to access this anywhere, via any Internet-connected device, which further ensures that they can connect with educational experts and resources at any time. This is particularly important now as schools struggle to maintain educational continuity and equity of access due to COVID-19.

WHO WE ARE

Tutor.com is a trusted and reliable academic partner that's been helping students for more than 20 years. Since our inception in 1998, we have delivered over 20 million tutoring sessions – more than any other provider – and currently provide our award-winning services to hundreds of schools and thousands of students nationwide.

In addition to K-12 schools, our solution is used by colleges and universities, libraries, and companies. We're 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.

HOW WE HELP

Tutoring is provided in our easy-to-use virtual classroom by more than 3,700 rigorously vetted and trained experts, with each session tailored to a student's unique needs and learning style. Once connected with a tutor, which occurs within *seconds* of an on-demand request, your student receives the tutor's undivided attention.

These services are designed to supplement the hard work your faculty and staff already do. They not only provide personalized, targeted learning, as well as access for those with disabilities, but the data necessary to help students, teachers, and schools excel.

Our services are also scalable, ranging from a full-service 24/7 solution to other options. The attached proposal further describes these and our promise to provide positive and measurable outcomes.

Thank you for considering Tutor.com. We would welcome the opportunity to support Encore High School and look forward to further discussion.

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Tutor.com for K-12

OUR MISSION

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.

OUR PROMISE

Tutor.com will provide expert and encouraging tutoring that your students will love, through a proactive and supporting partnership that you'll love, with positive and measurable results that everyone will love.

OUR DIFFERENCE

- Tutor.com is the most **trusted and reliable** online tutoring service in its industry, providing support to hundreds of clients and thousands of students.
- We connect students to tutors within seconds of their on-demand tutoring requests, 24/7, in over 200 subject areas. Once connected, each student receives a tutor's *undivided* attention until the session's educationally sound conclusion.
- We always deliver on our **promise of quality and transparency**, consistently providing service levels that exceed expectations. There are no smoke and mirrors.
- We select only **the best tutors**, fully orient them to our methodologies and philosophies, then continuously monitor and mentor them to ensure **optimal student outcomes**.
- We provide clients with **proactive, high-touch support**, empathizing with their needs and working with them to meet these, while also being responsive to any questions or concerns.
- We **utilize data effectively** to continuously **monitor and improve** our services and inform our clients of opportunities for **early student intervention** and program success.



How We Support Students, Teachers, Parents, and Schools

Tutor.com's processes and approach, which include targeted learning and feedback, helps students, teachers, and schools on multiple levels. We also offer student coaching assistance to parents!

We help students by:

- Assessing skill knowledge and mastery and providing targeted learning engagements with carefully vetted subject matter experts
- Facilitating understanding of critical concepts via critical thinking and positive reinforcement
- Using multi-modal instructional methods targeting the different learning styles of students, including on-demand tutoring, scheduled tutoring, and asynchronous assistance
- Providing a range of accessibility options and an accessibility classroom that's fully ADA and Section 508 compliant
- Protecting student privacy at all times; Tutor.com complies with all requirements regarding student data and privacy, including FERPA and others

We support teachers by:

- Extending instructional moments to help save valuable classroom learning time
- Reinforcing core learning principles for students that helps teachers stay on track with core curriculum and whole-class learning
- Providing insights into student knowledge and progression through diagnostic data
- Identifying learning needs and providing notification for any student at risk of falling behind

We serve schools by:

- Identifying vital elements that need reinforcement at the school level, including core curriculum, professional development, and/or instructional strategies
- Offering prompt intervention for students to affect positive change
- Increasing persistence in students with higher GPAs and instilling the confidence needed to continue in college-ready/college-going advancement

We assist parents by:

Helping them to help their kids! Tutor.com tutors also work with parents to help them coach their K-12 student. They provide resources, suggestions, techniques, and support for the following areas of focus:

- Scheduling and organization
- Using resources
- Setting expectations and finding balance
- Studying techniques and managing knowledge gaps
- Motivation and goals

About Our Tutors

Tutor.com takes great care in selecting and supporting its tutors. We understand that the service we provide is representative of Encore High School and must reflect your high standards of exceptional service. To that end, our greatest investment is in our tutors. Here are the components of our tutor selection and management process:

Qualifications: Tutor.com tutors for have a minimum of a bachelor's degree in the field or subfield in which they tutor. 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 subject exam. Less than 10 percent of applicants succeed on this critical element.

