



**TUTOR.COM for
U.S. MILITARY FAMILIES**
www.tutor.com/military

Online Tutoring to Support Academic Success and Mission Readiness

An Overview of Tutor.com/military



Pamela Brehm

Senior Director,
Military & Government
Programs

Pamela.brehm@tutor.com



Kara Froman

Director of Client Services,
Military & Government
Programs

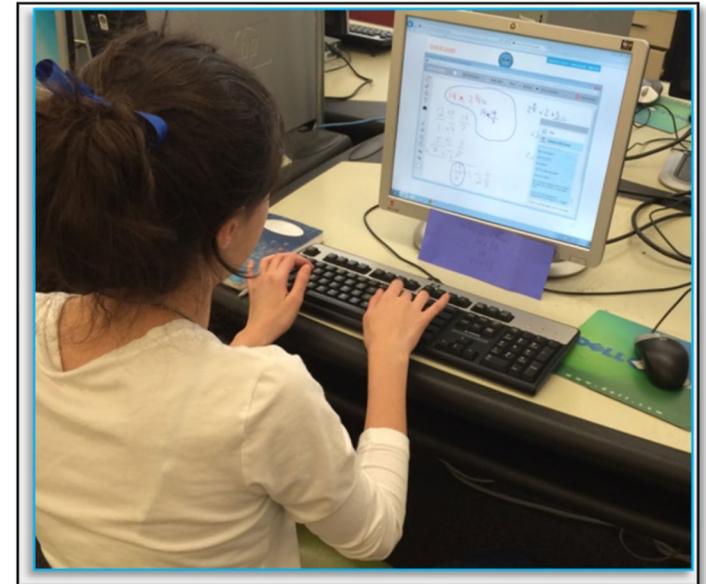
Kara.froman@tutor.com

Proposed discussion topics

- What is Tutor.com/military?
- What's the breaking news?
- Who is currently eligible to use Tutor.com/military?
- How do students access and use Tutor.com/military?
- What data is available on program usage in your region?
- What communication tools are available and how can we distribute information to Guard families about this benefit?

What is Tutor.com/military?

- Tutor.com/military provides *individualized, on-demand academic support online 24/7/361* at *no cost* to eligible military- and DoD-connected students living around the world.
- Students of all skill levels work one-to-one anonymously in real time with a highly vetted *expert tutor* in a *secure online classroom* from any internet-connect device.
- The program is funded by the U.S Department of Defense and Coast Guard Mutual Assistance.



Breaking news: All National Guard family members now eligible

To support DoD-affiliated personnel and their families who are being impacted by COVID-19 disruptions, DoD Military Community and Family Policy (MC&FP) leadership **temporarily expanded eligibility for [Tutor.com/military](https://www.tutor.com/military)**.

As of April 2020, all DoD service members, civilian personnel and all dependent family members are eligible.

Expanded eligibility to support those impacted by COVID-19 is currently scheduled to last through June 30, 2020.

Tutor.com for U.S. Military Families™ is funded by the U.S. Department of Defense (DoD) MWR General Library Program and Coast Guard Mutual Assistance (CMGA). Those who fund the program determine eligibility for its use. Eligibility can change, and program availability is dependent upon available funding and is not guaranteed.



Who is currently eligible to use Tutor.com/military?

DoD or Coast Guard Affiliation	Dependents			Service Member/ Federal Personnel
	Child (Grades K-12)	Child (College)	Spouse	
Funded by U.S. Department of Defense (DoD)				
Army, Navy, Air Force, & Marine Corps (Active Duty, Reserve, National Guard, Wounded Warrior & Survivor of KIA)	✓	✓	✓	✓
DoD Civilians	✓	✓	✓	✓
Students attending schools operated and funded by DoDEA	✓	n/a	n/a	n/a
Cadets: DoD Service Academies	n/a	n/a	n/a	✓
Cadets: ROTC & NROTC	✓	✓	✓	✓
Funded by Coast Guard Mutual Assistance (CMGA)				
Coast Guard (Active Duty and Reserve)	✓	✓	✓	✓
Cadets and Cadet Candidates: Coast Guard Academy	n/a	n/a	n/a	✓
Coast Guard Civilians	✓	✓	✓	✓



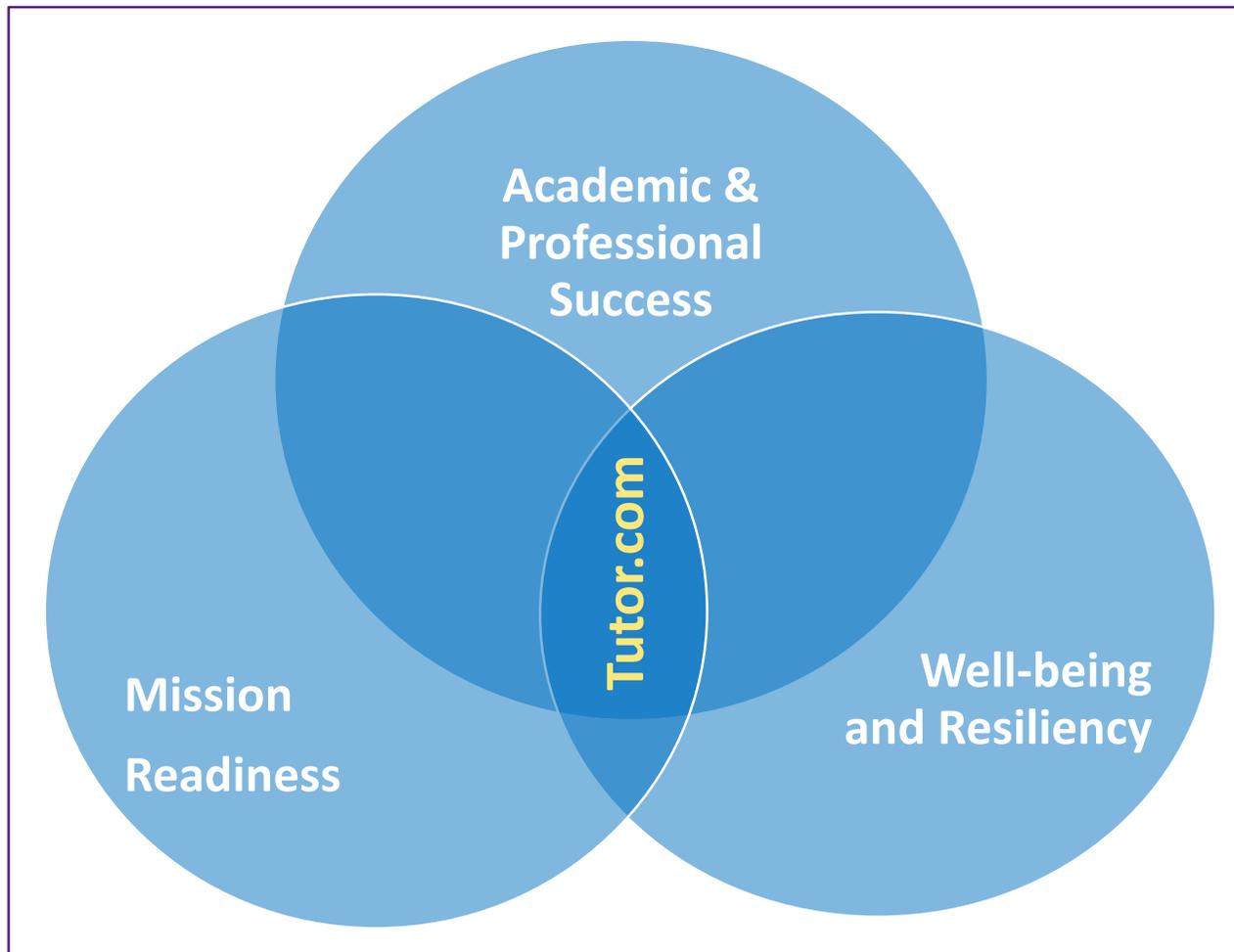
Who is currently eligible to use Tutor.com/military?

	Children (grades K-12)	College Children	Service Member/ Personnel	Spouse
Army Active Duty	Yes (existing)	Yes	Yes	Yes
Army Reserve, activated/deployed/full-time	Yes (existing)	Yes	Yes	Yes
Army National Guard, activated/deployed/full-time	Yes (existing)	Yes	Yes	Yes
Army Reserve, traditional drilling/part-time	Yes	Yes	Yes	Yes
Army National Guard, traditional drilling/part-time	Yes	Yes	Yes	Yes

Complete and current details: www.Tutor.com/military/eligibility



Tutor.com supports the soldier, family, and mission



“ I am convinced that having access to **Tutor.com** is the **only** reason I was able to get through my college math classes successfully.

Without it I would not have passed, would have had to repay my TA, and probably dropped out of college out of frustration with algebra courses. **Tutor.com** proved **invaluable** in obtaining my Associate Degree and in moving forward with my Masters Degree.”

