



**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

21 March 2022

Pamela Brehm

Senior Director,
Military & Government Programs

Lauren Lobdell

Vice President,
Customer Success

Proposed agenda

- Overview of Tutor.com/military
 - What's new?
- FY21 data
- (Sneak peak!) What's next
- Outreach
- What else can we do for you?
Discussion/Q & A



Your dedicated Tutor.com/military team

Maureen Haney
Program Manger
Omaha, NE
Air Force Kid
and Spouse



Kami Lum
Customer Success
Manager
San Antonio, TX
Marine Corps
Spouse



Lauren Lobdell
VP, Customer Success
Fairfield, CT



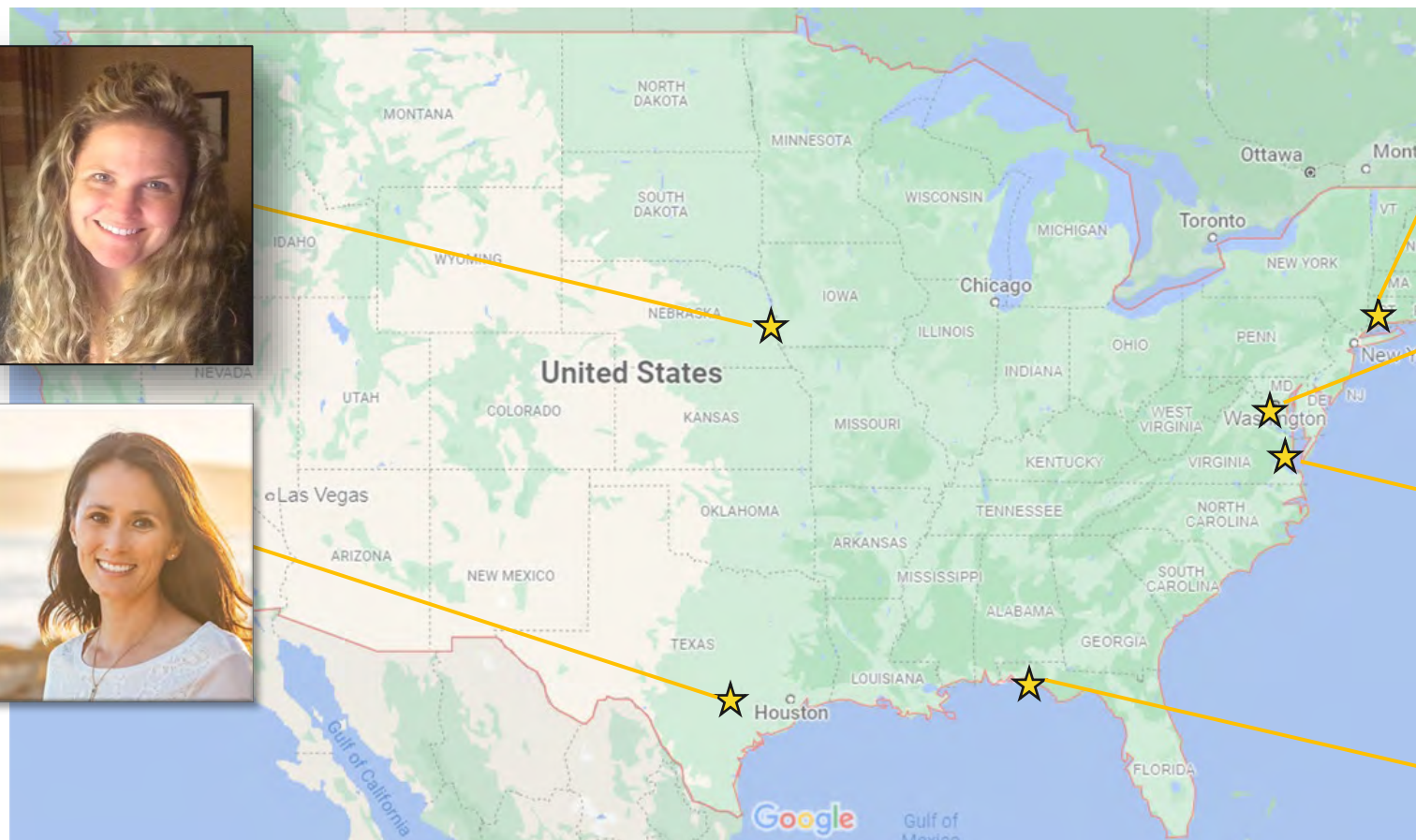
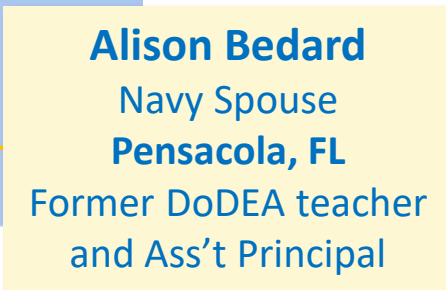
Pamela Brehm
Senior Director
Alexandria, VA
Army Kid



Sarah Wilkening
Navy Spouse
Virginia Beach, VA
Navy Veteran



Alison Bedard
Navy Spouse
Pensacola, FL
Former DoDEA teacher
and Ass't Principal



Tutor.com/military: What it is



“My tutor was really helpful for me in my speech and was very considerate when I didn’t understand something. He even slowed down for me so I could fully understand it.”

—10th Grade Navy Dependent

- **Funded** by the Department of Defense and Coast Guard Mutual Assistance
- **Online, on-demand, live** support in 150+ academic subjects plus test prep, all skill levels
- Available on-demand **24/7/361** from any internet-connected device
- **Anonymous** classroom
- Rigorously **vett**ed tutors

