



tutor.comTM

A Service of **The Princeton Review[®]**

TUTOR.COM LEARNING SUITE

December 2nd, 2020

Learning Your Patrons Will Love

DAVE WILLS
DIRECTOR OF LIBRARY PARTNERSHIPS
TUTOR.COM
DAVID.WILLS@TUTOR.COM
917-455-4617

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The Tutor.com Learning Suite Our Mission and Promise

Equalizing Access to Educational Excellence through Partnerships with Public Libraries

Our mission is to help every learner realize (and reach!) their full potential. We believe that regardless of race, age, gender, religious beliefs or socioeconomic status, everyone deserves equal access to the resources and support that will help them take the next step on their educational journey.

Tutor.com is human-centric in all we do. From our pedagogy to our technology to our data analytics, everything we do is designed to build confidence in tandem with skills, helping every learner first realize and then reach their full potential. We want to be your most loved learning support partner by continually maintaining our three core pillars:

- *Provide Uplifting Experts*
- *Provide Relevant Connections*
- *Provide Quantifiable Results*

The Tutor.com Promise



**Learning they
will love**

A partnership
you will **love**

Outcomes
everyone
will **love**

Life is Stressful. We Can Help!

Reducing anxiety, increasing opportunity and uplifting communities

Recently, The Princeton Review (Tutor.com's sister company) participated in a research project related to student and parent mindset, evaluating their worries, their hopes, their dreams. It is not surprising that we encountered many stressed and anxious learners. There is a lot of pressure to succeed in school, at work, in life.

The catch-22 is that while learners are stressed because they want to succeed in school, that stress impedes their ability to learn. For many, this leads to underperformance or, as they see it, failure and a hesitance to try. When they stop trying, they stop learning which in turn affects their future career prospects and job performance which, ultimately has a negative impact not only on their lives but on the communities in which they live.

The good news: Libraries can play a critical role in lowering stress and anxiety for their patrons while lifting up their entire communities.

Tutor.com helps through:

Teachable, Reachable Moments

Tutor.com is available when students (and their parents) are most vulnerable to stress: homework time.

Customized Learning

The Tutor.com Learning Suite offers multiple modes of instructional delivery to best fit the needs (and schedules) of individual learners.

Safety & Security

The Tutor.com Online Classroom is a safe, secure, and anonymous learning environment where learners of all ages can ask questions without fear of judgment.

Highly-Vetted Expert Tutors

Tutor.com tutors are not only subject matter experts. They are highly qualified to provide 1:1 personalized instruction that addresses each learner's individual needs and goals.

A Human-Centric Approach

Tutor.com provides a positive, encouraging learning environment that lowers stress, builds confidence, and takes learners to their next level—whatever that may be.

The Tutor.com Learning Suite

Designed for Today's Learners

Helping Your Patrons Learn Their Way

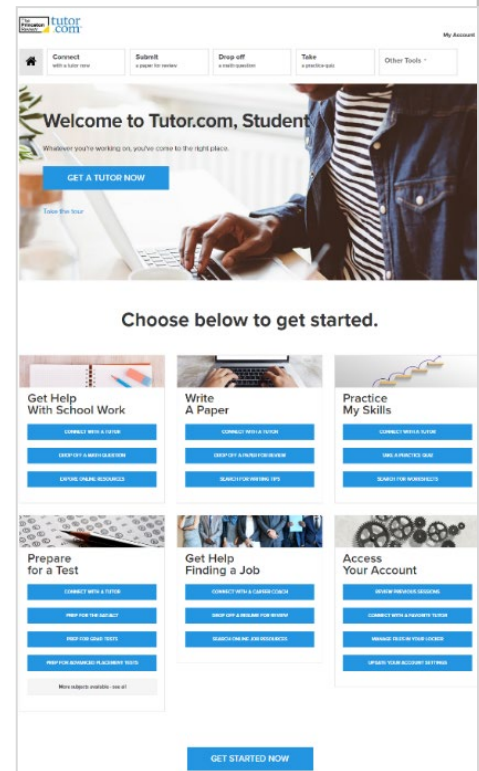
Comprehensive learning support, online and on demand

The Tutor.com Learning Suite has been designed to meet the needs of all learners by combining real-time, one-to-one connections in our modern online classroom with expertly designed self-study tools and our highly popular Drop-Off Review service. The Tutor.com Learning Suite is easy to use even for those with limited computer skills while being sophisticated enough to support advanced users in need of more robust collaboration and functionality.