Tutor.com provides support 24/7

Tutoring sessions served by day and hour

Day/Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Grand Total
0:00	0.36%	0.49%	0.41%	0.38%	0.41%	0.34%	0.30%	2.68%
1:00	0.24%	0.29%	0.24%	0.24%	0.24%	0.22%	0.19%	1.65%
2:00	0.17%	0.19%	0.14%	0.13%	0.14%	0.12%	0.14%	1.02%
3:00	0.12%	0.10%	0.06%	0.08%	0.09%	0.09%	0.09%	0.63%
4:00	0.08%	0.07%	0.06%	0.07%	0.09%	0.07%	0.07%	0.51%
5:00	0.06%	0.08%	0.05%	0.06%	0.07%	0.06%	0.06%	0.44%
6:00	0.09%	0.10%	0.09%	0.09%	0.10%	0.08%	0.10%	0.66%
7:00	0.18%	0.19%	0.15%	0.15%	0.16%	0.16%	0.14%	1.13%
8:00	0.31%	0.39%	0.27%	0.34%	0.35%	0.33%	0.28%	2.26%
9:00	0.49%	0.54%	0.45%	0.51%	0.48%	0.51%	0.40%	3.37%
10:00	0.57%	0.72%	0.59%	0.68%	0.60%	0.64%	0.55%	4.35%
11:00	0.74%	0.77%	0.68%	0.71%	0.66%	0.69%	0.68%	4.94%
12:00	0.87%	0.85%	0.71%	0.77%	0.73%	0.73%	0.72%	5.38%
13:00	1.02%	0.90%	0.74%	0.77%	0.78%	0.73%	0.80%	5.74%
14:00	1.12%	0.95%	0.79%	0.83%	0.78%	0.70%	0.84%	6.02%
15:00	1.24%	0.87%	0.74%	0.87%	0.82%	0.69%	0.84%	6.08%
16:00	1.31%	0.89%	0.74%	0.83%	0.74%	0.69%	0.88%	6.07%
17:00	1.32%	0.97%	0.81%	0.85%	0.72%	0.65%	0.81%	6.13%
18:00	1.30%	1.08%	0.98%	0.93%	0.87%	0.69%	0.79%	6.65%
19:00	1.55%	1.31%	1.06%	1.14%	0.99%	0.75%	0.80%	7.60%
20:00	1.60%	1.37%	1.17%	1.21%	1.04%	0.77%	0.80%	7.96%
21:00	1.56%	1.33%	1.14%	1.17%	1.03%	0.75%	0.85%	7.84%
22:00	1.28%	1.05%	0.96%	0.98%	0.81%	0.67%	0.71%	6.47%
23:00	0.80%	0.69%	0.68%	0.67%	0.61%	0.44%	0.52%	4.40%
Grand Total	18.40%	16.20%	13.68%	14.45%	13.32%	11.59%	12.36%	100.00%

51.8%
of tutoring hours were served *outside* of Mon-Fri, 9am-9pm
(when other student-support services are usually available)

Wait Time for Synchronous (LIVE) Tutoring Sessions: *
57.8 seconds

Drop-Off Writing (Asynchronous) Response by the Numbers**

Avg. turnaround time: **129 minutes**
Essays returned within 2 hours: **69.4%**
Essays returned within 6 hours: **97.4%**

*Calculated across 704,537 higher education sessions delivered 1/1/18-9/23/18

**Calculated across 80,553 essays submitted for review in higher education programs, 1/1/18-9/23/18



24/7 on-demand support in 100+ academic subjects



Math*

Elementary Math, Basic Math, Pre-Algebra, Algebra, Algebra II, Geometry, Trigonometry, Pre-Calculus, Calculus, Statistics, Discrete Math, Finite Math



English/Writing

Literature, Vocabulary, Grammar, Research Papers, Creative Writing, Essay Writing



English Language Learners (ELL)

Reading Help, English Language Use, English Writing, Types of Writing



Science*

General Science, Earth Science, Biology, Chemistry, Physics, Anatomy & Physiology, Microbiology



Reading

Main Ideas, Points of View, Text Structures, Graphic Organizers, Graphic Analysis, Identifying Facts and Opinions



Computer Literacy

MS Excel, MS PowerPoint, MS Word, Java, C++



World Languages

Spanish, French, German, Italian: Grammar, Writing, Reading Comprehension



Business

Introductory Finance, Introductory Accounting, Introductory Economics, Business Law, Principles of Management



Nursing/Allied Health

Medical Surgical, Medical Terminology, Pathophysiology, Pharmacology, Healthcare/Health Services, Care Plans, NCLEX Prep,



Social Studies*

U.S. History, World History, European History, Civics & Government, Political Science, Geography



• AP and IB Subjects

• AP Test Prep

• ACT, PSAT & SAT Test Prep



Student Success: Study Skills and Life Skills

Study Techniques, Choosing a Major, Managing Knowledge Gaps, Scholarly Resources, Organizational Skills, Motivation & Goals, Building a Support System, Using Technology

*Bilingual Spanish-speaking tutors are available for some math, science and social studies subjects.

The instructional moment: Our core learning principles



**The more you know,
the more you know.**

Tutors begin each session by identifying student gaps in learning.



**To be effective, learning must
be relevant to the student.**

Tutors address the specific needs articulated by each student.



**S/he who does the
work, does the learning.**

Tutors use leading questions and examples to demonstrate concepts; students do the work.



The brain loves novelty.

Multi-modal instruction via chat, interactive whiteboard, and shared web browsing.



Stress impedes learning.

Tutors are available on the student's schedule and employ positive reinforcement.



**Confidence and mindset
are crucial.**

Anytime, anywhere access to subject matter expert builds confidence.

Who are the tutors?

Tutor.com recruits, screens and manages the industry's largest network of on-demand subject matter experts. Our highly vetted and monitored tutors deliver powerful, personalized academic support in every session.

- ~3,000+ tutors in-network
- ~9,500+ tutors on waiting list
- ~60%+ of tutors have advanced degrees

“ I love this site, all of **the tutors are patient and very helpful**. Nobody has ever been so helpful before and it really means a lot that **I finally have a useful reliable resource to count on** when I need help. ”



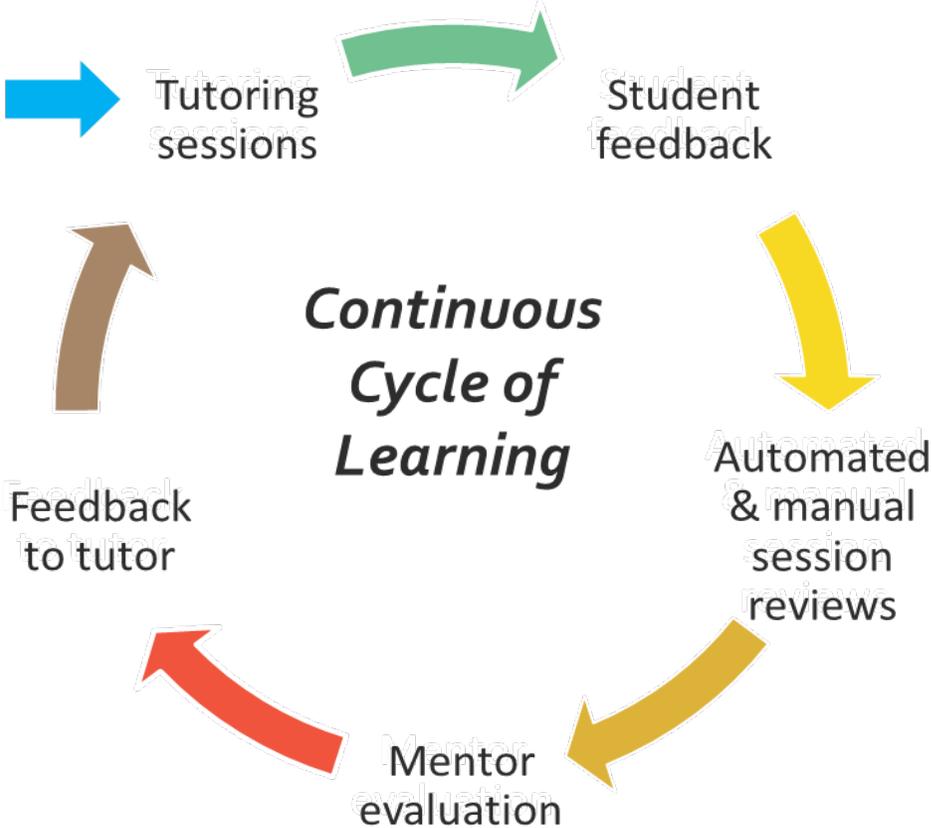
Rigorous tutor screening, ongoing quality control



Approximately 1.5% of applicants are onboarded.

“Tutoring and mentoring with Tutor.com has helped me grow as a person and professionally as a teacher.” - Mark D.

“My favorite part of mentoring is working with tutors to analyze challenging sessions and see how we can adjust to make them better next time.” - Sharon I.



How does Tutor.com/military work?

Using any internet-enabled device, a student goes to www.tutor.com/military.

If a student needs to create a new account, s/he clicks the button associated with his/her Service branch.

Student who have an existing account, click “Sign In.”