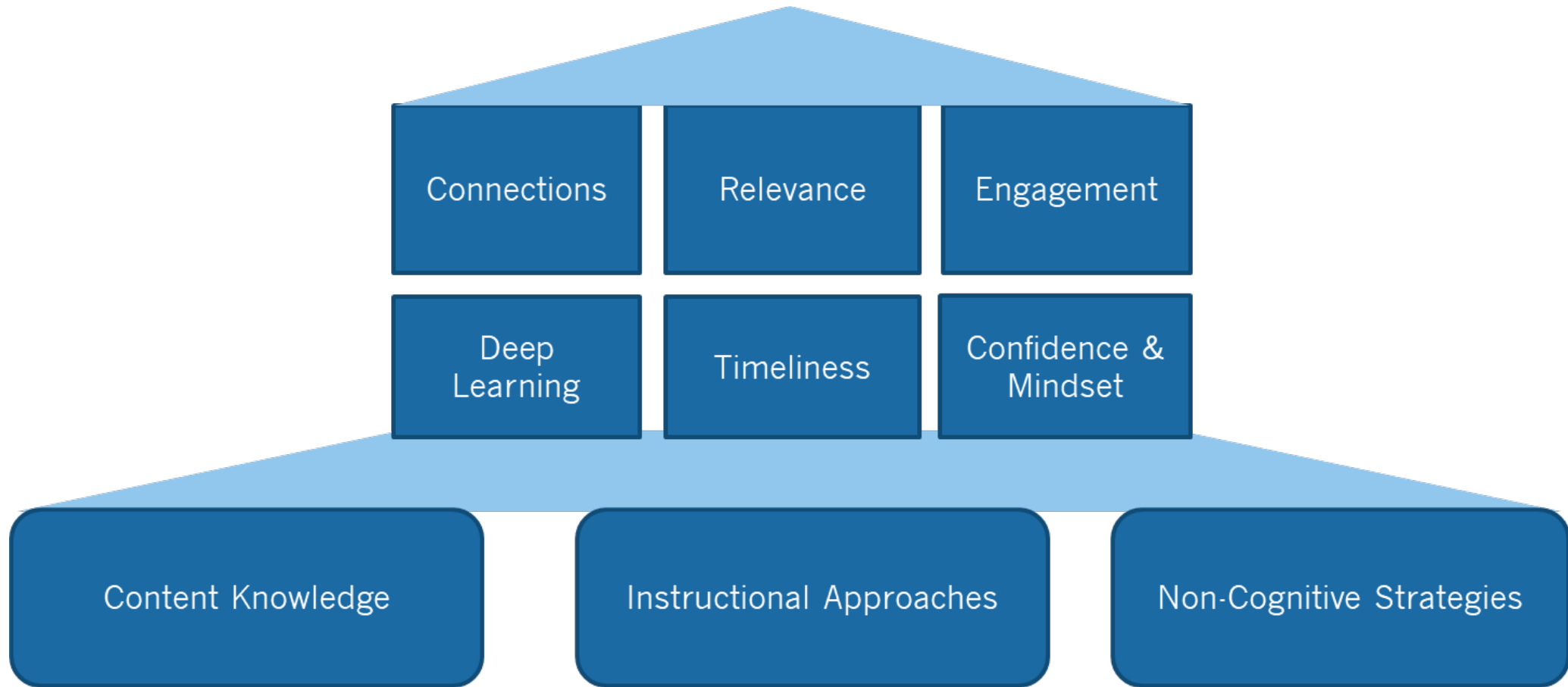
POP

QUIZ

Current Program Eligibility

DoD or Coast Guard Affiliation	Dependents			Service Member/ Federal Personnel
	Child (Grades K-12)	Child (College)	Spouse	
Funded by the 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 & Reserve)	✓	✓	✓	✓
Cadets and Cadet Candidates: Coast Guard Academy	n/a	n/a	n/a	✓
Coast Guard Civilians	✓	✓	✓	✓

Our mission: To build independent learners



7 TENETS OF TUTORING



Provides accurate
content



Appropriately
clarifies



Identifies an
appropriate approach



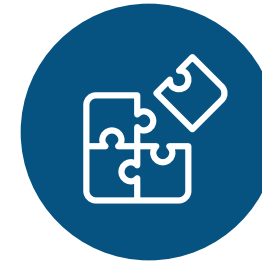
Ensures
understanding



Manages time
effectively



Displays
professionalism
and respect



Demonstrates
familiarity with the
policies, procedures,
and classroom tools

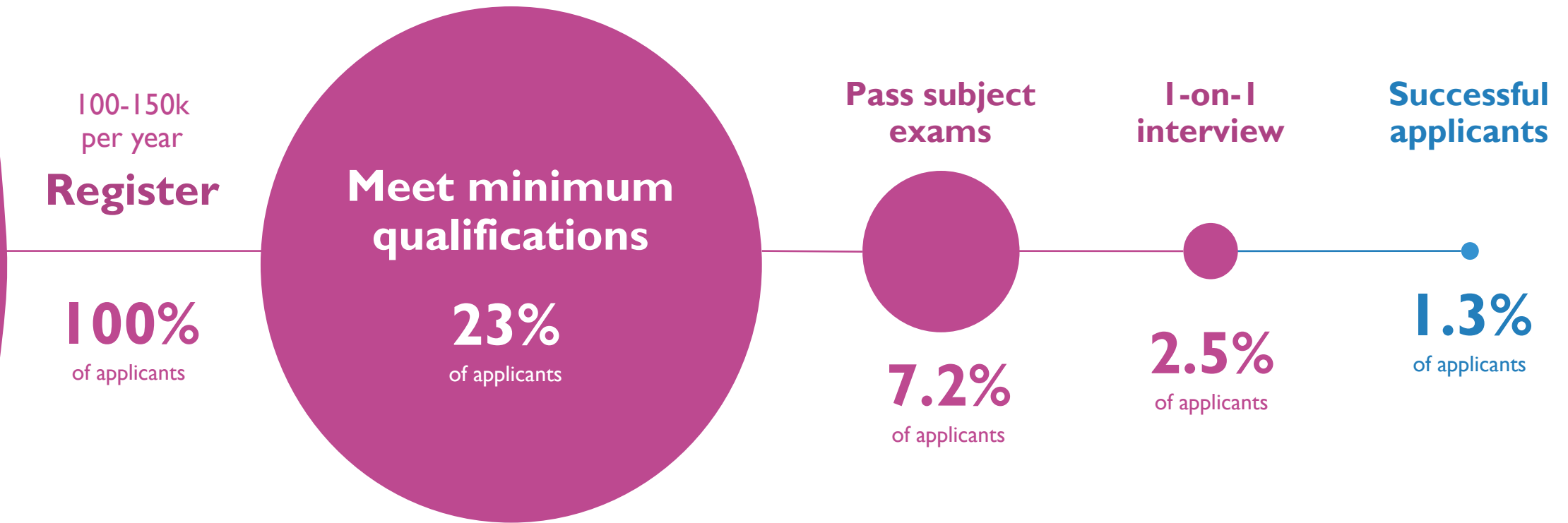
Support for students with learning challenges