Organized by both task and tool, the Tutor.com Learning Suite Home Page quickly displays all the options your patrons have to learn their way. Whether they are working on a homework assignment, writing a paper, practicing their skills, preparing for a test or searching for a job, they will have many options for getting the help they need, when they need it.

The Tutor.com Learning Suite includes:

- 1:1, online, on-demand connections with fully-vetted and qualified expert tutors and career coaches in over 100+ subjects and test prep areas;
- 24/7 Drop-Off Reviews of writing assignments, cover letters, resumes and math questions;
- 440+ proprietary video lessons for math and English Language Arts fundamentals as well as AP® Biology, Calculus, U.S. History, and World History;
- The Princeton Review SAT/ACT Essentials with practice tests, drills, video lessons and full score reports;
- The Princeton Review's practice tests for GMAT®, GRE®, LSAT® and MCAT®;
- 100+ practice quizzes for ASVAB, math, science and English;
- Tutor.com SkillsCenter™ Resource Library with access to thousands of proprietary and third-party educational and career resources curated for easy access; and,
- Optional personalized accounts for access to session history, score reports, favorite tutors and more.



The Tutor.com Learning Suite

1:1 Online, On-Demand Tutoring & Job Search Assistance

Encouraging, uplifting support at their exact moment of need

Our live tutoring is an award-winning service that connects your patrons to a professional tutor or career coach in our modern, easy-to-use online classroom. Students in kindergarten through intro-level college plus adult learners and job seekers connect in our safe, anonymous, judgment-free classroom to get the 1:1 support they need to meet their goals. By providing access to expert support at a patron's exact moment of need, libraries can equalize educational advancement opportunities, lower stress and anxiety for learners, build confidence and help every learner first realize (reach!) their full potential.

Service Highlights

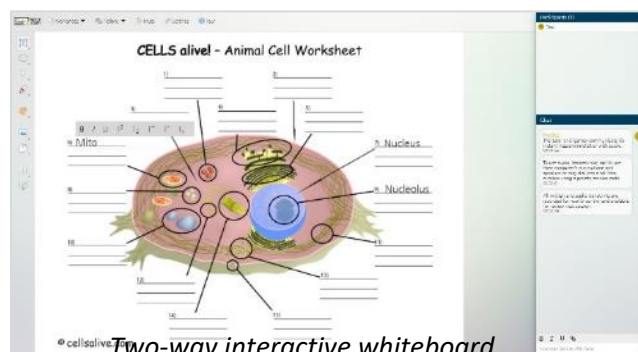
- Flexible hours, seven days/week, 361 days/year
- Extremely low average wait times
- Modern, fully web-based classroom
- Accessibility mode & compatible with assistive technology

Tutor.com Online Classroom

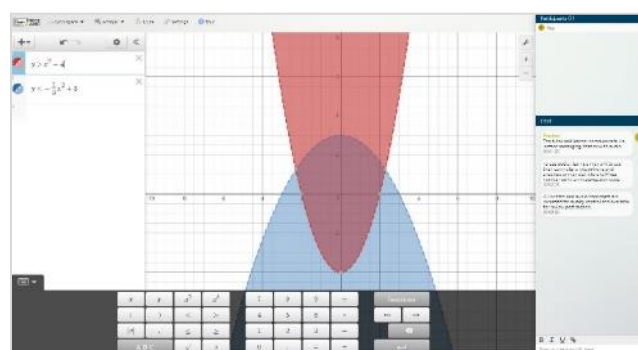
- Instant messaging/chat
- Two-way audio options
- Interactive whiteboard(s)
- Graphing calculator
- Text editor
- Code editor
- Screen & application sharing
- Day & night modes
- Emoticons & celebratory graphics
- In-classroom "tour guide"

3,000+ Fully Vetted, Highly Qualified Subject Matter Experts in 200+ Subjects

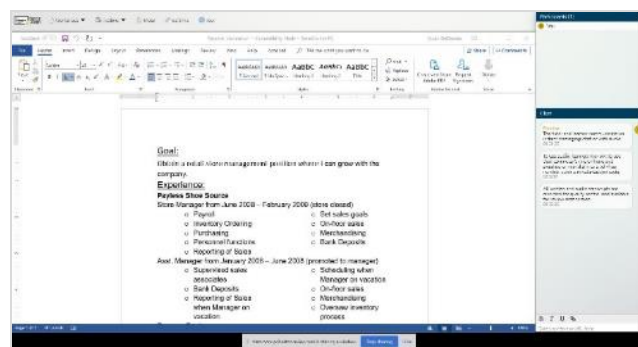
- | | |
|-------------------|---------------------|
| • Math | • ACT Prep |
| • Science | • PSAT Prep |
| • Social Studies | • SAT Prep |
| • Language Arts | • AP Courses |
| • Writing | • Computer Literacy |
| • World Languages | • Job Search Asst. |