Interviews and reviews: Applicants meeting our minimum education requirements and passing our subject examinations 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 policies and 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 third-party background check. All tutors must satisfactorily pass this, which includes a multi-tiered criminal history check and education verification. Background checks are repeated multiple times a year for all tutors.



Daria S.



Scott R.



Rachel N.



Jamarius W.



Shelly V.

Ongoing monitoring: The quality of our tutoring service is a key component of our success. Once tutors are selected, they're assigned to a Quality Specialist (QS). The QS reviews each 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 student successes.

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 examples of the feedback we receive on our tutors from K-12 students:

- *“Liz was wonderful. She helped me and walked me through my question. She saved me a night of frustration.”*
- *“I am so lost with algebra. I am so grateful for this resource.”*
- *“The tutor really took the time to help me understand the question well and helped me format my answer. I had a complete understanding of the concept after we were done with our chat.”*
- *“This tutor was a great help. She made me be actively involved, which helped me better understand what I was actually doing.”*
- *“The Spanish tutor helped me understand some grammar issues I was struggling with and allowed me to type a sample essay, while he corrected me. I really enjoyed the time I spent with this tutor and felt more confident in writing compositions in Spanish.”*

Tutor.com's Online Classroom

Tutor.com for K-12 has been designed to meet the needs of students in grades 4-12 and offers a range of instructional options, further described below.

As noted, all tutoring sessions take place in our online classroom, a collaborative Web-based space that's also accessible via mobile device. 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 being sophisticated enough to support advanced users in need of more functionality.

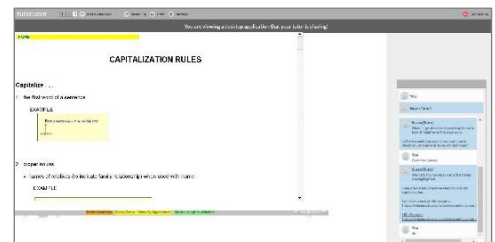
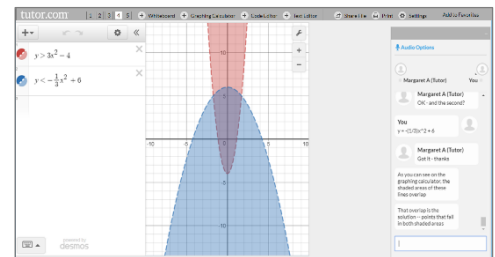
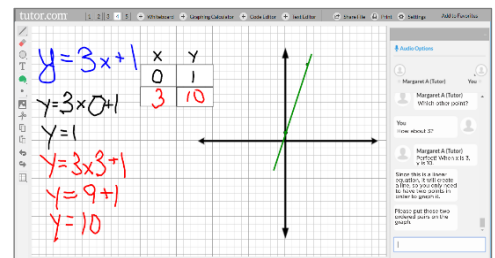
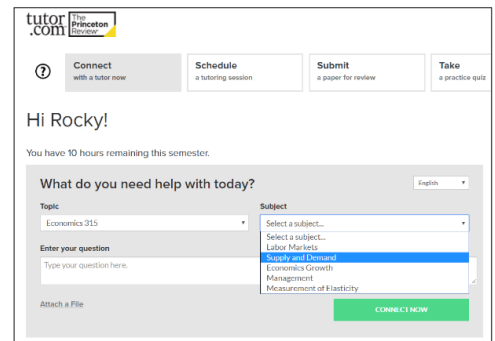
The Tutor.com Online Classroom includes:

- Instant chat
- Optional voice chat (via VOIP, the device's microphone/speakers, or by calling into a conference line)
- Two-way shared 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.