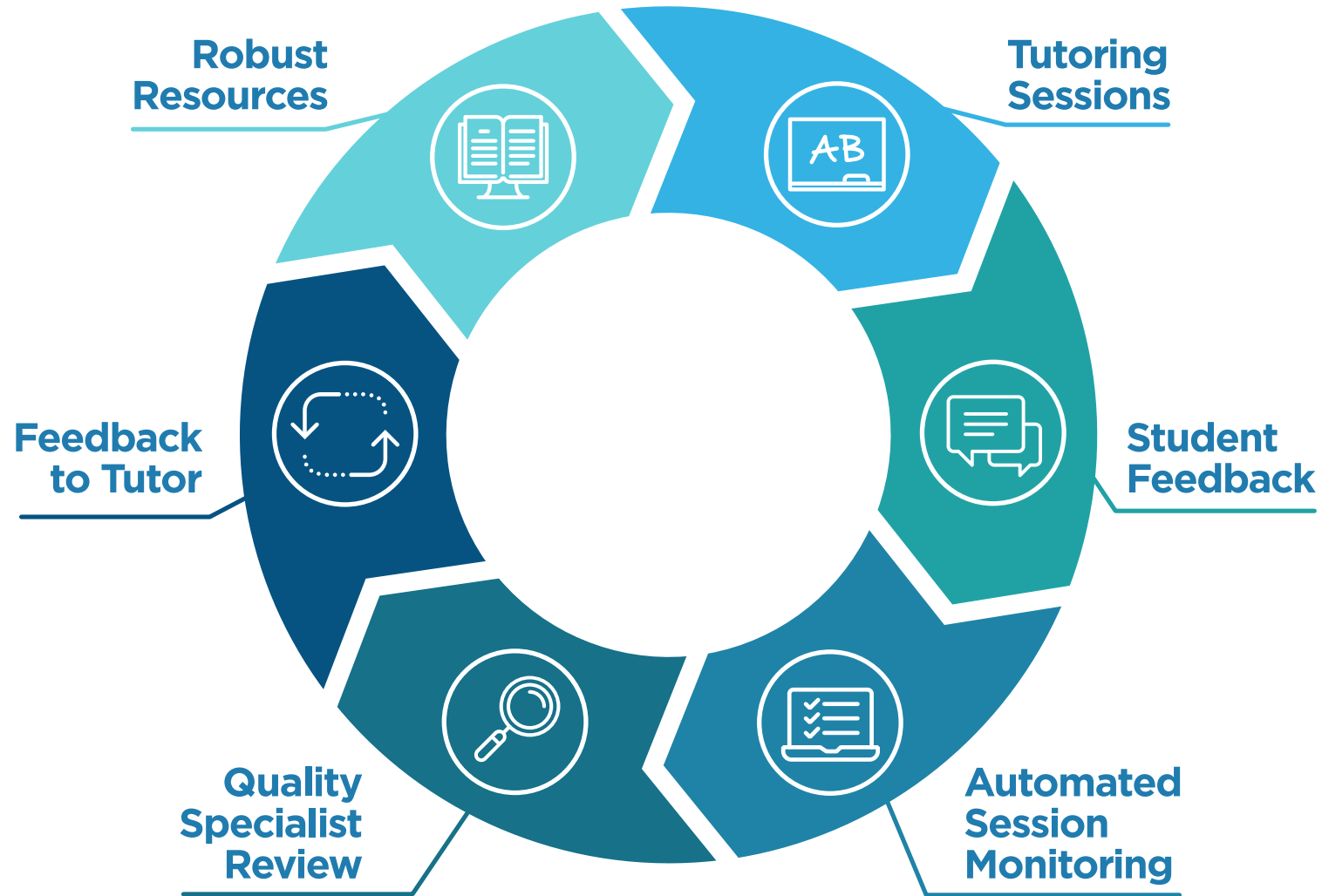
Support for English Language Learners

- ✓ Clarify the question or assignment thoroughly
- ✓ Decode the directions or learn unfamiliar terminology
- ✓ Break concepts into smaller steps
- ✓ Check for understanding by stopping and talking
- ✓ Use appropriate pacing and flexible approaches
- ✓ Guide and use examples

BECOMING A TUTOR.COM EXPERT TUTOR



QUALITY ASSURANCE & SUPPORT



Tutor Must Pass Background Checks

Thorough and continued tutor vetting:

- ✓ County Criminal Search
- ✓ Education Verification
- ✓ National Criminal Search
- ✓ Sex Offender Search
- ✓ SSN Trace
- ✓ Global Watchlist Search

Why do our SOPs matter?

“ 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.”



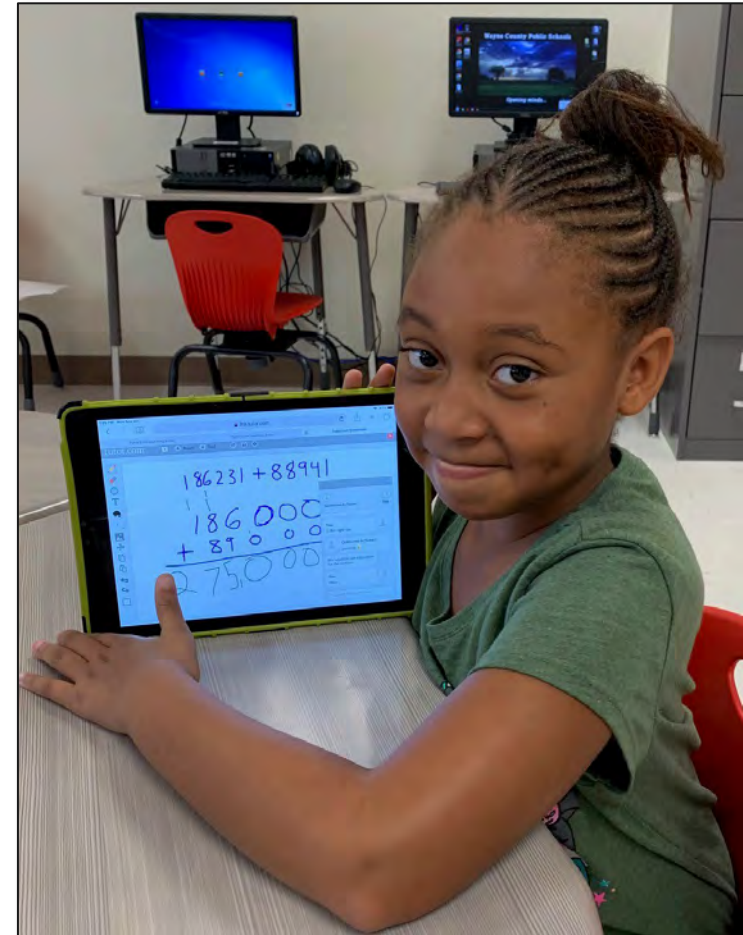
Why do our SOPs matter?



VT Cadet Taylor Nordman

What's new?

- Expanded eligibility
- More supported subjects
- DoDEA ASL
- Redesigned mobile app: tutor.com/mobile
- Expanded SAT/ACT test prep from The Princeton Review
- More and different webinars



24/7/361 on-demand support in 150+ subjects



Math

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



English/Writing

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



ESL and 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



World Languages

Spanish, French, German, Italian



Business

Introductory Finance, Introductory Accounting, Introductory Economics



- IB Subjects
- AP Subjects & Test Prep
- ACT Test Prep*
- PSAT Test Prep*
- SAT Test Prep*



Social Studies

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

Tutoring in Spanish

Math, Science, Social Studies

* Available to non-COPPA (age 13 or older) students.

Study skills coaching for all ages

Study Skills

- Finding Resources
- Note Taking
- Organizational Skills
- Study Strategies
- Time Management

Life Skills

- Healthy Habits
- Motivation & Goals
- Stress Management
- Using Technology



Parent Coaching

- Scheduling & Organization
- Setting Expectations
- Studying Techniques
- Using Resources
- Motivation & Goals
- Managing Knowledge Gaps
- Finding Balance

DoDEA: We're happy to be acquainted!

Added to the Approved Software List (ASL) of the Department of Defense Education Activity (DoDEA)

Hohenfels Elementary School

Send message Like

Seasoned Broccoli Fruit Milk	21	Garlic Baguette * Betsy Croissants Fruit Milk	22	*Dinner Roll Dorie Fries Fruit Milk	23	*International * Ranchero Beans Fruit Milk	24	Sandwich Cucumber Coles Fruit Milk	25
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1 Share

Like Comment Share

Write a comment...

Hohenfels Elementary School
March 2 at 3:37 AM · 🌐

[Tutor.com](#) is available to all DoDEA students free of charge.

DoD-funded [Tutor.com](#) for U.S. Military Families Program Added to DoDEA Approved Software List

[Tutor.com](#) for U.S. Military Families ([Tutor.com/military](#)), an online tutoring service funded by the U.S. Department of Defense (DoD) for the benefit of DoD personnel and their families, has been added to the Approved Software List (ASL) of the Department of Defense Education Activity (DoDEA). [Tutor.com/military](#) continues ... [See more](#)

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

Like Comment Share

Page transparency See all

Facebook is showing information to help you better understand the purpose of a Page. See actions taken by the people who manage and post content.



What to expect

- Wait time typically averages less than 1-5 minutes to connect
- Average session length is typically ~20-30 minutes
- Anonymous between tutor and student, no cameras, voice is optional
- Curriculum agnostic - students bring work to the tutors
- K-12, bachelor level college support, writing help all skill levels
- Tutor styles and pacing differ, students can “favorite” tutors
- Tutors do not “give” the answer, they are there to guide the student

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 parent's Service branch.

If a student has an account, s/he clicks "Sign In."

tutor.com
15,670,231 Sessions and Counting!

Partnerships Become a Tutor Sign In

HOME ELIGIBILITY SPREAD THE WORD

Set your sights on success.

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.

Army	Marine Corps	Navy	Air Force	Coast Guard	DoD Civilians
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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.

Ready to get started?
Click the purple box above showing your or your family's branch of service to create an account and start a session.