Two-way interactive whiteboard



Desmos Graphing Calculator



Screen & Application Sharing

24/7 Drop-Off Reviews

Convenient asynchronous instruction for writing, math, and job search help

Tutor.com recognizes that different learners have different needs and busy schedules. For some, it may be more comfortable or convenient to have a tutor or career coach review their essay, cover letter, resume or math problem asynchronously. This can save time and reduce stress while maintaining an exceptional learning experience.

The Tutor.com Learning Suite includes 24/7 Drop-Off Reviews where learners can upload their document or question anytime. For writing assignments and job search documents, tutors respond with a comprehensive feedback form addressing lower- and higher-order concerns along with specific comments for improvement. Math students receive a detailed step-by-step approach for how to solve similar problems while also addressing the concepts behind each step.

Summary Feedback Form and Annotated Document

Video Lesson Libraries

Video-based lessons to provide instruction in a preferred format for modern-day learners.

Whether they are looking to change a tire or prepare a recipe, today's learners often turn to online videos for quick yet detailed instruction. The Tutor.com Learning Suite addresses this shift in preferred delivery style by providing over 440 proprietary, high-quality instructional videos covering a wide range of topics. Advanced Placement® (AP®) students can review full lessons on topics in biology, calculus, U.S. history and world history through our AP Video Lesson Library. Students from elementary school through adult will enjoy our math and English Language Arts fundamental skills videos to provide quick reviews and explanations of concepts in arithmetic, algebra, geometry, statistics, reading, writing and grammar.

GetAFive and Fundamentals videos from The Princeton Review

College Admissions Test Preparation

Test preparation from the experts at The Princeton Review

Only the Tutor.com Learning Suite can provide your patrons with The Princeton Review SAT/ACT Essentials, a proven effective self-paced study course that helps students meet their target scores on the ACT or SAT. SAT/ACT Essentials goes well beyond just practice tests by providing students with a full Score Report that includes personalized recommendations with supporting instructional materials for areas of focus to maximize the impact of prep time.

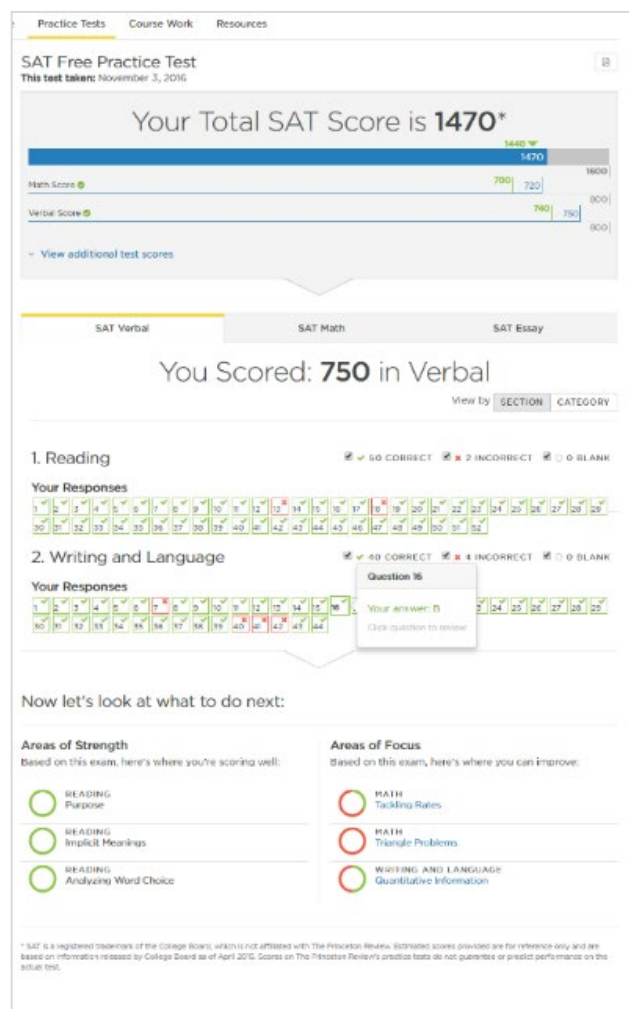
Instructional materials include video lessons and practice drills for every concept that is tested on the ACT and SAT, creating a library of nearly 180 videos and accompanying drills that teach students how to tackle each type of question they may face on these high-stakes tests.

