

High-Dosage Tutoring: Our Safe & Secure Assurance

Our top priority is to provide a safe, secure, and enriching learning environment for students. Our learning solutions are designed for student groups to receive expert instruction from highly qualified, rigorously vetted tutors. Sessions are regularly reviewed to ensure the highest standards of expertise, safety, and quality.

✓ Professional, Expert Tutors

All High-Dosage tutors are located in the United States and are carefully screened experts. They include certified teachers, college professors, graduate students, and other professionals.

✓ Screening, Fingerprinting, and Background Checks

To become certified as a High-Dosage tutor, each applicant must complete a rigorous application and training process, submit to fingerprint clearance, and pass ongoing background checks.

- **Comprehensive application.** All tutors must demonstrate their tutoring skills and subject-matter expertise during the application and onboarding processes.
- **Background checks.** Every High-Dosage tutor must be fingerprinted and complete a third-party background check, which includes a criminal background check and education verification.
- **Training.** Before working with students, High-Dosage tutors must participate in training on our content, philosophy, and pedagogy; effective use of the platform and online classroom; techniques for building rapport with students; and session management.
- **Mentoring.** Ongoing quality feedback, mentoring, and professional development allow our tutors to develop their skills on an ongoing basis.

✓ Safe, High-Quality Sessions

- **Consistent tutor.** Tutors and students work in a secure online classroom accessible exclusively via our proprietary platform. Because High-Dosage Tutoring is relational by design, with limited exceptions (e.g., for illness), each group's sessions throughout the entire course of the tutorial are conducted by the same tutor. Sessions are subject to live monitoring by school site administrators and are recorded and reviewed by our Instructional Specialists for quality-control purposes.
- **Prohibition of information sharing.** High-Dosage Tutoring sessions are conducted using two-way chat, voice, and video. Tutors are on camera, and students are encouraged to be on camera, as well. Tutors are provided with their students' names and their school name. Tutors or students are not permitted to share any additional personally identifiable information (including but not limited to phone numbers, email addresses, physical addresses, or social media handles) at any time. All communication between tutors and students takes place within the proprietary classroom and platform.
- **Recorded, monitored environment.** All communications between tutors and students—including all video, audio, text-chat, whiteboard work, files shared, and assignments or comments shared—are recorded. Tutor.com and our school partner administrators and teachers may review session data,

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tutor and student feedback, and session recordings at any time through our platform. Students can also rewatch sessions and review their own work and progress.

- **Ongoing student feedback.** Students may evaluate each session at its conclusion and leave comments between sessions, providing both the instructional team and their teachers with feedback about the program. Tutors write Lesson Reports about student progress and engagement and can send notes to classroom teachers via our platform.

✓ Our Commitment to Data Protection

Tutor.com is a U.S. company with a two-decade legacy of supporting students. We take data protection seriously, and we have a number of active controls in place to safeguard information, including a binding legal commitment to the U.S. government regarding the security of personal data and our IT systems.

We have a designated data security officer, vetted and approved by the U.S. government, to continuously monitor and ensure compliance with data-protection measures, as well as two independent directors on the Tutor.com board of directors, also vetted and approved by the U.S. government, whose foremost duty is to ensure that personal data is appropriately safeguarded. All of these individuals are U.S. citizens and security and compliance experts.

As an American company, Tutor.com remains dedicated to the values, goals, and practices that we have championed over two decades of serving institutions and learners—foremost among which is protecting customer and learner data.

Tutor.com is compliant with the Children's Online Privacy Protection Act (COPPA) and the framework in the National Institute of Standards and Technology (NIST) Special Publication 800-171, which provides a set of cybersecurity guidelines and requirements designed to safeguard sensitive information. Additionally, we adhere to all terms of data privacy agreements with our institutional customers.

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“As a parent, I love knowing there is a safe place for my child to look up info as well as get help with her work, that doesn’t just give her the answers. Thank you so much for this service.”

—Parent of Tutor.com Student

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