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 left is the Tutor.com logo. In the center is the Department of Defense seal. On the 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'. The main content area features a large image of a student working on a laptop. Overlaid on this image is the Princeton Review logo and the text: 'Start your path to college with help from the experts'. Below this is a paragraph: '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.' At the bottom of this section are two buttons: 'PREP FOR THE SAT NOW' and 'PREP FOR THE ACT NOW', followed by a link 'Or learn more'. Below the image is a section titled 'Built by The Princeton Review. Customized for you.' with a paragraph: '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.'

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?

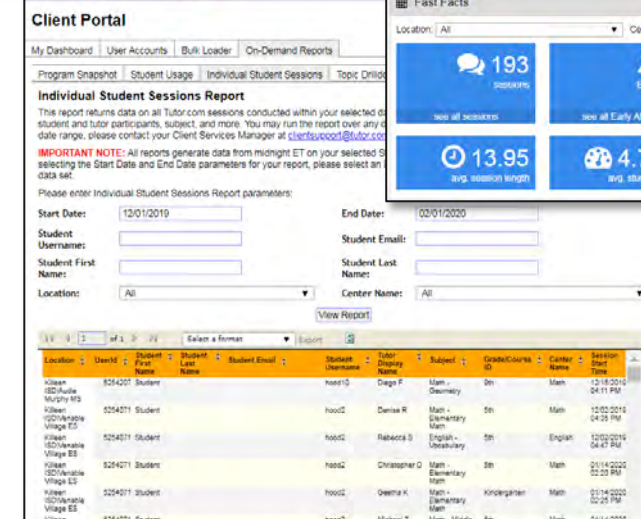
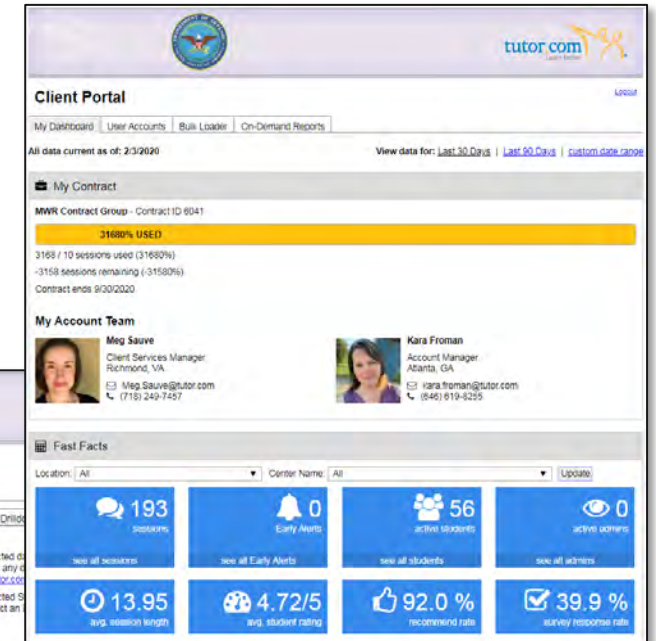
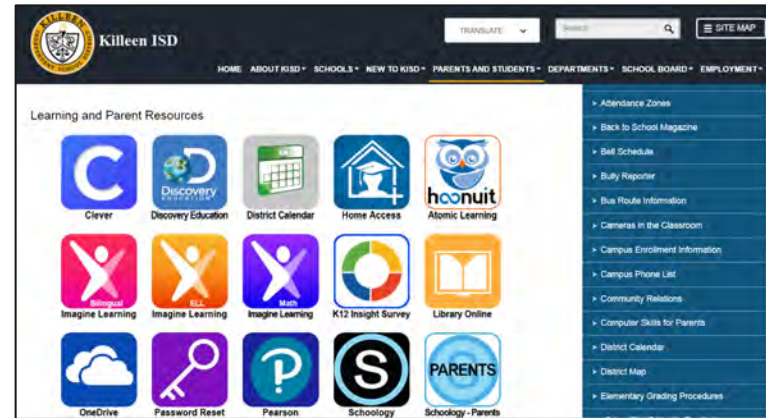
[PREP FOR THE SAT NOW](#)

[PREP FOR THE ACT NOW](#)



Military-impacted school integration

- LMS/Launch pad integration
- Direct enrollment of eligible military students
- Monthly usage reports and client portal access for on-demand reports
- Customized outreach plan, including parent communications and electronic materials

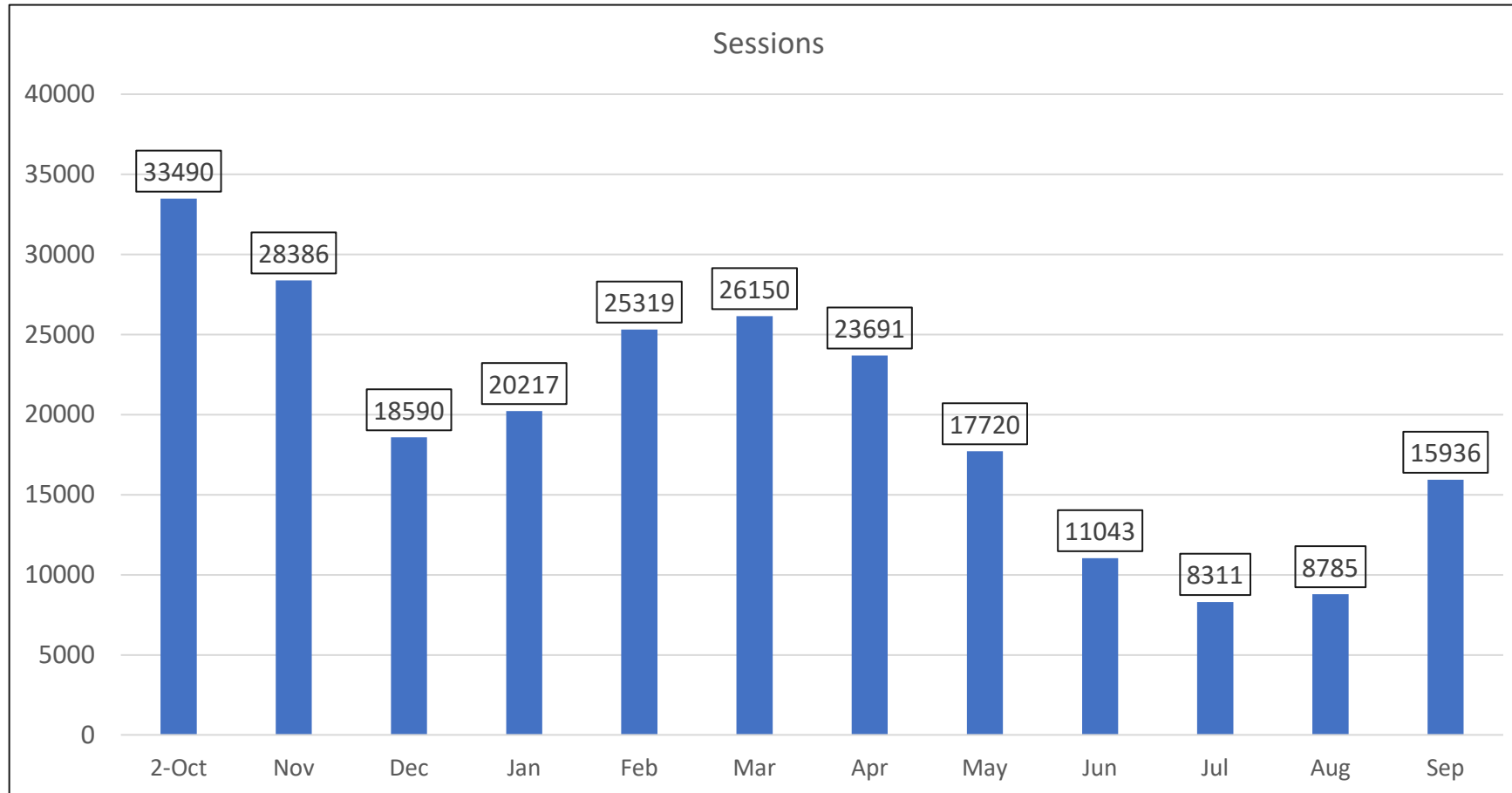


How did students engage with Tutor.com in FY21?