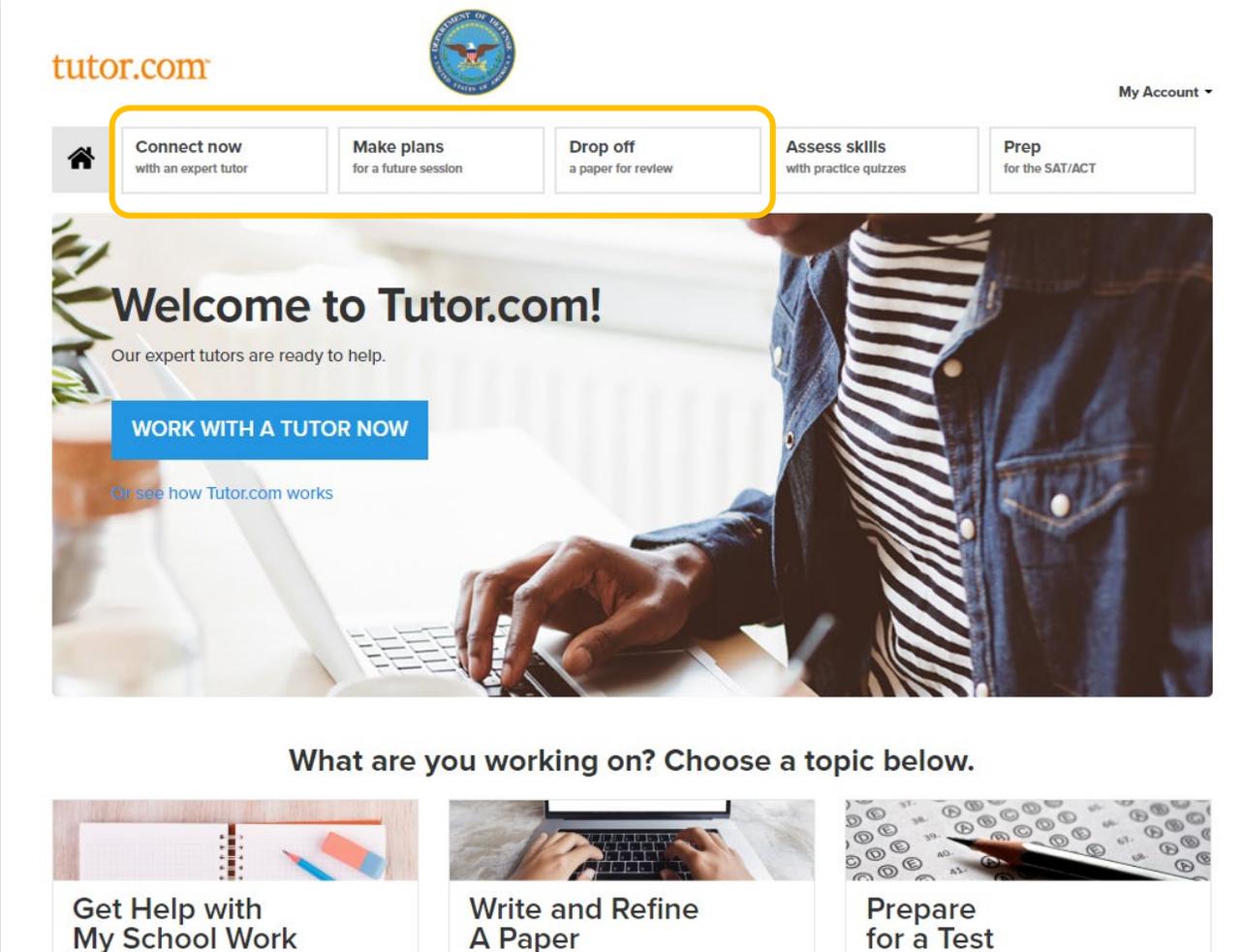
The screenshot shows the Tutor.com/military website. At the top left is the Tutor.com logo and the text "15,670,231 Sessions and Counting!". At the top right are links for "Partnerships", "Become a Tutor", and a "Sign In" button highlighted with a yellow box. Below the navigation is a main banner with the headline "Set your sights on success." and subtext: "Online tutoring and homework help for U.S. military and their families provided 24/7 at no cost by the U.S. Department of Defense and Coast Guard Mutual Assistance." Below the banner is a row of purple buttons for service branches: "Army", "Marine Corps", "Navy", "Air Force", "Coast Guard", and "DoD Civilians". The "Army" button is highlighted with a yellow box. Below the buttons is a paragraph of text: "Tutor.com for U.S. Military Families, funded by the U.S. Department of Defense and Coast Guard Mutual Assistance, is a program that provides on-demand, online tutoring and homework help at no cost to active duty service members and their eligible dependents. With live, expert tutors available 24/7, military-connected students can receive academic help at their moment of need—anywhere they have an internet connection." To the right of this text is a box titled "Ready to get started?" with the instruction: "Click the purple box above showing your or your family's branch of service to create an account and start a session."



A student decides how to work with a tutor

Once signed into an account, a student can work with a tutor by:

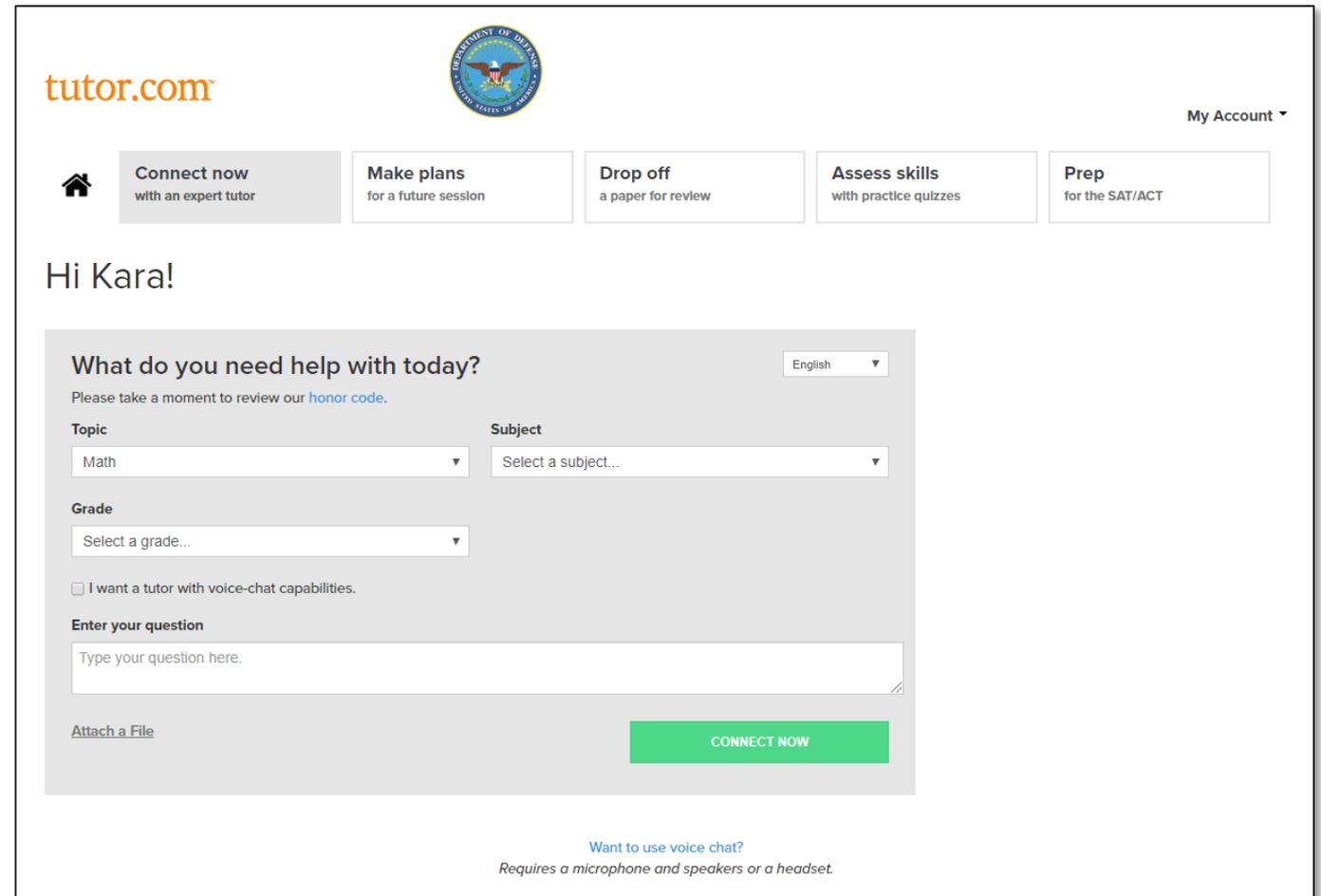
- Selecting “Connect Now” to **start within minutes a 1:1 real-time tutoring session.**
- **Scheduling** a future tutoring session.
- **Dropping off an essay or other writing** to receive a tutor’s comments within 12 hours.



The screenshot shows the Tutor.com website interface. At the top left is the "tutor.com" logo. To its right is the Department of Defense seal. Further right is a "My Account" dropdown menu. Below these are five navigation buttons: "Connect now with an expert tutor", "Make plans for a future session", "Drop off a paper for review", "Assess skills with practice quizzes", and "Prep for the SAT/ACT". A yellow box highlights the first three buttons. Below the navigation bar is a large banner with a background image of a person's hands typing on a laptop. The banner text reads "Welcome to Tutor.com!" followed by "Our expert tutors are ready to help." and a prominent blue button that says "WORK WITH A TUTOR NOW". Below the button is a link that says "Or see how Tutor.com works". Underneath the banner is the heading "What are you working on? Choose a topic below." followed by three topic cards: "Get Help with My School Work" (with an image of a notebook and pens), "Write and Refine A Paper" (with an image of hands typing on a laptop), and "Prepare for a Test" (with an image of a calculator and a pen).

Students answer a few questions to start a session

To start a real-time tutoring session, a student selects a topic, subject and his/her grade level and then enters a specific question s/he wants to work on with a tutor.



The screenshot shows the tutor.com website interface. At the top left is the "tutor.com" logo. To its right is the Department of Defense Seal. Further right is a "My Account" dropdown menu. Below these are five navigation buttons: "Connect now with an expert tutor" (highlighted in grey), "Make plans for a future session", "Drop off a paper for review", "Assess skills with practice quizzes", and "Prep for the SAT/ACT".