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.



Synchronous and Asynchronous Support

On-demand and scheduled support: For synchronous support in every subject available, students can access on-demand tutoring through their portals within seconds of a request. When scheduling a session, students view tutor calendars to determine availability.

Asynchronous support: Students can also access asynchronous support through their portals. They begin by filling out a quick questionnaire on their needs, then submit their essay, math problem, resume, etc. From there, turnaround time is 12 hours for writing support (although it currently averages 3-4 hours) and 24 hours for other topics. These include math, sciences, social sciences, business, computer sciences, and career services.

The Tutoring Process

All instruction is provided by our 3,700+ expert tutors. We ensure rapid availability by analyzing previous data, tracking system usage in real time, and staffing accordingly.

Once connected with a tutor, the student receives his/her *undivided* attention, as our tutors don't toggle between students (as is the case with some of our competitors).

Each one-to-one session is tailored to the student's needs, level of proficiency, and unique learning style, which can vary significantly. Our tutors understand how to engage students at any level, make concepts easy to understand, and instill the confidence needed to persist and succeed. When a student demonstrates proficiency, the tutor brings the session to an educationally sound conclusion.

All sessions are recorded and archived and immediately accessible for review by you and your students. This lets students replay sessions at any time and enables quality control.

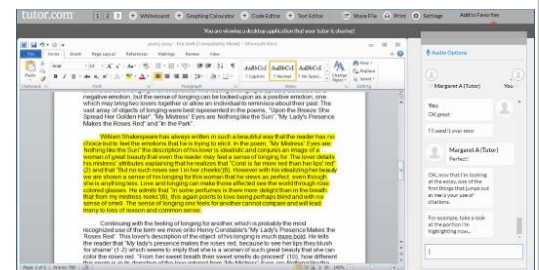
Writing Help with WriteTutor™

Tutor.com for K-12 offers multiple options for students who need help with writing: synchronous 1-to-1 sessions, Drop-off 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. 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 complex 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.

With asynchronous support, your students can upload papers for critique to our Writing Center and receive feedback. (As noted above, the current average turnaround time is 3-4 hours.) Along with the document, they're asked to provide a summary of their goals, the assignment instructions, the citation format they're using, and how far along they are in the writing process.



Your Drop Off Essay Review Feedback					
Essay Details					
Submitted review on: 5/13/2020 9:25:07 AM		Topic of essay: the comparison of formal oppression during the trans-			
Reviewed by: Sarah L.		transition in the early and mid-19th century.			
Where are you in the writing process? (Check if needs a lot of work still)					
Review priorities: (Check, (Organization and paragraph development), (Purposy supporting your argument), (Citation), (Mechanics and word mechanics).					
The-44505170008		Organ Document	Revised Document	Session Transcript	Downloaded at 1:13
1) Thesis Statement: Clear and focused thesis					
Not Applicable	Beginning	Developing	Accomplished	Exemplary	
A thesis is not necessary for this submission	The thesis does not appear to be relevant, is not clearly defined, or lacks focus.	The thesis statement is present and clear. The final paper has incorporated significant background.	The thesis states the position, purpose, or audience, and is the final part of the paper for the next part.	The thesis clearly and concisely states the position, purpose, or audience, and is the final part of the paper for the next part.	
Thesis statement target feedback:					
The thesis statement has good overall quality. It does need a little more clarity. Though it sounds like you are taking more about the effects of the trans- in the early and mid-19th century, it is not clear that you are taking more about the effects of the trans- in the early and mid-19th century. It is not clear that you are taking more about the effects of the trans- in the early and mid-19th century. It is not clear that you are taking more about the effects of the trans- in the early and mid-19th century.					