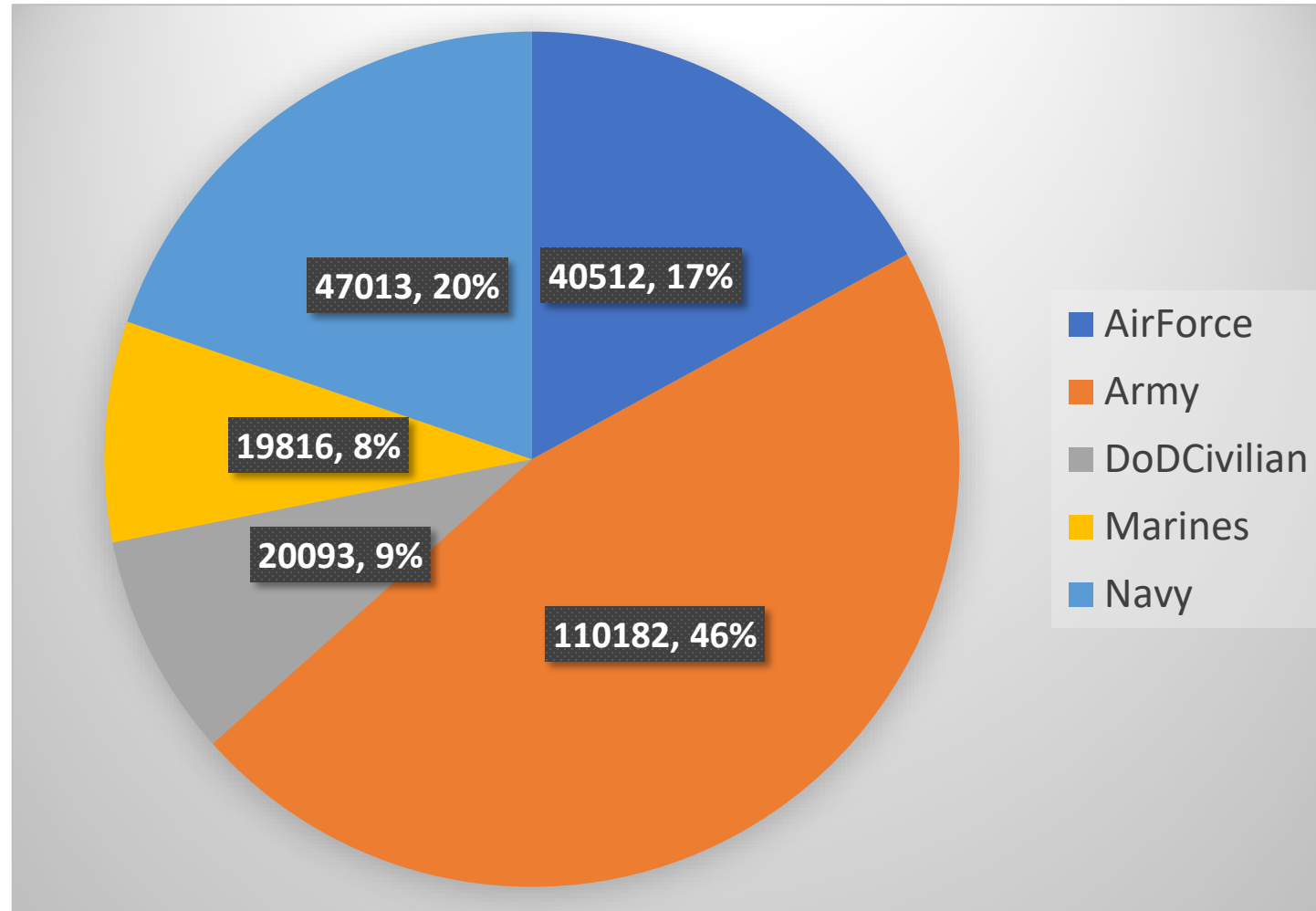
Oct. 2020 - Oct. 2021											
Months	FavoriteTutorAd ditions	LockerViews	Previous SessionViews	Quiz Completion	SAT-ACT Essentials	SkillsCenter Views	Tutoring Sessions	Video Library Views	Grand Total		
10	5745	6834	8699	302	351	871	35102	383	58556		
11	4822	6866	7435	186	249	810	29746	293	50621		
12	3676	973	5785	274	331	648	19557	147	31553		
1	3927	878	5186	201	381	745	21312	221	33099		
2	4884	1090	7165	181	472	1084	26702	258	42072		
3	4698	1127	7200	207	427	860	27350	257	42361		
4	3915	1093	6251	219	387	726	24675	200	37715		
5	2989	782	4841	263	350	649	18280	185	28600		
6	1863	450	3887	156	344	567	11333	135	18935		
7	1321	308	3312	174	371	455	8655	135	14780		
8	1655	372	2985	140	353	748	9269	188	15896		
9	3077	660	5162	351	281	927	16936	248	28023		
Grand Total	42572	21433	67908	2654	4297	9090	248917	2650	402211		
% of engagements	11%	5%	17%	1%	1%	2%	62%	1%	100%		



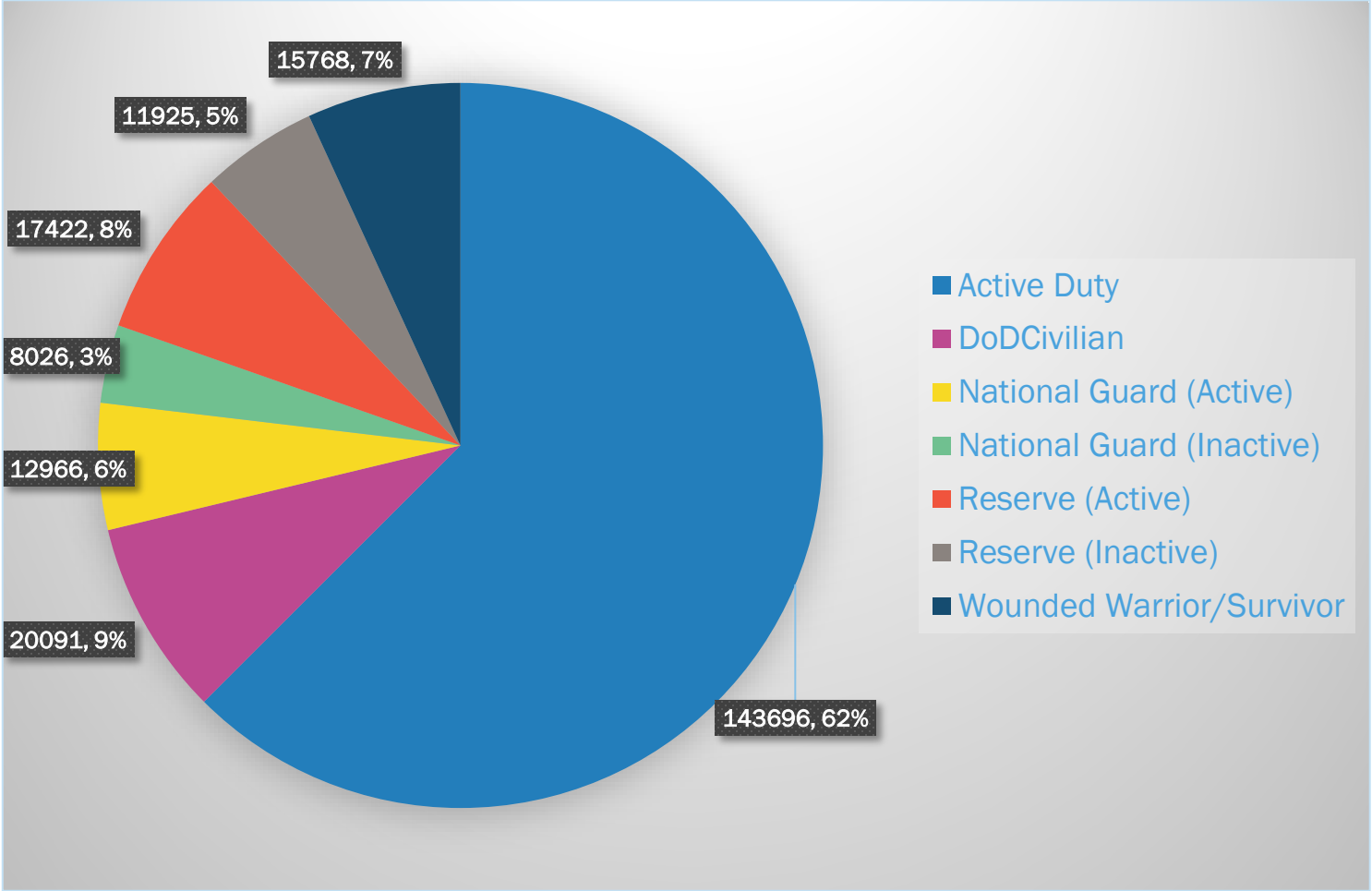
Tutoring sessions delivered by month in FY21