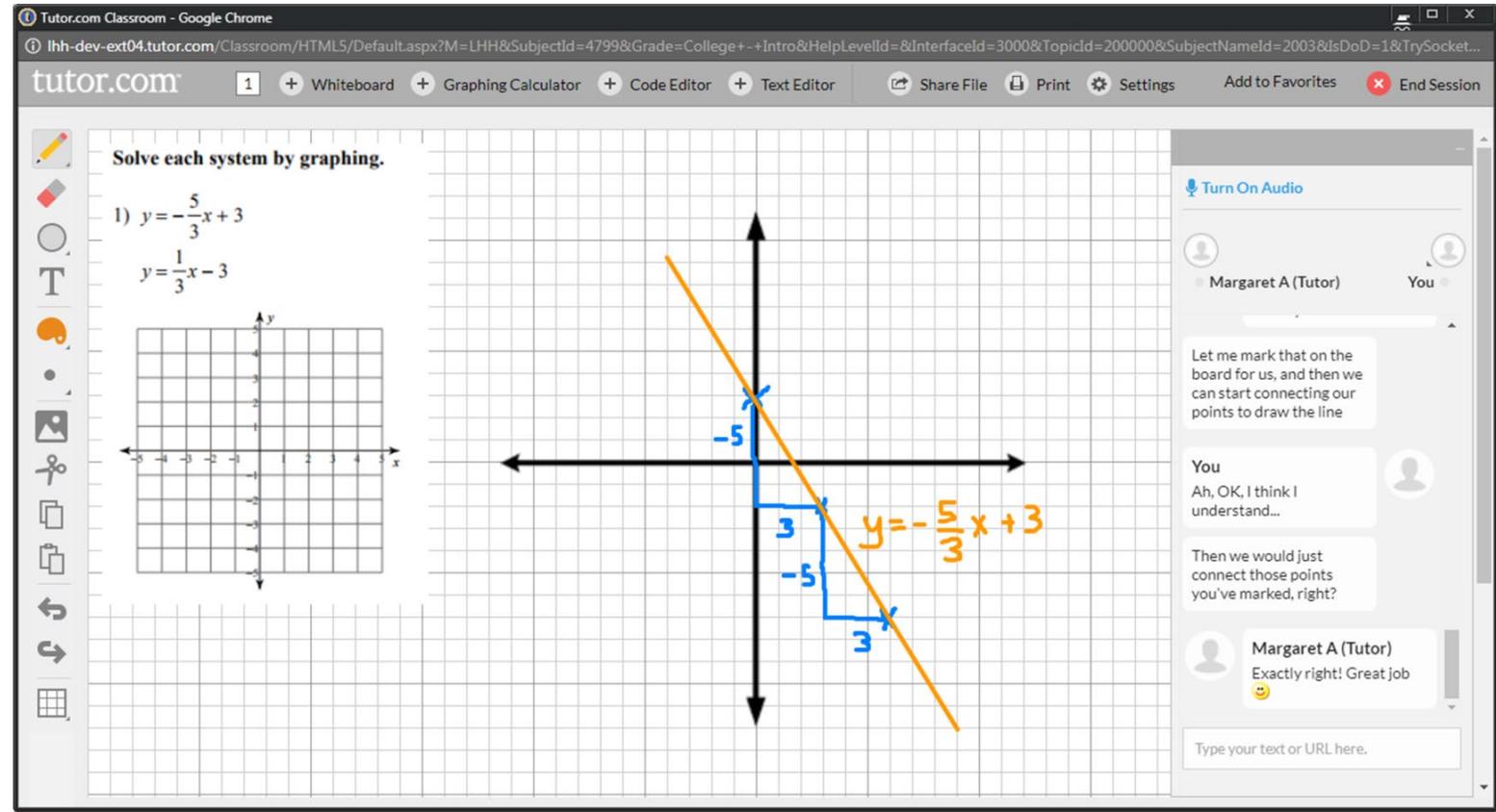
Below the navigation buttons, the user is greeted with "Hi Kara!". A form titled "What do you need help with today?" is displayed. It includes a language dropdown set to "English" and a link to "Please take a moment to review our honor code." The form contains three dropdown menus: "Topic" (set to "Math"), "Subject" (set to "Select a subject..."), and "Grade" (set to "Select a grade..."). There is a checkbox for "I want a tutor with voice-chat capabilities." and a text input field for "Enter your question" with the placeholder "Type your question here.". Below the text field is a link for "Attach a File" and a prominent green "CONNECT NOW" button.

At the bottom of the form, there is a link for "Want to use voice chat?" with the note "Requires a microphone and speakers or a headset."

1:1 real-time tutoring in the secure online classroom

In the online classroom, a student and tutor work in real time. They communicate by typing in the **text chat box** and **drawing on the interactive whiteboard**.

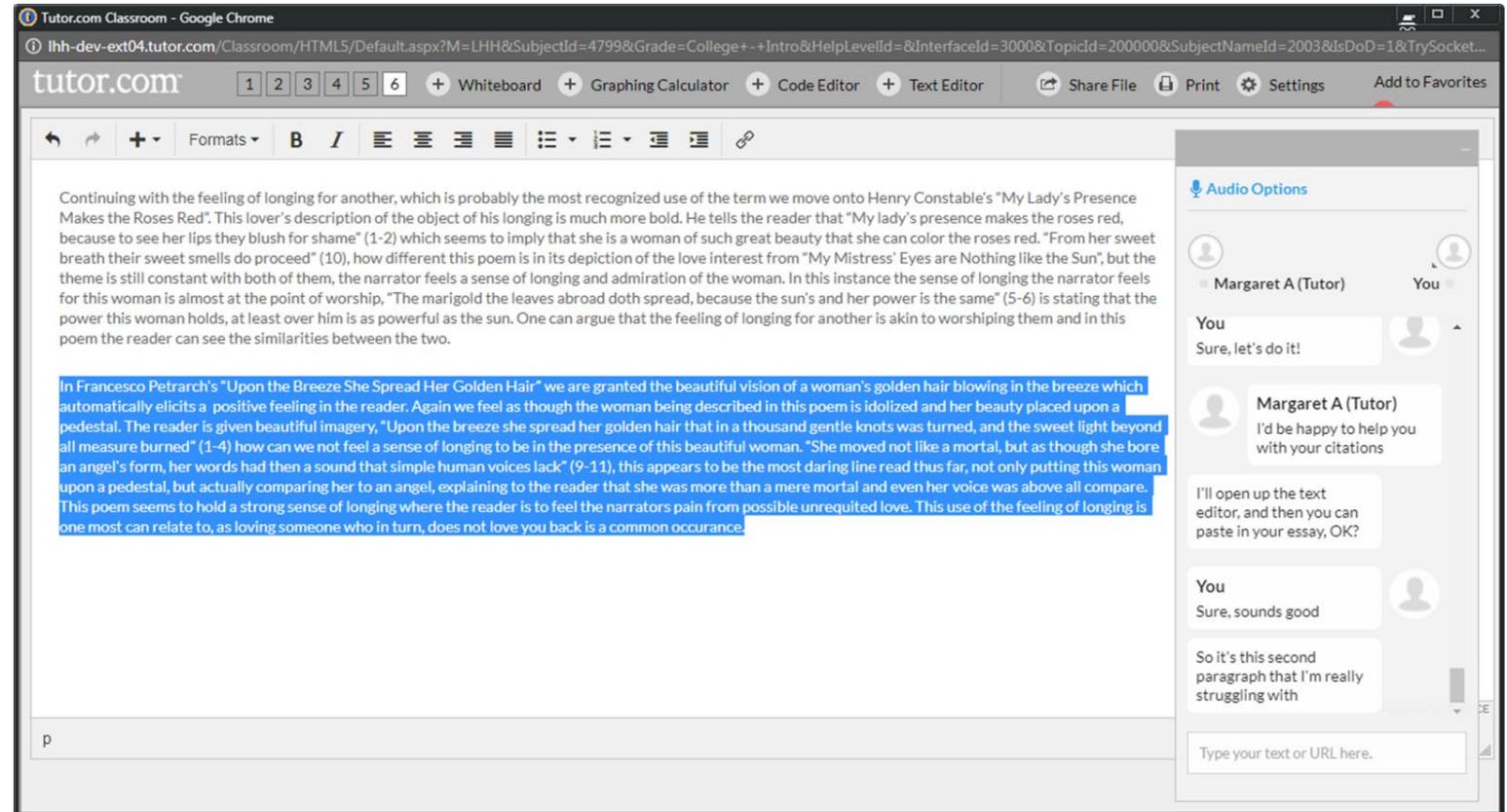
As the student draws, the tutor sees it and vice versa. A student may also opt to use his/her microphone for **voice-enabled communication**.



The screenshot displays the Tutor.com Classroom interface. The main workspace is a grid with a coordinate plane. The problem text reads: "Solve each system by graphing." followed by the system of equations: $y = -\frac{5}{3}x + 3$ and $y = \frac{1}{3}x - 3$. A graph shows the two lines intersecting at the point (3, -5). The intersection point is marked with blue brackets and labeled with the coordinates (3, -5). The equation $y = -\frac{5}{3}x + 3$ is written in orange next to the line. The interface includes a toolbar on the left with various drawing tools, a top navigation bar with options like "Whiteboard", "Graphing Calculator", "Code Editor", "Text Editor", "Share File", "Print", "Settings", "Add to Favorites", and "End Session", and a chat window on the right. The chat window shows a conversation between "Margaret A (Tutor)" and "You".

Students can upload and share files

Students can upload documents (WORD, PDF, JPEG, etc.) to work on with a tutor. Students can also take and upload a photo of an assignment from a phone or tablet using the Tutor.com mobile app. Tutors have the ability to share relevant web resources.



Post-session student feedback

Please answer this survey.

1) I thought my session was:

- Excellent Good Average Below Average Poor

2) Would you recommend this service to a friend?

- Yes No

3) Are you glad United States Army Child Youth and School Services offers this service?

- Yes No

4) Is this service helping you:

- complete your homework assignments? Yes No
improve your grades? Yes No
be more confident about your school work? Yes No

5) Share any feedback here - we really read these!

6) Add this tutor to your favorites?

- Yes No

Thanks for your feedback!

What now?

