



Dynamic Academic Support ▶



Spotlight on Session Quality Expectations

Quality That's Built In—Not Left to Chance

At NetTutor, every student receives support from a highly trained tutor or coach. Behind each session is a system designed to ensure consistently high-quality academic support. Our quality control (QC) framework is rigorous, transparent, and actively managed—providing confidence that students are receiving the help they need, delivered with care and integrity.

Quality control happens at every level—daily, weekly, monthly, and yearly—so nothing falls through the cracks. We track a range of indicators that together produce a composite rating for each tutor or coach:

- ▶ Quality of reviewed sessions
- ▶ Student contact hours
- ▶ Training and professional development completed
- ▶ Student survey feedback
- ▶ Tenure and consistency

This approach ensures that our evaluations reflect both recent performance and long-term reliability.

Rubric-Based Reviews

Sessions are evaluated using a shared, normed rubric grounded in tutoring best practices. The rubric captures specific session requirements such as professional engagement, clarity of communication, and support of student agency.

QC reviewers participate in regular norming to ensure consistency across reviews. Sample sessions are independently scored and compared in a structured process designed to maintain inter-rater reliability and uphold clear standards across the team.

Self-Evaluation

All tutors and coaches conduct self-evaluations using the same rubric used by QC reviewers. These are discussed during scheduled check-ins with a supervisor, focusing on strengths, growth areas, and opportunities for improvement.

Daily Review of Sessions Flagged for Lengthy Duration

We review session duration every day to ensure session times reflect best practices:

- › Live sessions and dropped-off questions >60 minutes are reviewed.
- › Any live session >90 minutes must be reviewed and approved by a manager.
- › Writing reviews that exceed 60 minutes or average >9 minutes/page are inspected.
- › Any session where tutor or coach time exceeds student time by more than 5 minutes is checked to confirm proper handling—such as keeping the session open to allow a student to reconnect after losing internet.

Session length naturally varies based on subject, student readiness, and support needs. When longer sessions are justified—based on engagement and best practices—they are documented.

When not, we adjust the recorded time down, reducing both the charge and the time credited to the tutor or coach. This helps ensure fairness and consistency.

One-on-One Support



NetTutor requires that our tutors work with one student at a time, ensuring each learner receives personalized, undivided attention. This one-on-one approach allows tutors to focus fully on the student's individual questions, learning style, and pace, leading to more meaningful guidance and stronger academic outcomes. By prioritizing individualized support, NetTutor helps students build confidence and master concepts effectively.

QC-Informed Professional Development

Session trends and emerging needs directly shape our professional development program. When we identify patterns—such as increased student anxiety or challenges related to AI usage—we offer targeted training to help tutors and coaches respond effectively.

Performance Accountability

QC scores, session data, and student feedback are reviewed holistically to guide performance conversations. Tutors and coaches who need additional support receive timely feedback, coaching, and, when appropriate, formal development plans to help them grow in their roles.

Upholding Academic Integrity

Tutors and coaches are trained to support students in doing their own work. When a student's writing does not reflect their typical voice, or when a student admits they didn't complete the work independently, the session is redirected. In writing, we help students avoid accidental plagiarism by encouraging original thought, asking clarifying questions, and modeling proper citation. In all subjects, we reinforce the goal of learning—not just completing assignments—while maintaining respect and encouragement for the student's effort.

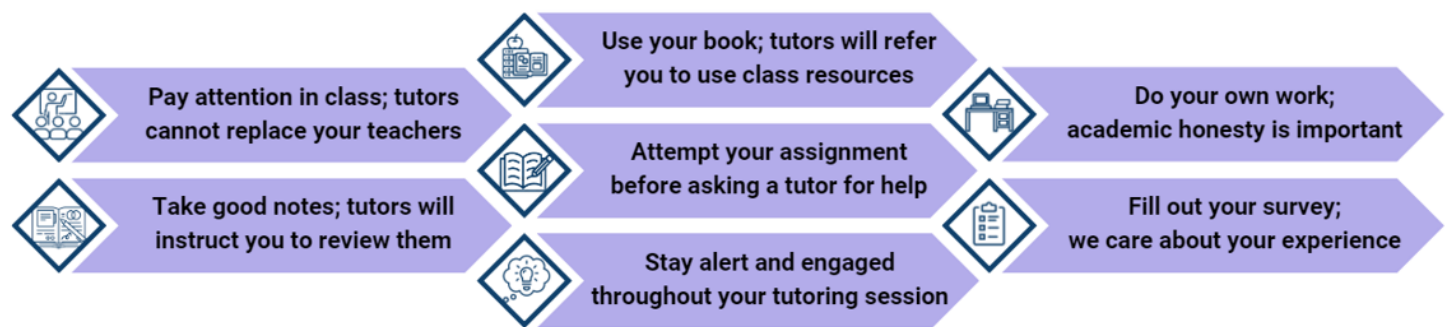


Monitoring for Student Crisis Sessions

Sessions where a student appears to be in crisis—whether due to emotional distress, personal disclosure, or repeated help-seeking—are escalated to the designated campus contact. Tutors and coaches are trained to respond with compassion, professionalism, and adherence to our Crisis Response Process. Every session is recorded and available for administrative review.

Setting Expectations for Student Behavior

Many students arrive to tutoring with feelings of frustration, anxiety, or panic. Tutors and coaches are trained to respond with patience, empathy, and flexibility. We expect students to engage respectfully, and we offer grace when emotions run high. However, if a student exhibits inappropriate, aggressive, or otherwise egregious behavior, the session is flagged for review and may be escalated to the campus contact for review and discussion of next steps. We work to maintain a supportive learning space for all students and staff.



Listening to Students After Every Session

Students are surveyed after every tutoring or coaching session. This feedback helps us measure and reinforce what matters most: whether students feel more confident, better prepared, and supported in their learning.

We consistently receive high marks across our core survey questions, with over 97% of students reporting a positive experience. Comments regularly highlight the 24/7 availability, the patience and clarity of tutors and coaches, and the ease of using the platform.

Built to Support Learning, Every Session

NetTutor's quality control process is more than a checklist—it's a system of continuous reflection, visibility, and action. Whether we're reviewing a single session or identifying trends across hundreds, we're always working to support meaningful, respectful, and high-integrity learning experiences. For every student, we stand behind the quality of the support we provide.