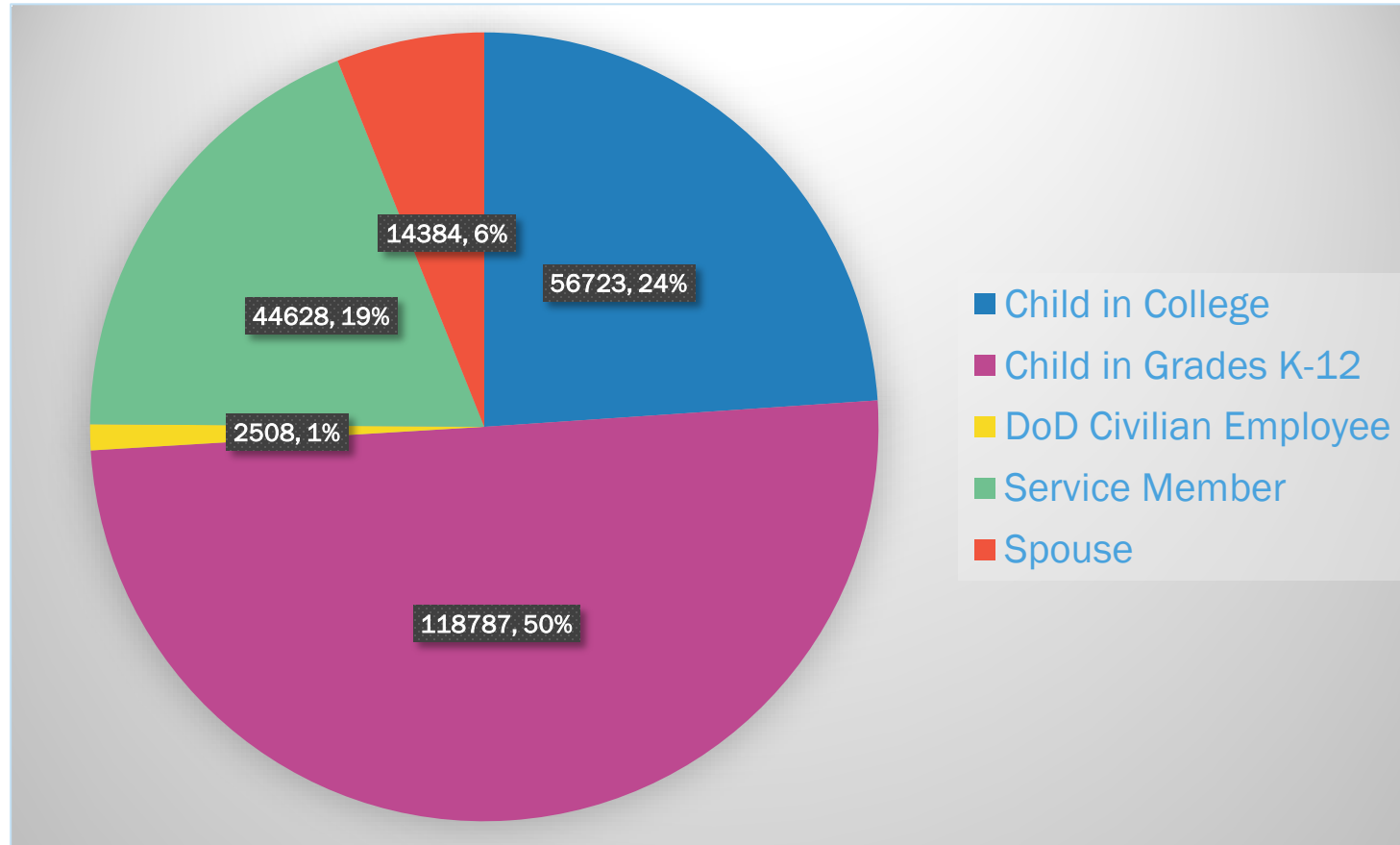
FY21 program usage by service branch



FY21 program usage by component



FY21 program usage by person type



FY21 Tutor.com/military sessions by continent

Location	Sessions FY 2021
Africa	615
North America, Central America, Carribean	205,192
Asia	13,267
Europe	11,810
Oceania	215
Middle East	1,409
South America	701

Top program usage locations in FY21

Location	Sessions FY 2021
USA: California	10,635
USA: Texas	7,971
USA: Florida	5,636
USA: North Carolina	5,500
USA: Virginia	5,425
TX: Fort Hood	5,364
NC: Fort Bragg	4,727
TX: San Antonio JB	4,677
WA: Lewis McChord JB	4,182
USA: Maryland	3,582

When did students have sessions in FY21?

Hour_Of_Day	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0	761	1127	1308	1294	1380	1293	866
1	583	816	939	861	912	928	566
2	424	623	609	581	659	575	441
3	336	396	459	442	437	377	258
4	309	376	435	411	380	340	224
5	286	374	375	352	321	289	188
6	289	396	394	401	361	306	231
7	384	509	482	576	526	483	264
8	486	771	842	777	844	707	402
9	617	1152	1182	1208	1214	1178	525
10	913	1559	1591	1668	1651	1712	769
11	1222	1930	2057	2023	1955	1993	933
12	1502	2152	2161	2332	2273	2195	1124
13	1663	2266	2343	2400	2375	2260	1251
14	1839	2546	2411	2571	2549	2183	1312
15	1920	2518	2632	2618	2572	2241	1372
16	2046	2623	2683	2738	2706	2149	1477
17	2006	2659	2683	2713	2667	1930	1329
18	2115	2724	2686	2682	2717	1750	1396
19	2218	2755	2734	2722	2774	1831	1368
20	2257	2826	2950	2803	2815	1765	1412
21	2332	2740	2756	2679	2725	1827	1389
22	2185	2474	2560	2509	2403	1610	1324
23	1694	1836	1937	1814	1960	1309	1097

Time zone for hour of session shown is Eastern, GMT-5.