Students and parents who are anxious of or confused by the college admissions process can access expert advice from The Princeton Review's college admissions experts through SAT/ACT Essentials. We provide factual, helpful information on a large variety of topics such as financial aid, testing for those with learning disabilities, writing a strong application essay, using the Common App and more.

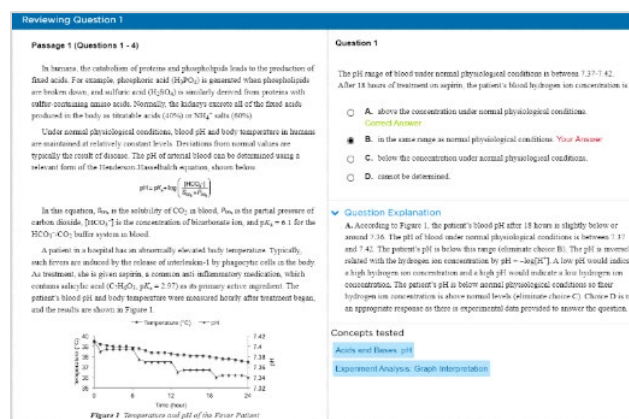
Graduate School Admissions Test Preparation

Becoming a competitive applicant

As part of our mission to help every learner realize (and reach!) their full potential, The Tutor.com Learning Suite extends its reach to learners preparing for graduate or professional school admissions. Your patrons will have access to The Princeton Review's practice test for the GMAT®, GRE®, LSAT®, and MCAT®. Our practice tests, resulting Score Reports and question-by-question explanations will help students maximize their prep time.



Full Score Report with Areas of Focus from The Princeton Review SAT/ACT Essentials

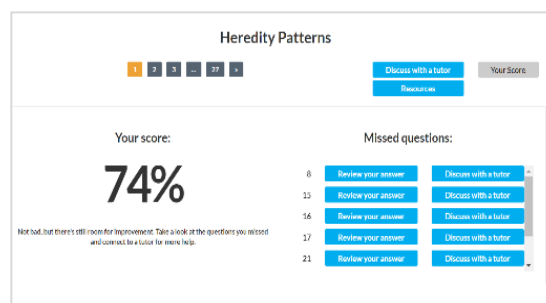


Question by question explanations from The Princeton Review MCAT score report

Practice Quizzes & Skills Drills

Topical quizzes to help learners test their knowledge and hone their skills

A popular self-study tool, our practice quizzes help students prepare for upcoming tests and quizzes or assess and practice their skills. Practice quizzes are available for the Armed Services Vocational Aptitude Battery (ASVAB), as well as middle and high school-level math, English and science. The score report identifies which questions the students miss and allows them to click in and review their own answer beside the correct answer, and then follow up by accessing resources or connecting with a tutor for a 1:1 review.







Practice Quiz Score Report

SkillsCenter Resource Library


Wide array of supplementary and complementary educational resources

As a supplement to our one-to-one personalized instruction, Tutor.com provides access to thousands of online resources through our SkillsCenter Resource Library. The SkillsCenter is a database of fully-vetted educational information both student and tutor can use to complement a lesson. Resources include proprietary content such as pre-recorded Tutor.com sessions. It also includes links to informational websites, instructional videos, learning games, customizable flash cards, practice tests, expert advice, and job search resources from reliable, external sources.

Websites	Tutor.com Sessions	Flashcards	Videos	Sample Tests & Worksheets	Learning Games
Arcades, Games, Books & Co by FunBrain.com	 solve $4x^2 + 20x - 11 = 0$ by Tutor.com	Sci Chp3 by StudyStack	AP Bio Wrap-up by GetAFive	Essay Sample Questions for updated SAT... by College Board	 Elementary Math Games by Johnnie's Math Page
Adding Fractions When the D by CoolMath4Kids	 Write an algebraic expr... by Tutor.com	32 Elements by StudyStack	Ecosystem Changes by GetAFive	Writing & Language Sample Questions for... by College Board	 Interactive educational... by A+ Math
See all 31 Websites	See all 43 Tutor.com Sessions	See all 12 Flashcards	See all 340 Videos	See all 9 Sample Tests & Worksheets	See all 2 Learning Games

SkillsCenter Resource Library by type

All these new features are available now for patrons and faculty and deliver more convenient options to conduct academic-related activities through one platform continuity in learning with My Account. Patrons have the option (but are not required) to create an anonymous, personalized account that unlocks extra features. With an account, patrons can tag and reconnect with their favorite tutors, access and review their previous sessions, and even store homework files and assignments in a virtual locker for quick access both in and out of a session.



