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**www.tutor.com/military**

**Program Backgrounder:** July 2020

**For more information, contact:** militarysupport@tutor.com

**HISTORY: How did Tutor.com for U.S. Military Families™ start?**

Discovered by a Marine Corps librarian at library conference, Tutor.com first launched online tutoring for military families in 2004 at a single Marine Corps base in California. In 2008, the Marine Corps purchased Tutor.com’s services for all Marine Corps families worldwide. In early 2009, the Army also purchased online tutoring from Tutor.com for all Army families worldwide. Also in 2009, Department of Defense (DoD) Military Community and Family Policy (MC&FP) leadership decided to fund Tutor.com to deliver online tutoring for all DoD military families worldwide.

As of April 2020, members of all DoD Services, DoD civilian personnel, and all dependent family members are funded by the DoD to use Tutor.com for U.S. Military Families (tutor.com/military) at no cost to the users. U.S. Coast Guard Service members and civilian personnel plus all of their dependent family members are funded by Coast Guard Mutual Assistance (CMGA) to use Tutor.com for U.S. Military Families (tutor.com/military) at no cost to the users. Those who fund the program determine eligibility for its use.

**PURPOSE: Why does the U.S. Military offer online homework help and tutoring to authorized DoD users?**

The goal is to provide a resource that contributes to DoD and Coast Guard mission readiness, by supporting the educational success and the overall wellness of students in the military and military-connected family.

**SCOPE: What does the Tutor.com for U.S. Military Families program provide?**

Tutor.com provides Service members and other authorized DoD personnel stationed all over the world with educational support for themselves and their dependent family members, to reinforce learning, support test preparation, and help users master concepts and complete assignments in a timely and structured manner through the online interactions with vetted expert tutors in an anonymous and secure environment.

Tutor.com delivers on-demand homework help and tutoring services to authorized Service members, DoD civilian personnel, and dependents at grade levels Kindergarten (K) through twelve and college in their military installation libraries, at home, and elsewhere via any internet-connected computer, tablet or other “smart” device. The program also provides adult learning and college-level tutoring and other resources, with help for those in college or college-level courses. Drop-off writing review services are also available for users to receive tutor feedback asynchronously within 12 hours. In addition, authorized users have access to supplemental academic resources and test preparation content. Online homework help and tutoring services are available on-demand to authorized users, 24/7/365, except on four 24-hour holidays each year.

Tutor.com:

* + - Delivers one-to-one online live tutoring sessions on-demand during all program operating hours in all subjects approved for the program, including Math; Science; English; Social Studies; Computer Science; Foreign Language: Spanish, French, and German; Reading; Writing; Nursing/Allied Health; Study Skills; English Language Learner (ELL) topics; Computer Literacy; Business: Accounting, Finance, and Economics. Live on-demand 24/7 tutoring support also includes support for grades K-12 students in Advanced Placement (AP) and International Baccalaureate (IB) subjects. The service is available in English for all core academic subjects and also in Spanish for Math, Science, and Social Studies topics. Non-COPPA (age 13 years and older) users may also schedule tutoring sessions and select and mark specific tutors as preferred.
* Ensures that its tutors work with one student in one session at a time. Tutors do not toggle between or work in multiple concurrent individual synchronous tutoring sessions or online classrooms, and do not use a “greeter model,” wherein students are required to wait in the online classroom while a tutor finishes a tutoring session with another student, is not used. Tutors ensure that each session comes to an educationally sound conclusion before ending the session.
* Returns tutor feedback on asynchronous writing reviews within 12 hours.
* Provides an interactive, secure, online classroom environment where the user and tutor may communicate in real time via instant text messaging; and/or using two-way interactive virtual whiteboards; and/or browse the Web together for resources and information; and/or using audio; and share files to review. Authorized users can share and upload documents in multiple formats (.pdf, .rtf, .doc, .xls, .jpg, .ppt, etc.) for synchronous and asynchronous tutor review.
* Has a web-based online classroom that is responsive in design, and that possesses interactive whiteboard and optional voice and video capabilities; and includes a graphing calculator, a code editor and a text editor in corresponding tutored subjects.
* Records and archives all authorized users’ tutoring sessions. Session transcripts include all interactions between the tutor and student, with content from the interactive whiteboard, voice/audio communications, text chat, file sharing, and related additional online classroom tools. Audio transcripts from voice-enabled tutoring sessions are also recorded and transcribed, and available for review.
* Screens its tutors, who must undergo a rigorous vetting process that validates subject-matter expertise and online tutoring ability. Tutor.com conducts a criminal background check of all employees, including client services staff, tutors, and tutor mentors. Minimum background check requirements are: a verification of identity, a check of the national sex offender registry, and federal and local criminal records checks. The background check of tutors is repeated periodically throughout each year. Additionally, Tutor.com tutors are evaluated on an ongoing basis. Evaluations include reviews of session logs and users' post-session ratings and comments. Staff contacts tutors with feedback from these evaluations to continually ensure the quality of the tutoring sessions.

**About Tutor.com**

Since its founding in 1998, Tutor.com has delivered more than 19 million one-to-one online tutoring and homework help sessions to students. The company's more than 3,000 vetted and qualified tutors provide learning assistance that is available 24/7 in more than 100 academic subjects and test preparation areas. The company's mission is to help all learners first realize and then reach their full potential through personalized, one-to-one instruction and guidance. Headquartered in New York City, Tutor.com is an affiliate of The Princeton Review, an education services company not affiliated with Princeton University.

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