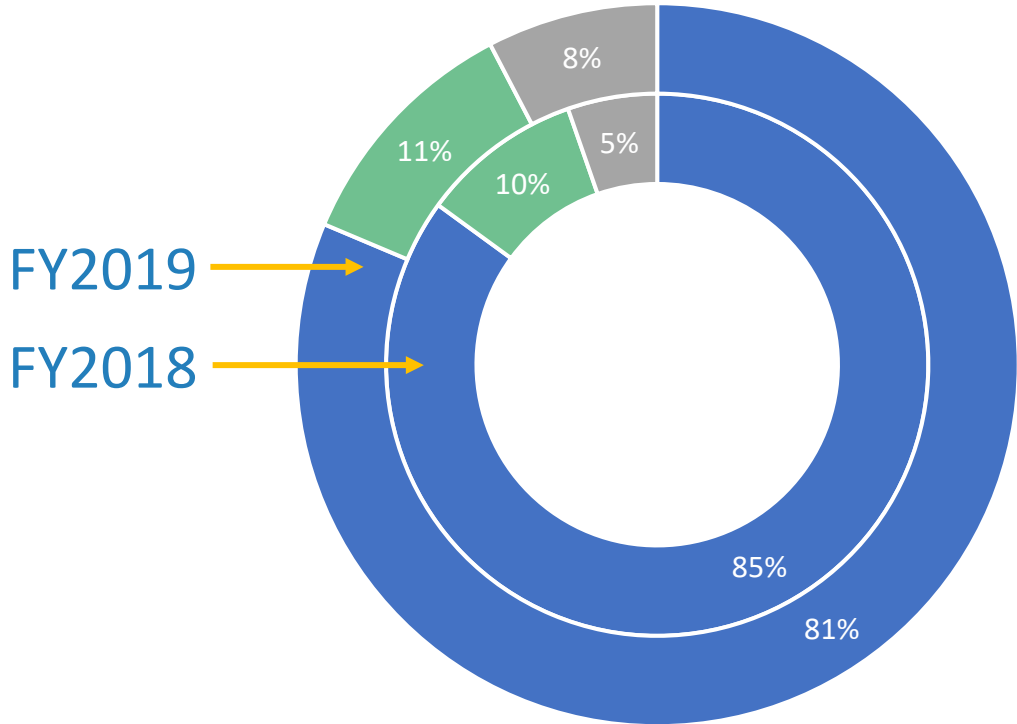
Support in parent coaching subjects, FY21



Support in student success subjects, FY21



How do students access Tutor.com/military?



■ Web Sessions ■ Mobile Sessions ■ ASYNC sessions



Confidential sneak peek: New student experience

More personalized, engaging and easier to navigate



Review and roadmap

- **2020-21 in review**
 - Launched 40 new subjects including student success topics and free webinars
 - Updated mobile experience
- **2021-2022 roadmap**
 - Updated classroom with video option
 - Updated student interface
 - Unified academic support platform for collaborative staffing

New student UI + classroom: Fall 2022

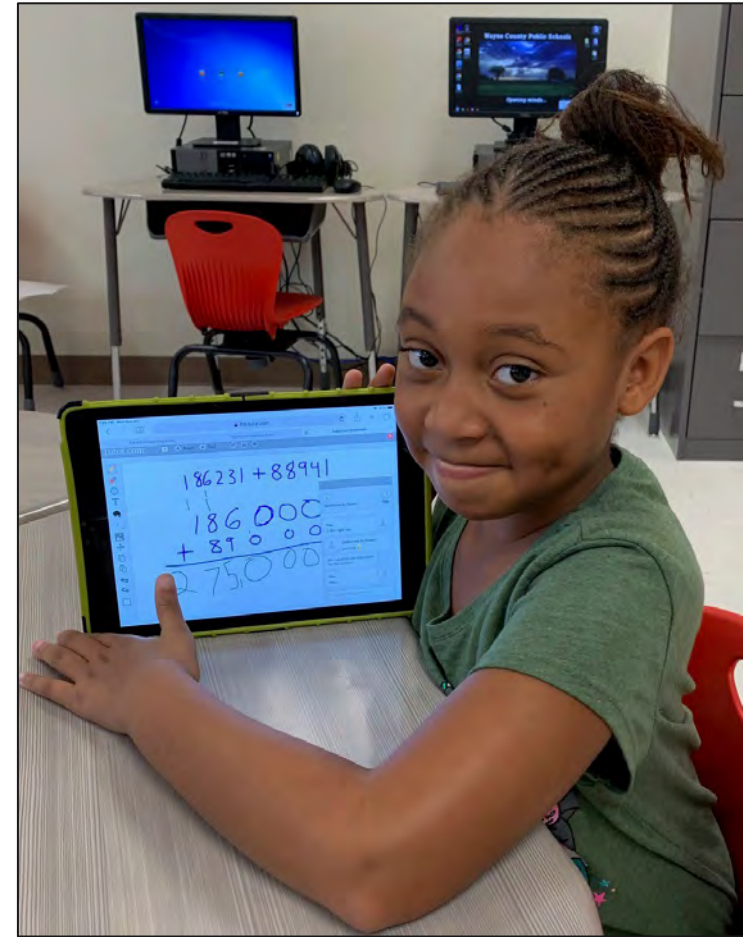
The screenshot shows the Tutor.com Learning Suite Home page. At the top, there is a navigation bar with links: Home, Connect With a Tutor Now, Schedule a Session, Drop-Off Services, Test Prep and Self-Study, Job and Career Resources, and My Account. Below this is a large blue banner with the text "Welcome, Jake!" and a sub-header "Whatever you're working on, we're here to help. Connect with a tutor, use our drop-off review services, take practice quizzes, watch video lessons, and find resources to help you achieve your goals. Let's get started." A yellow "TAKE A TOUR" button is positioned below the banner. The main content area features several service tiles: "Connect With a Tutor Now" (with a "CONNECT NOW" button), "Schedule Tutoring With a Tutor.com Tutor" (with a "SCHEDULE" button), "Drop-Off Writing Review" (with a "SUBMIT" button), "Drop-Off Math Problem Review" (with a "SUBMIT" button), and "Job and Career Services" (with a "GO" button). At the bottom, there is a "Test Prep and Self-Study" section with three tiles: "Take a Practice Quiz" (with a "GO" button), "Prep for the GRE®, SAT®, ACT®" (with a "GET STARTED" button), and "Practice for the GRE®, GMAT®, LSAT®, and MCAT®" (with a "PRACTICE" button). Below these are three more tiles: "Prep for the AP®", "SkillsCenter", and "Video Learning".

The screenshot shows the Tutor.com Online Classroom v2 interface. At the top, there is a navigation bar with links: Workspace, Share Screen, Share File, Actions, and a timer showing 00:00:51. Below this is a large whiteboard area with a toolbar on the left containing various drawing and editing tools. To the right of the whiteboard is a video feed of a tutor named Rob F. Below the video feed is a chat window with a "Chat" header and a list of messages. The messages include a "System Message" at 00:00:28, a message from Rob F at 00:00:45, and a message from "You" at 00:00:49. The chat window also has a text input field and a "Send" button.



What else is planned?

- More subjects
- New classroom
- Updates to reports and client portal



TWENTY MINUTES WITH TUTOR.COM

LIVE WEBINAR

Thank you for joining us today!

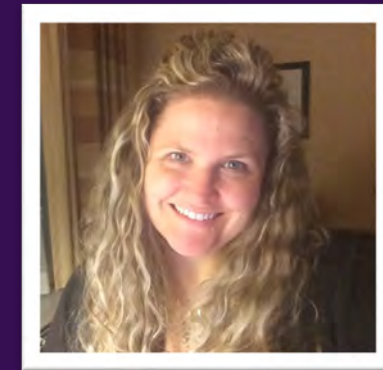


Moderator

Kami Lum

Client Service Manager

Tutor.com Military & Federal Programs



Presenter

Maureen Haney

Program Manager

Tutor.com Military & Federal Programs



The Tutor.com for U.S. Military Families™ program is available at NO COST to Military & DoD Families.