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.

WriteTutor™ Resource Center: The WriteTutor 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.

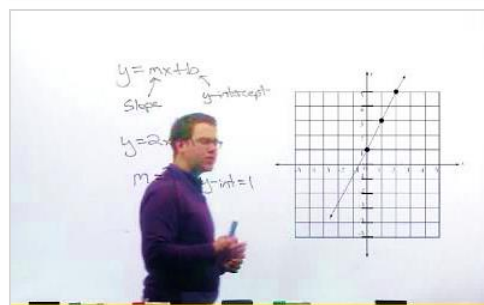
Supplement Learning with Optional Self-Study Tools

Video lesson libraries: Tutor.com offers a range of proprietary, high-quality instructional videos on numerous topics. These include Early Edge instructional videos that focus on basic academic skills in reading, writing, English language arts, and mathematics. These are designed to help students lock in their learning, confirm their understanding, and achieve the proficiency needed to succeed academically.

Diagnostic quizzes: Other resources include over 100 asynchronous quizzes to help students test their core competencies and focus on any areas where prerequisite knowledge is a requirement. If help is needed, students can quickly connect to a tutor.

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:

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





Tutor.com Client Care

Building an effective tutoring program requires a considerable amount of staff, time, and resources. We help lighten that burden. Our dedicated Client Care 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 Client Services Manager will then provide proactive, timely communication to help you reach your quantitative and qualitative program goals.

Marketing Support

Our Client Care 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 easy-to-use dashboard is accessed through our secure client portal by users you designate. It lets you review usage statistics and pull on-demand reports, which let you drill down for even more data. Through this dashboard, you can also receive monthly reports, which can be customized.

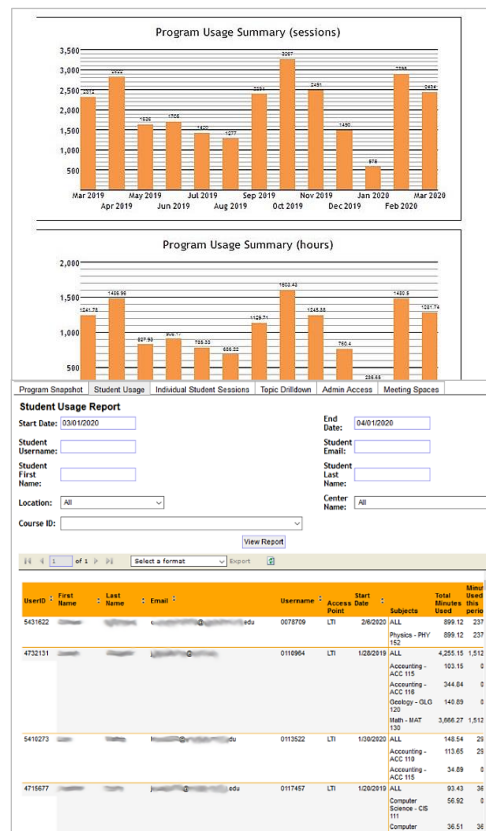
All reports can be exported to common formats (e.g., Excel, CSV, XML, or PDF). Additionally, all data can be directly sent to your data warehouses through an API.

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: A granular 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 hours consumed. This report also includes unedited student comments and aggregate



student satisfaction metrics. It is typically used to measure overall program adoption and to track usage against purchased tutoring hours 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 college center 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 will 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.

Our Results

Tutor.com maintains high student satisfaction and recommend rates. Please see below for our student ratings for the first half of this year. These are based on the survey students are asked to complete after each tutoring session.

2020 Post-Session Student Survey Results (Jan. 1 – June 30)	
Tutor Rating	4.6/5.0
Classroom Rating	4.6/5.0
Are you glad your organization offers this service?	98%
Would you recommend this service to a friend?	97%
Is this service helping you complete your homework assignments?	96%
Is this service helping you improve your grades?	96%
Is this service helping you be more confident in your schoolwork?	97%

Integration and Support

Key components of the services we provide include integration with your curriculum and student management system and multiple options for responsive and timely support.