Tutor.com Tutoring

Commitment to High-Quality Instruction

Tutor.com Tutoring & Quality Control Staff

Highly effective instruction from highly qualified tutors

Tutor.com is the most loved online tutoring service because we are human-centric in all we do. We are committed to providing high-quality instruction and support to your patrons in an encouraging learning environment where learners can build confidence in tandem with skills. This would not be possible if we did not take great care in selecting and supporting our tutors. We understand that the service we provide is representative of your library and must reflect your high standards of exceptional service. To that end, our greatest investment is in our tutors.

Every Tutor.com tutor must be assessed and qualify through our intensive application process. We ensure that each tutor meets a rigorous standard of quality and must demonstrate, through a formal academic assessment, knowledge of and the ability to teach their subject of expertise. Our application process requires applicants to: meet minimum requirements in areas such as level of education; pass in-depth subject matter exams; demonstrate sound instructional methodology; use the online classroom effectively; and pass an extensive seven-year criminal history and background check. Out of our pool of tutor applicants, only around 1.5% are accepted.

But no successful training or preparation is “one and done.” To ensure the success and growth for our tutors, continued learning and professional development is embedded in our daily practices. At Tutor.com we support our tutors’ continued learning through our mentoring system and repository of pedagogical, method-based, and content-based resources.

Once a tutor has been selected, they are assigned a mentor: an experienced tutor with expertise in the tutor’s subject area and in online tutoring pedagogy. Mentors review and assess tutors on a regular schedule, providing formal feedback and resources to the tutors. Students also rate and provide feedback on their tutors after each session. This feedback is compiled and shared with tutors alongside other performance data as a part of their mentor’s assessment. Tutor.com’s ongoing mentoring process ensures that our tutors continuously develop their skill sets via real-world experience throughout their entire career with the company as they practice their craft.

Client Care

Quality Training, Promotions & Reporting

Tutor.com Client Care

Timely, transparent, expert support

Building a successful and effective library 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 implementation, offering technical support as well as best practices to launch your program on time. Following a successful implementation, your Client Services Manager will provide you with proactive, timely and helpful communication to continue growing adoption of your Tutor.com service and help you reach your quantitative and qualitative program goals.

Library Staff Training

Tutor.com offers several opportunities for staff training upon launch as well as annually, with additional special-topic professional development webinars offered periodically. Our launch and refresher trainings for staff typically run 60-90 minutes and can be scheduled at a time convenient to staff members. We also have prerecorded webinar trainings and multiple best-practice resources available in our Client Resource Center.

Marketing Support

Our Client Care team will work with you to build a customized marketing and promotion plan based on your outreach goals, community needs, staffing resources and marketing budget. We will then provide marketing materials and digital advertisement tools to help your library build awareness of your Tutor.com program throughout your community. Our clients regularly share with us that they feel Tutor.com provides the best marketing and promotion support of any eResource provider with whom they work.

The Tutor.com Client Resource Center provides your librarians with 24/7 access to more than 100 customizable materials, outreach guides and demonstration resources. Materials are available in both English and Spanish and can be customized with your library's name, program hours and website address. Visit www.tutor.com/clientcarelib to review our available resources.

Need a hand with homework?

We can help!
Free, on-demand, tutoring—online

Powered by
tutor.com

You have a lot on your plate.
We can help.

Free, on-demand, online tutoring
—so you can get your school work done and get back to your life.

tutor.com

**FREE
CAREER &
JOB SEARCH
ASSISTANCE**

On-Demand, Online
Resume
Reviews & Interview Prep

tutor.com

Examples of materials on
the Client Resource Center

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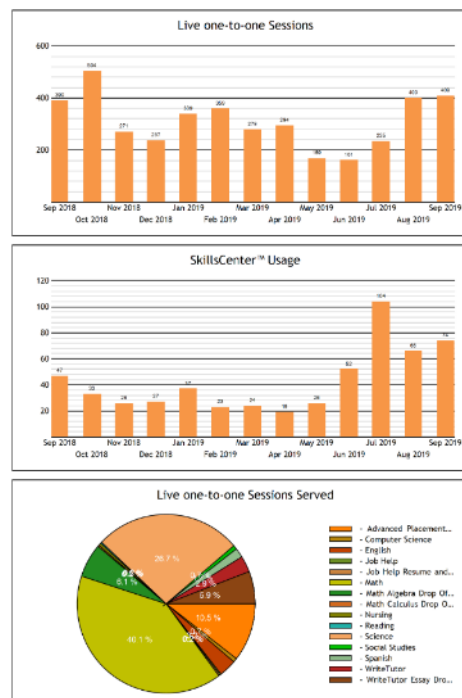
Data & Insights