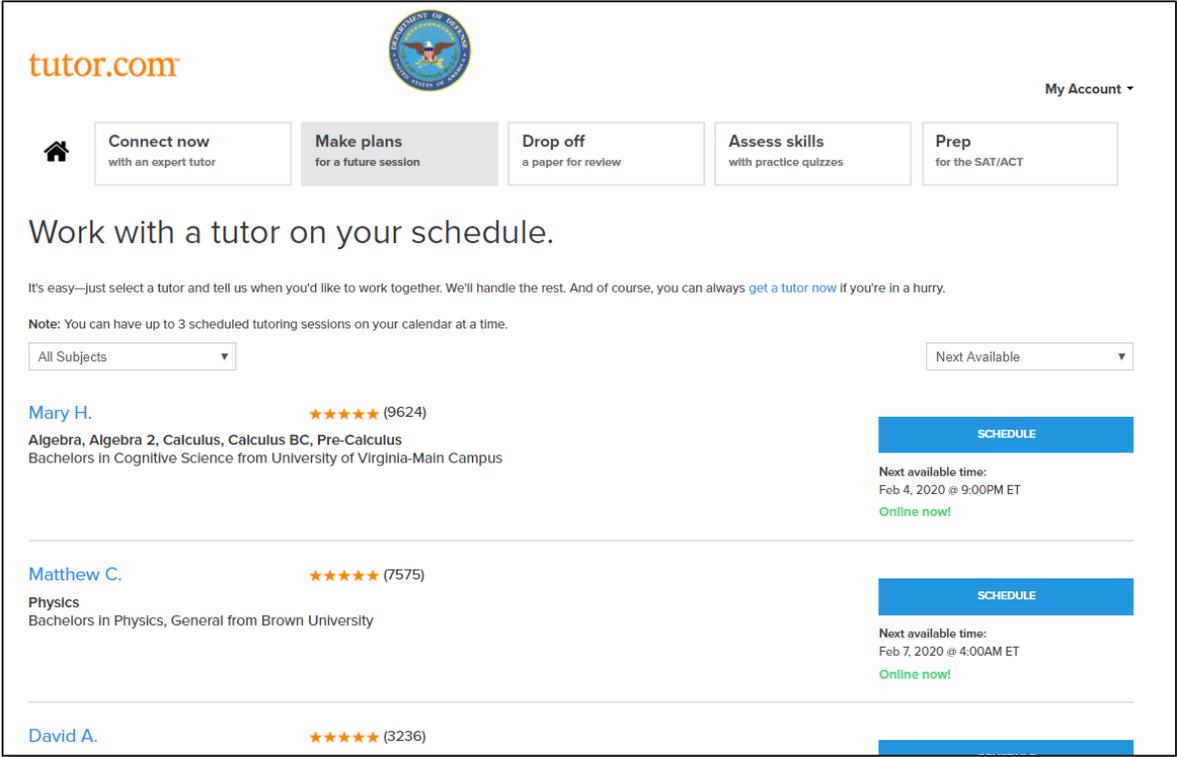
Email a transcript of your session

Print a copy of your session

Replay your session



Students can schedule future sessions or drop off papers



tutor.com

DEPARTMENT OF DEFENSE
UNIVERSITY OF VIRGINIA

My Account ▾

Connect now with an expert tutor

Make plans for a future session

Drop off a paper for review

Assess skills with practice quizzes

Prep for the SAT/ACT

Work with a tutor on your schedule.

It's easy—just select a tutor and tell us when you'd like to work together. We'll handle the rest. And of course, you can always [get a tutor now](#) if you're in a hurry.

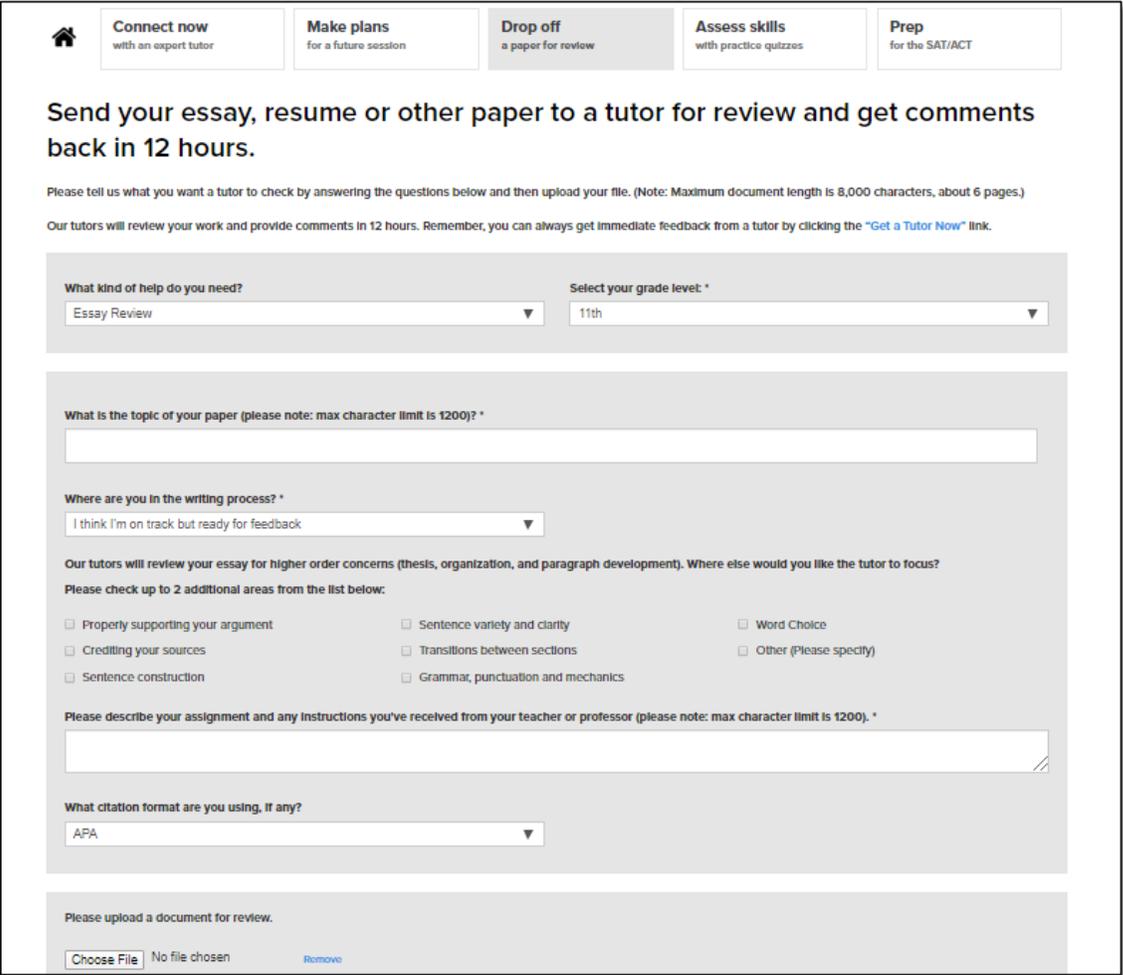
Note: You can have up to 3 scheduled tutoring sessions on your calendar at a time.

All Subjects ▾ Next Available ▾

Mary H. ★★★★★ (9624)
Algebra, Algebra 2, Calculus, Calculus BC, Pre-Calculus
Bachelors In Cognitive Science from University of Virginia-Main Campus

Matthew C. ★★★★★ (7575)
Physics
Bachelors In Physics, General from Brown University

David A. ★★★★★ (3236)



Connect now with an expert tutor

Make plans for a future session

Drop off a paper for review

Assess skills with practice quizzes

Prep for the SAT/ACT

Send your essay, resume or other paper to a tutor for review and get comments back in 12 hours.

Please tell us what you want a tutor to check by answering the questions below and then upload your file. (Note: Maximum document length is 8,000 characters, about 6 pages.)

Our tutors will review your work and provide comments in 12 hours. Remember, you can always get immediate feedback from a tutor by clicking the ["Get a Tutor Now"](#) link.

What kind of help do you need? Select your grade level: *

Essay Review 11th

What is the topic of your paper (please note: max character limit is 1200)? *

Where are you in the writing process? *

I think I'm on track but ready for feedback

Our tutors will review your essay for higher order concerns (thesis, organization, and paragraph development). Where else would you like the tutor to focus?

Please check up to 2 additional areas from the list below:

Properly supporting your argument Sentence variety and clarity Word Choice

Crediting your sources Transitions between sections Other (Please specify)

Sentence construction Grammar, punctuation and mechanics

Please describe your assignment and any instructions you've received from your teacher or professor (please note: max character limit is 1200). *

What citation format are you using, if any?

APA

Please upload a document for review.

Choose File No file chosen Remove



Students can take practice quizzes to assess their skills

tutor.com

My Account ▾

[Connect now](#)
with an expert tutor

[Make plans](#)
for a future session

[Drop off](#)
a paper for review

[Assess skills](#)
with practice quizzes

[Prep](#)
for the SAT/ACT

Practice Quizzes

Find out where you need help by taking a short diagnostic quiz. You can discuss any items you miss with a tutor to get more help.

Ready to get started? Select your practice test below:

Topic: ASVAB ▾

Quiz: Arithmetic Reasoning ▾

- Select Quiz
- General Science
- Arithmetic Reasoning**
- Word Knowledge
- Paragraph Comprehension
- Mathematics Knowledge
- Electronics Information
- Auto and Shop Information
- Mechanical Comprehension

My Quizzes

General Science Score: 0 % Date: 08/21/2019	Review Retake
Word Knowledge Score: 51 % Date: 08/14/2018	Review Retake

« 1 2 »

Arithmetic Reasoning

« 1 2 3 4 ... 30 »

7% Complete (2/30) [Finish Quiz](#)

Question
A math class has 32 students. Fourteen are females. What percent of the class is female?

Answers

- 0.2422
- 0.3725
- 0.4375
- 0.5274999999999997

[Next >>](#)

[<< Previous](#)

Word Knowledge

1 2 3 ... 35 »

[Discuss with a tutor](#) [Your Score](#)

Your score:

51%

Missed questions:

19	Review your answer	Discuss with a tutor
20	Review your answer	Discuss with a tutor
21	Review your answer	Discuss with a tutor
22	Review your answer	Discuss with a tutor
23	Review your answer	Discuss with a tutor

Looks like you need some help with this material, but that's OK - our tutors are here for you.

Features offer consistency and learning reinforcement

Being able to select Favorite Tutors offers students consistency. Sessions are recorded and available for student review.

The screenshot displays the tutor.com user interface. At the top, the logo and a Department of Defense seal are visible. A navigation bar contains buttons for 'Connect now with an expert tutor', 'Make plans for a future session', 'Drop off a paper for review', 'Assess skills with practice quizzes', and 'Prep for the S'. A 'My Account' dropdown menu is open, showing options for 'My Sessions', 'My Favorite Tutors', 'My Locker', 'Account Settings', and 'Sign out'. Below the navigation, a 'Previous Sessions' section features a dropdown menu set to '-- All Subjects --'. The main content area lists two sessions:

- Sahithi A**: Algebra, 5 minutes ago. Question: "I need help with my homework." Actions: Favorite, Replay Session, View Transcript, Ask this Question Again, Email Transcript.
- Manny T**: Basic Math, 3 days ago. Question: "demo test". Action: Add to faves.