CURRICULUM INTEGRATION

Your dedicated Tutor.com team will conduct an implementation tailored to your students' needs and integrate Tutor.com's predictive analytics into your systems and workflows.

Our platform can easily support your specific learning objectives. During implementation, you can select the subject areas, as well as the individual, skill, and group reports that are most important to you.

INTEGRATION 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.

Student rosters 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.

Your Client Services Manager will work with district and/or school IT representatives during implementation to determine the best authentication method for Encore High School.

SUPPORT

All Tutor.com programs come with premiere support coverage:

- Toll-free telephone support from our Tutor.com certified technical support team seven days a week
- 24/7 email support by Tutor.com's certified technical support or 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
- Detailed answers to the FAQ; these are available on each of your Tutor.com program pages, including solutions to common technical problems
- A dedicated Client Services Manager to proactively provide information and updates, address any concerns, and respond to your questions

Pricing

The package: fair, flexible, and no surprises

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.

Below is our estimate to provide services to specific programmatic operations at Encore High School. Tutor.com's proposed pricing is as follows:

Number of Hours	Per Hour Pricing
0 – 2,500	\$35.00
2,501 – 5,000	\$33.00
5,001 or more	\$31.00

Option 1: Student Usage Fee (hours): Student usage fees are calculated using the tiered rates above. Each tier, and associated price, corresponds with the number of hours purchased.

Option 2: Student License Program: Tutor.com will provide Encore High students with an unlimited use license of all K12 subjects offered including AP courses. These licenses will remain valid for 365 days. **Pricing will be \$45/students based on minimum purchase of license for all students.**

Predictive Insights Fee: Fees for the Tutor.com Predictive Insights product are billed annually at 10% of contract value. **This fee will be waived for Encore High School.**

Implementation Fee: is a one-time fee of \$1,000 and includes cost of all implementation related webinars, training, materials and events.

**Pricing is valid for up to three months after proposal receipt.*

Program Snapshot

Your Tutor.com program for K-12 will include:

- 24/7 On-Demand and Scheduled Sessions
- 3,600+ Fully Vetted, Expert Tutors
- 250+ Academic & Test Prep Subjects
- Asynchronous, Drop-Off Reviews
- Extremely Low Wait Times
- Diagnostic Quizzes & Video Lessons
- Purpose-Driven, Proprietary Classroom
- Mobile Access on any device
- Section 508/ADA Compliance
- Actionable Data & Measurable ROI
- 24/7 Client Portal Access
- Expert Implementation
- SSO or LTI Integration
- Proactive Client Care & Support
- Extensive Promotional Resources
- Faculty Training

Our 1-to-1 classroom and asynchronous Drop-Off Reviews include:

- In-Classroom “Tour Guide”
- Instant Messaging/Chat
- Two-Way Audio (optional to student)
- Interactive Whiteboard(s)
- Graphing Calculator
- Code Editor & Text Editor
- Screen & Application Sharing
- Full Recording for Transcript Review
- Emoticons & Celebratory Graphics
- Asynchronous Drop-Off Reviews
 - Covered subjects, 24/7
 - Special Writing Project Features
 - 12-Hour or Less Turnaround
- “Favorite Tutor” Tags for Reconnecting
- Saved Session Transcripts & Replays
- Virtual Locker for Shared Files
- Post-Session & Post-Review Surveys
- Transcript Sharing via Email

Our data analytics and reporting include:

- 24/7 Access through Client Portal
- Fast Facts Dashboard
- Detailed Monthly Reports with Trends
- Archive of all Monthly Reports
- Student Usage Report
- Individual Student Session Report
- Predictive Insights™ Data Analysis
- Early Alerts for Faculty & Admins
- SOAP API or FTP Repository Options (custom implementation)