Data can drive decisions, as it is a reliable method of illustrating proof-of-concept and narrating program success. We understand that just as door counts and circulation statistics are invaluable to libraries, so are data for eResources. The reports and information provided by Tutor.com to our library partners helps them in sharing stories of success as well as showing a positive return on investment for the community.

Monthly Reports

Delivered via email in both Excel and PDF format—and archived for library staff—monthly reports are used to share raw usage data as well as patron survey results. These reports can be used to better target your program marketing and to measure progress towards goals. Monthly reports include:

- Cumulative usage including total sessions, time in session and average session length
- Charts, graphs and trend analyses
- Grade level & Subject
- Zip code, school or location (optional)
- Exit survey results
- Student comments and feedback
- Ad hoc reporting of sessions by day and hour upon request
- Ad hoc reporting of sessions by grade level and subject (matrix) by request

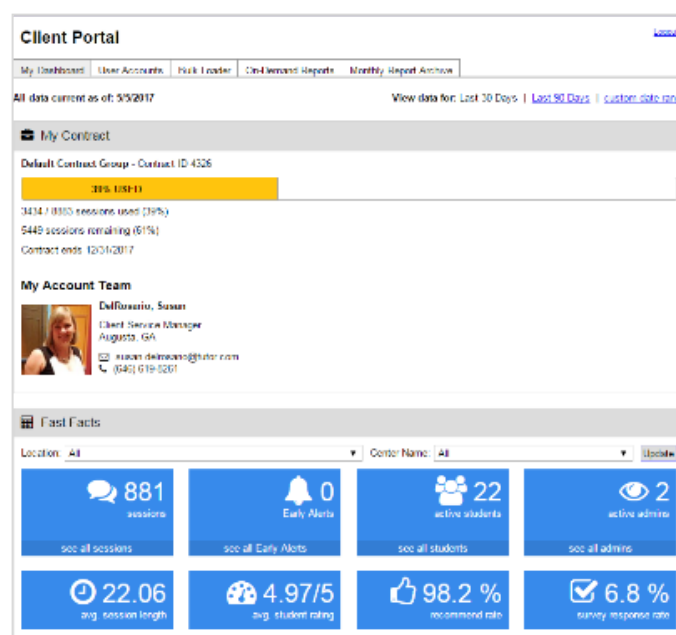


Client Portal On-Demand Reports

Tutor.com's Client Portal provides designated library staff with 24/7 access to run their own reports on program statistics and increases the amount of information available beyond the monthly reports. On-Demand Reports include Program Snapshot, Student Usage, Individual Student Sessions, Topic Drill Down, Admin Access, and Monthly Report Archives. Tutor.com provides specialized Client Portal training for library staff.

Ad Hoc Reports

Upon request, Tutor.com also provides session transcripts, quarterly and annual narrative reports, statistics summaries, and ad hoc reports with additional statistical data upon request. Our robust reporting helps our library clients demonstrate the ROI and value of Tutor.com services to all stakeholders and funders.





Tutor.com Partnership Overview

Tutor.com Learning Suite

Online learning for K-12th grade, plus intro-level college students, adult learners and job seekers

- **1:1, online on-demand tutoring, homework help, test prep and job search assistance**
- **24/7 Drop-Off Review Services for writing, math and job search**
- **Video Lesson Libraries for Advanced Placement and math & English fundamentals**
- **The Princeton Review SAT/ACT Essentials**
- **The Princeton Review's practice tests for graduate school admissions exams**
- **Practices Quizzes for ASVAB, math, English and science**
- **SkillsCenter™ Resource Library**

Program Success Support

- **Dedicated Client Care Team**
- **Program launch support**
- **24/7 Client Resource Center & marketing support & technical support**
- **Comprehensive reports & access to Client Portal**
- **Monthly Analytical Reporting and Review at no additional cost**
- **Custom design of landing page**
- **Staff Training**