This screenshot shows the 'Favorite Tutors' section of the tutor.com interface. It includes the same navigation bar and 'My Account' dropdown menu as the previous screenshot. The 'Favorite Tutors' section is titled 'Favorite Tutors' and includes links for 'Hide offline favorites' and 'Edit my favorites'. A tutor profile for 'Sahithi A.' is displayed, showing a 5-star rating (★★★★★) and a 'CONNECT' button. The tutor's status is 'Available' and their last session was '6 minutes ago'.

To comply with COPPA regulations, some features, such as Favorite Tutors and Previous Session access, are limited to students age 13 or older.

ACT and SAT test prep from The Princeton Review

The Princeton Review's Self-Paced Prep Course includes:

- Practice tests for the ACT & SAT
- Detailed score report
- Video lessons
- Practice drills
- Admissions information

The screenshot shows the tutor.com website interface. At the top, there is the tutor.com logo, a Department of Defense seal, and a "My Account" dropdown menu. Below this is a navigation bar with five buttons: "Connect now with an expert tutor", "Make plans for a future session", "Drop off a paper for review", "Assess skills with practice quizzes", and "Prep for the SAT/ACT". The main content area features a large banner with the Princeton Review logo and the text "Start your path to college with help from the experts". Below this is a paragraph explaining the benefits of the course and two buttons: "PREP FOR THE SAT NOW" and "PREP FOR THE ACT NOW", along with a link "Or learn more". At the bottom of the banner, it says "Built by The Princeton Review. Customized for you." and a paragraph about the course's history and partnership with Tutor.com.

tutor.com

DEPARTMENT OF DEFENSE
UNITED STATES OF AMERICA

My Account ▾

Connect now with an expert tutor

Make plans for a future session

Drop off a paper for review

Assess skills with practice quizzes

Prep for the SAT/ACT

The Princeton Review®

Start your path to college with help from the experts

Getting ready for the SAT or ACT can be intimidating, but it doesn't have to be. With help from the experts at The Princeton Review—the leading provider of college test prep for over 35 years—you can prep on your schedule, reach your target score, and get into your dream school.

PREP FOR THE SAT NOW

PREP FOR THE ACT NOW

Or learn more

Your SAT/ACT Essentials program includes:

- FULL-LENGTH PRACTICE TESTS**
Take a complete practice test online—we'll even time it for you, just like on test day.
- DETAILED SCORE REPORTS**
Learn where you need the most help and focus on problem areas to get your best score.
- ENGAGING VIDEO LESSONS**
Master key concepts and powerful test-taking strategies with fun and engaging videos.
- POWERFUL PRACTICE DRILLS**
Hone your skills with hundreds of sample problems developed by our team of test-prep experts.

Ready to start your prep?

PREP FOR THE SAT NOW

PREP FOR THE ACT NOW

Built by The Princeton Review. Customized for you.

Whether you're shooting for the Ivy League or a great state university, your score on the SAT or ACT matters. The Princeton Review has been helping students get into their target schools for decades, and now—in partnership with Tutor.com—they've designed a special test-prep program for students like you.

Impactful student support program

Student post-session feedback, FY18*

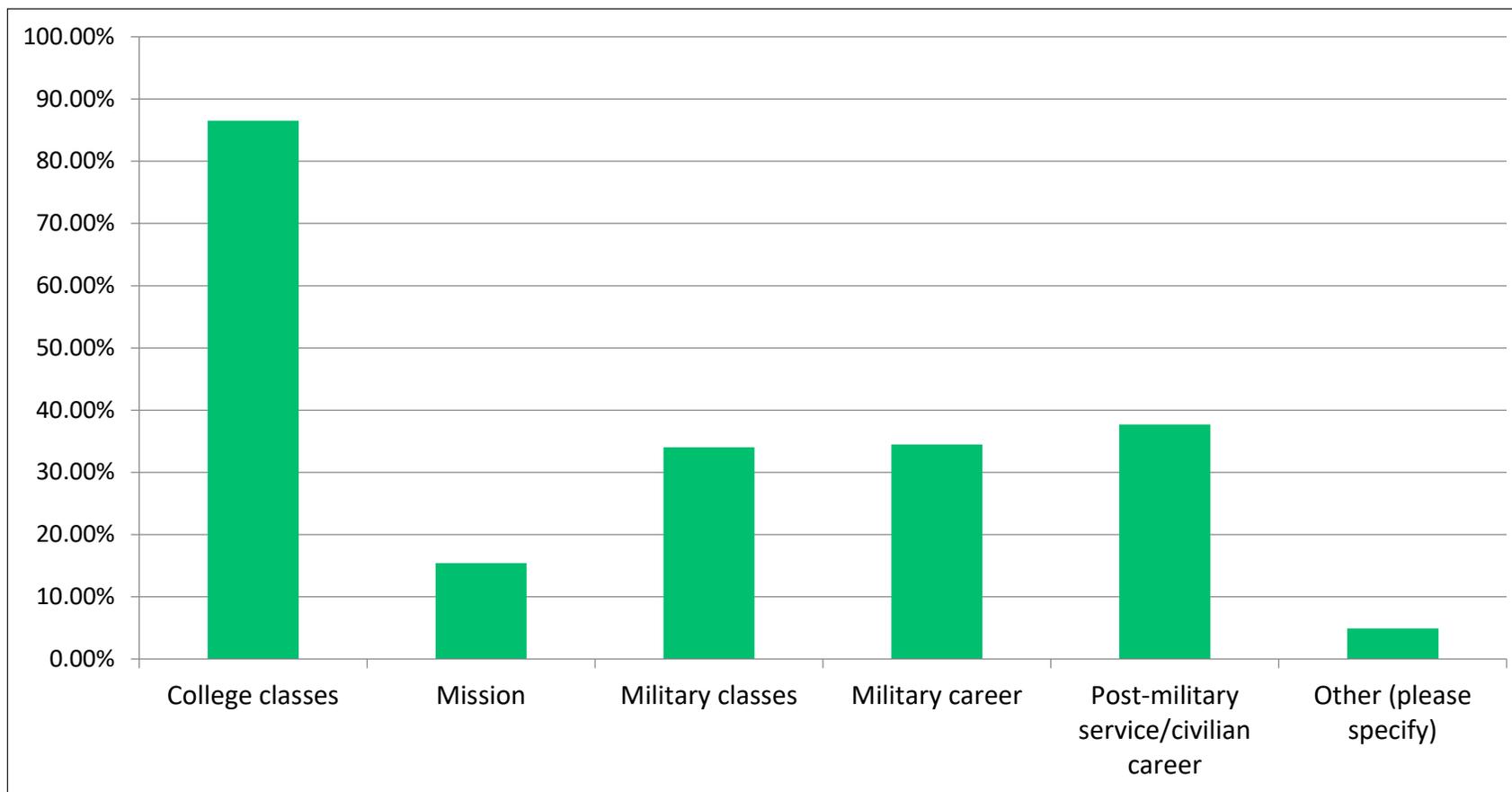
	Answered YES
Is Tutor.com helping you complete your homework assignments?	97.4%
Is Tutor.com helping you improve your grades?	97.0%
Is this service helping you be more confident about your school work?	97.3%
Are you glad [the military] offers this service?	99.1%
Would you recommend this service to a friend?	98.0%

* Partial FY: Oct. 1, 2017 – Sept. 1, 2018



Tutor.com supports Service Members' Goals and Success

Because I have access to Tutor.com, I feel more prepared to succeed in*:



“Tutor. Com has helped me pass my bsep class from 88 to 125. Please keep this program!”