Resources available to print or share electronically

www.tutor.com/clientcaremil

The screenshot shows the Tutor.com website interface. At the top, it says "The Princeton Review tutor.com". Below that, it lists "18,362,311 Sessions and Counting!". Navigation links include "Home", "Printables", "Digital Marketing", "Contact Us", and "Tutor.com for U.S. Military Families".

Text on the page: "To order promotional materials kits from Tutor.com, please visit our order form to review your options and submit your request."

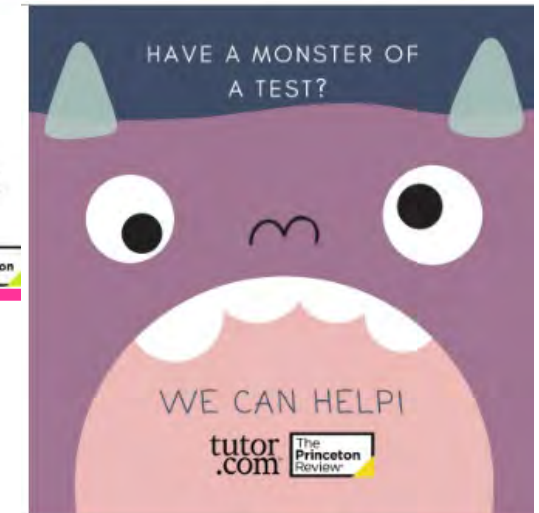
Items to Hang Up & Hand Out

Use the items below to build awareness of Tutor.com for U.S. Military Families. We suggest providing a handout of some kind to every person to whom you speak about the program. We have included several options to accommodate various needs, including informational handouts, posters and flyers to hang up, bookmarks and program cards to distribute and even rack cards to put in brochure stands.

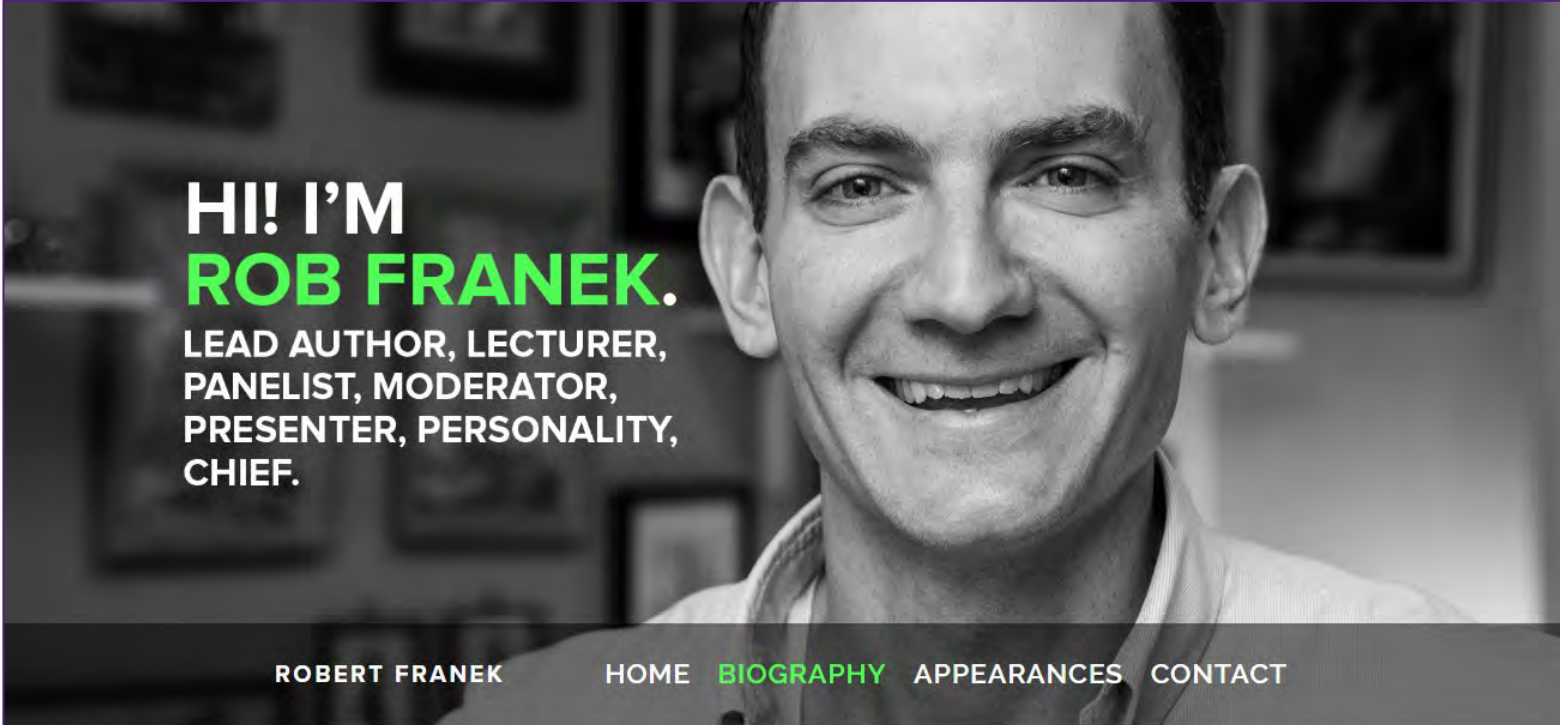
If you would like assistance in building a promotion plan or are looking for additional materials, please contact us at militarysupport@tutor.com.

The screenshot displays several promotional materials:

- Top 10 Facts for Parents about Tutor.com for U.S. Military Families:** A list of 10 facts, including "1. Tutor.com is available 24/7" and "2. Tutor.com is available in Spanish".
- K-12 NO COST TUTORING PLUS HOMEWORK HELP & TEST PREP:** A graphic with "80+ SUBJECTS" and a list of subjects including Reading, Writing, Math, Science, and Social Studies.
- How it Works: Tutor.com Classroom:** A graphic explaining the process: "Get Started", "Get the right tutor", "Communicate", and "Share a file".
- Top 10 Facts for Parents Spanish Version**
- Top 10 Facts for Educators Spanish Version**
- Current K-12 Subject List**
- Current College/Adult Subject List**
- How It Works Handout Spanish Version**
- NO COST TUTORING** (with a yellow emoji)
- You have a lot on your plate** (with a yellow emoji)



And don't forget about him:




HI! I'M
ROB FRANEK.
LEAD AUTHOR, LECTURER,
PANELIST, MODERATOR,
PRESENTER, PERSONALITY,
CHIEF.

ROBERT FRANEK HOME **BIOGRAPHY** APPEARANCES CONTACT

THIS IS ROB FRANEK.

AUTHOR, **THE BEST 378 COLLEGES AND THE BEST VALUE COLLEGES**
SENIOR VICE PRESIDENT / PUBLISHER, **THE PRINCETON REVIEW**



Robert Franek
As I told the
[@JonesCollegeHS](#)
folks, the college
process may be
daunting, but it's
knowable. Here are

Pease keep in touch



Stop by PLA booth 1316 and get your Super Librarian cape!

Visit: www.tutor.com/military

Email: militarysupport@tutor.com or pamela.brehm@tutor.com and/or maureen.haney@tutor.com

Follow: TutorDotComForMilitary

Watch: youtube.com/TutorDotCom