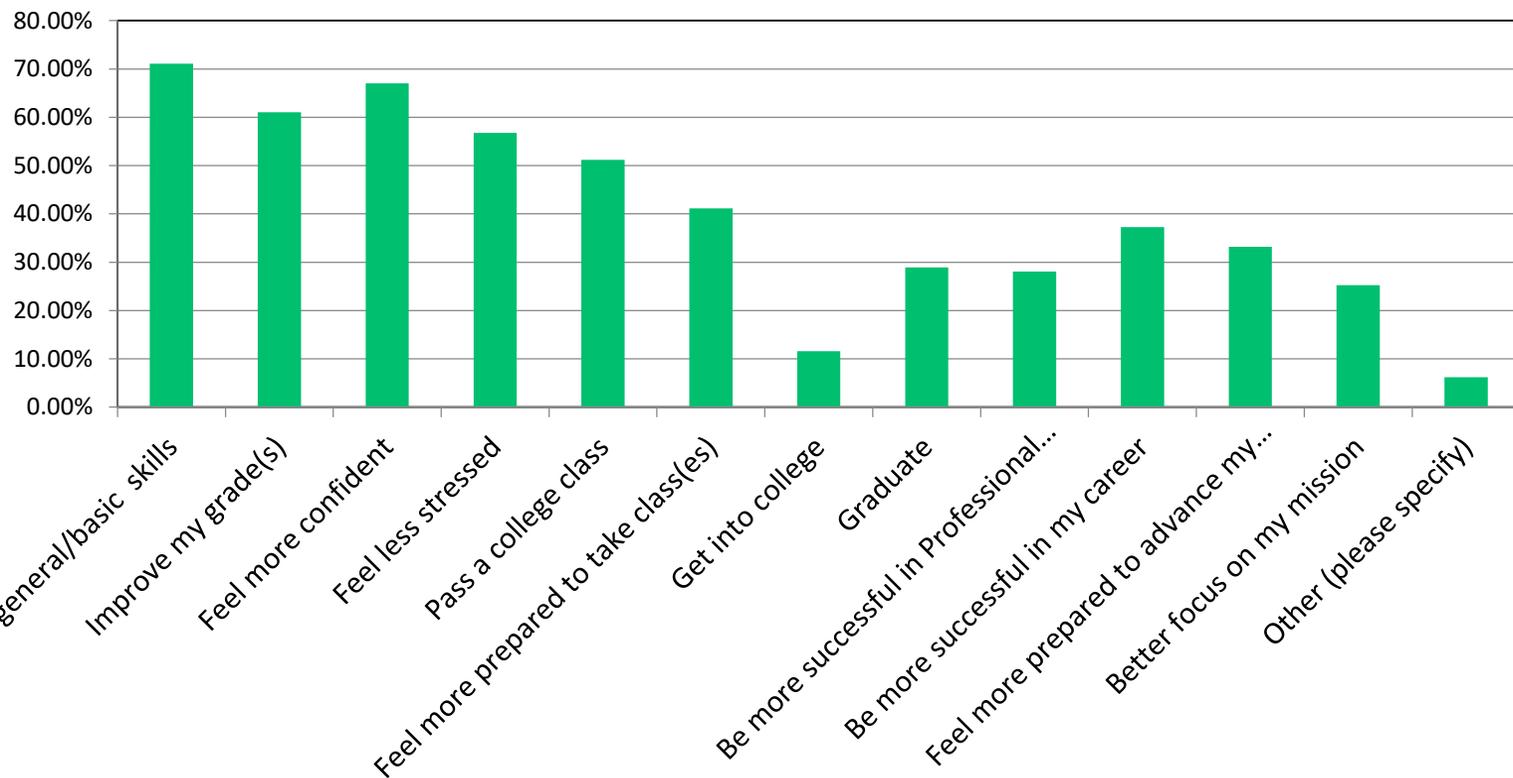
*Multiple answer selections allowed

Data from optional online feedback form accessible from within Tutor.com/military account.



Tutor.com supports Service Members' Goals and Success

Using Tutor.com helps/helped me to*:

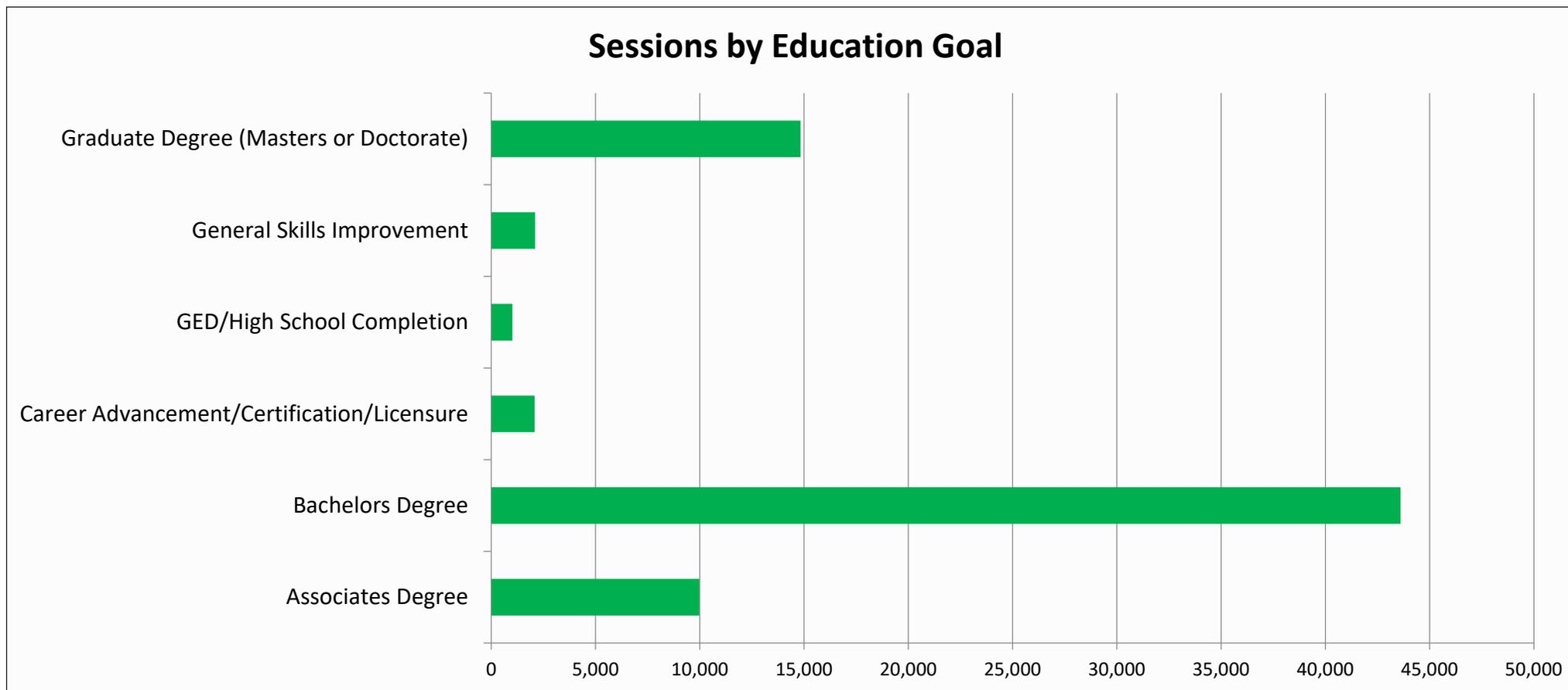


“ The best thing about Tutor.com is that the tutors don't just give you the answers, they guide you to learning the correct method. I believe this embodies the same concepts we are taught as leaders who mentor subordinates.”

*Multiple answer selections allowed
Data from optional online feedback form accessible from within Tutor.com/military account.



Tutor.com supports Service Members' Goals and Success



Data from VoIED-funded program, 1 December 2015 – 1 May 2018.
Service members self-select upon Tutor.com account creation.



What are some potential barriers to program use?



Stigma

- Tutoring is “accepting defeat”
- Only people who are failing need tutoring
- “I’m usually a good student, I just don’t get Calculus”
- “I’m so lost, the tutor is going to laugh at me”

Perceived lack of time

- Busy lives –job, family responsibilities, etc.

Out of sight, out of mind

- “I don’t need it”
- Don’t remember how to get to it

What's the most effective way to ensure National Guard service members know about Tutor.com/military?

Students who have a hands-on introduction to Tutor.com/military are most likely to use the program if they need help.

Encourage students to *“just take a minute to create an account and give it a try.”*

Share the “How it works” guided step-by-step video:
<https://youtu.be/jBhJwYzM0hU>



Resources available to print or share electronically

www.tutor.com/clientcaremil/outreach

2020 Outreach Kit:

- FAQ's
- List of subjects
- How-To Guide
- Tutor.com/military logos
- Cut & Paste Newsletter Copy

The screenshot shows the Tutor.com website's 2020 Outreach Kit page. At the top, the Tutor.com logo is visible, along with navigation links for Partnerships, Become a Tutor, and Sign In. A banner at the top states: "Tutor.com is fully prepared and equipped to help during the COVID-19 pandemic. Please review our statement on support during this disruptive time." Below this, a navigation menu includes Home, Printables, Digital Marketing, 2020 Outreach Kit (highlighted with a yellow box), Contact Us, and Tutor.com for U.S. Military Families. The main heading is "2020 Outreach Kit". The text below explains that Tutor.com is fully prepared and equipped to help during the COVID-19 pandemic, and that no-cost eligibility has temporarily been expanded for the Tutor.com for U.S. Military Families program. It also provides information on how to download a ZIP folder of all outreach materials. Below the text, there are three preview cards for "How It Works: Tutor.com Classroom", "K-12 through College NO-COST TUTORING", and "Frequently Asked Questions (FAQ)". At the bottom, there are graphics for your website, including logos for Tutor.com and Tutor.com for U.S. Military Families.



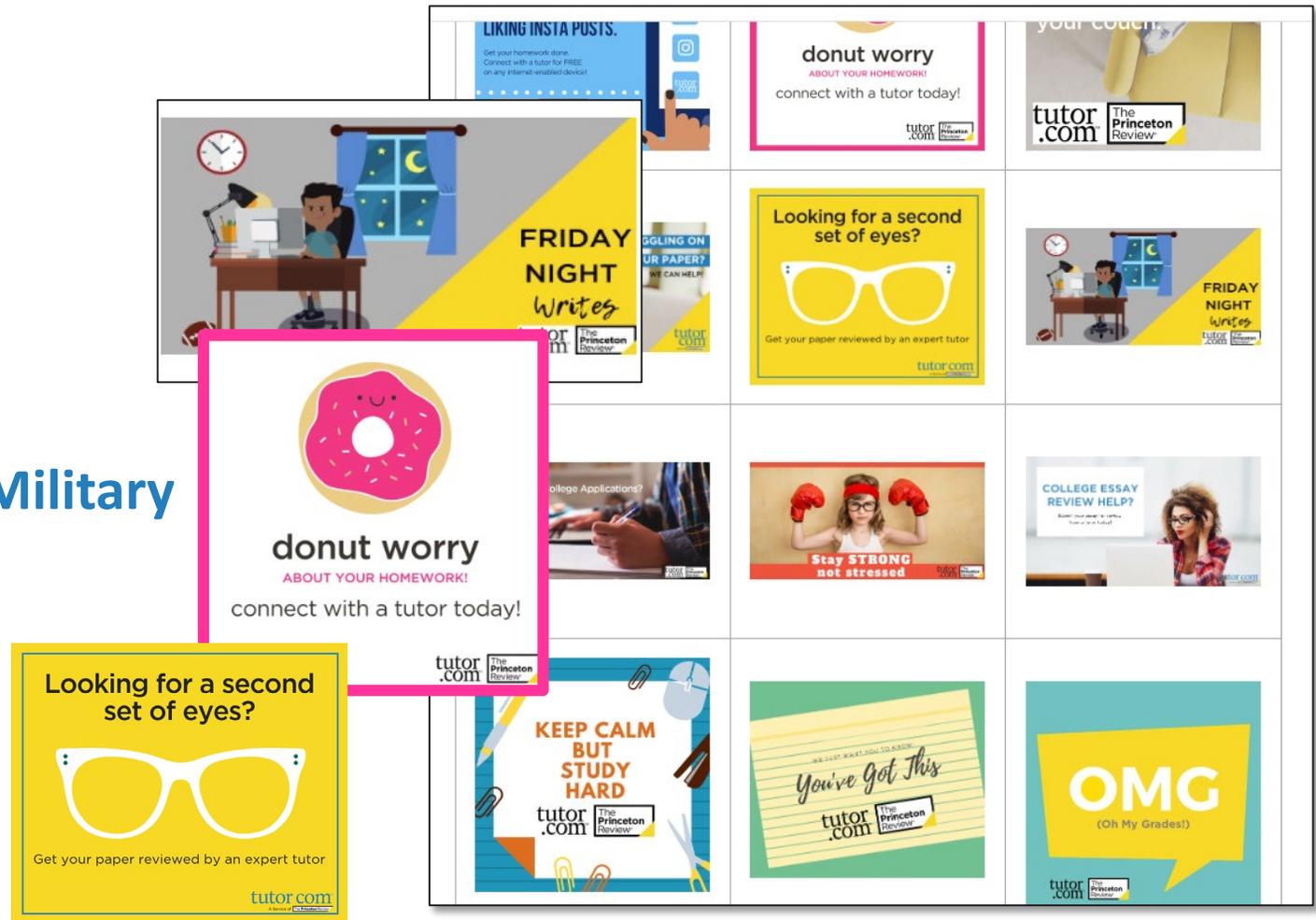
Connect and share on social media

Get social media graphics and content for your posts:

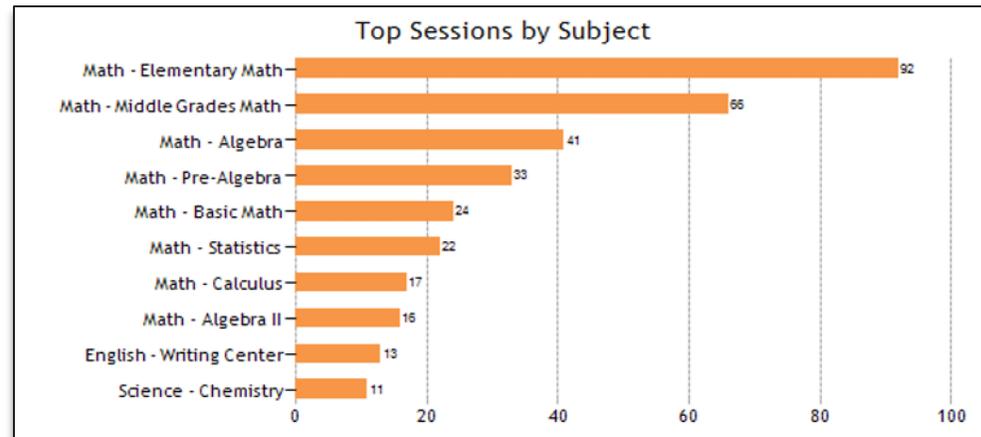
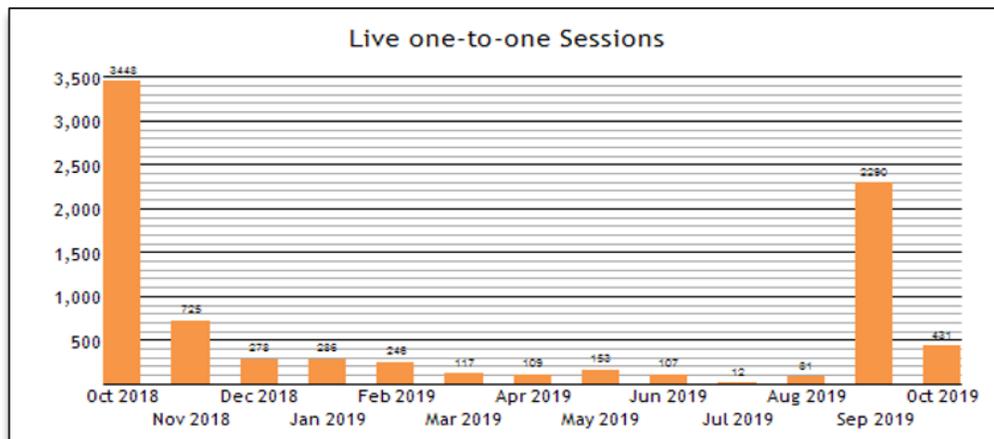
www.tutor.com/clientcaremil/digital

Like, follow and share our posts:

www.facebook.com/TutorDotComForMilitary

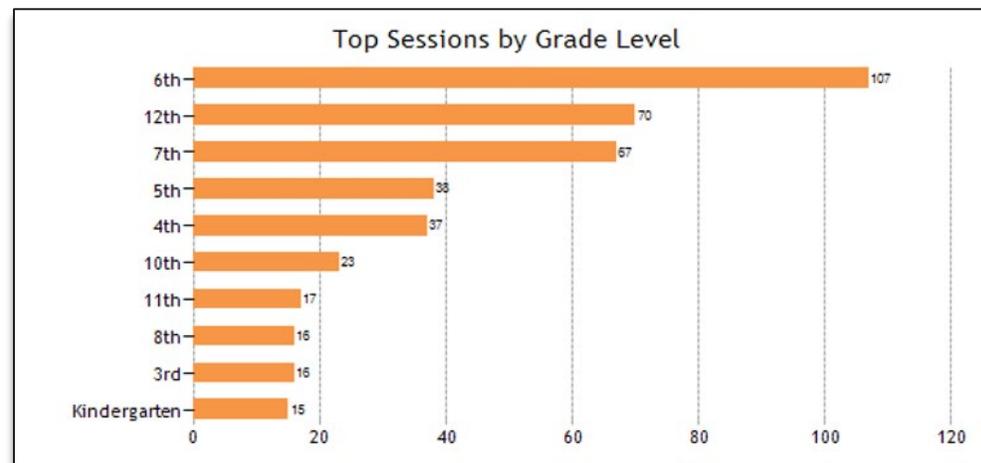
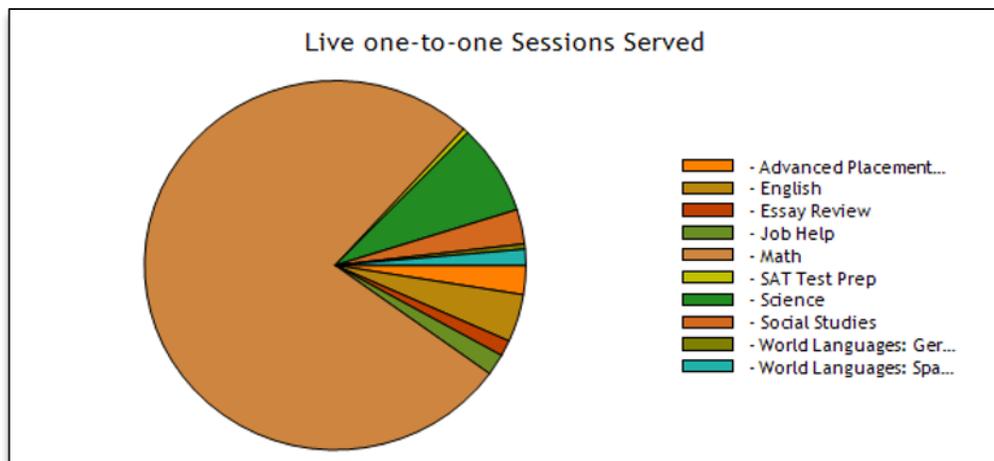


Data reports on program usage



Sessions by:

- Month
- Subject
- Grade Level



Data reports on program usage

Are you glad your organization offers this service?	✓	97%
Would you recommend this service to a friend?	✓	95%
Is this service helping you complete your homework assignments?	✓	97%
Is this service helping you improve your grades?	✓	95%
Is this service helping you be more confident about your school work?	✓	96%

User Accounts (Army K-12 Student Active Duty Fort XYZ)		
Total Accounts	✓	6921
New Accounts Created	✓	17

- Post-Session Survey Feedback
- Total Accounts/New Accounts Created
- (Un-Edited) Post Session Survey Comments

Comments (Army K-12 Student Active Duty Fort XYZ)	Grade
She whas souper help ful	Kindergarten
thank you	2nd
I love how you Gus made this it is awesome.	3rd
thank you	3rd
For a second time, it was awesome and I realy enjoyed it :).	4th
i love this tutor he is very nice!	4th
My tutor really helped me understand and was really polite and nice they also politely asked me to go back and check my answer	4th
my tutor was nice	4th
tyis really help's me get good grades!	4th

she helped me alot	6th
This survice is helping me so so so much I got my grade up with a math test I had a D now I got a B im so happy thanks so much. ????	6th
GREEEEEEAAAAAAAAT	7th
It has been wonderful because they walk you through it when you don't get it at all.	7th
This really helped me understand the problems, since I didn't understand in class. Glad I have this resource!	7th
This site helps so much with the work I can't figure out.?????????	7th
Very Nice and helpful!	7th

Sign up to receive a monthly usage report for your area

1. Email militarysupport@tutor.com

2. Include your:

- ✓ Name
- ✓ Title
- ✓ Email Address
- ✓ Location

Please be in touch

Pamela Brehm
Senior Director
Alexandria, VA

Pamela.brehm@tutor.com

Program strategy and
management



Maureen Haney
Program Manger
Papillion, NE

Maureen.haney@tutor.com

Program outreach
and delivery



Kara Froman
Director of Client Services
Nashville, TN

Kara.froman@tutor.com

Day-to-day management,
student success,
data and usage reports

militarysupport@tutor.com

www.tutor.com/military

