



Dynamic Academic Support

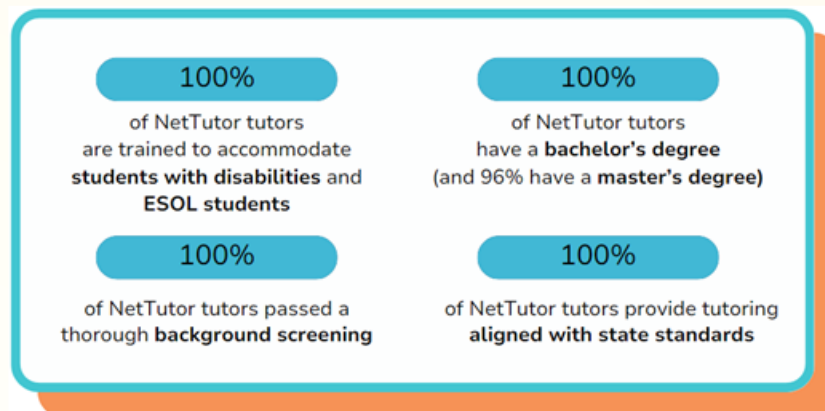


## Spotlight on Tutor Qualifications



### More Than 25 Years of Trusted, Student-Centered Tutoring

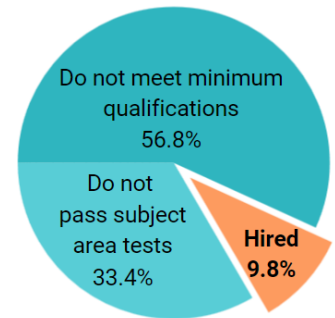
NetTutor has been helping students succeed **since 1996** and has delivered **millions of tutoring and academic coaching sessions**. With over two decades of experience as a strategic and innovative EdTech partner, we have worked hard to help our partners offer value-driven, cost-effective solutions. We are proud to partner with hundreds of academic institutions, libraries, and learning companies across the country and around the world, allowing us to serve students of diversity and support their learning goals.



Every tutor has a background in education, and there is one characteristic they all have in common: **a passion for helping students learn**. Every tutor is a subject matter expert. Every tutor holds a bachelor's degree and participates in professional tutor training aligned to national standards. Every tutor knows how to actively engage students in online learning, including students who are English language learners and students with disabilities.

## Hiring Qualifications & Process

We employ a rigorous hiring process to thoroughly vet each applicant's qualifications. The process starts with an applicant submitting their resume and college transcripts. Upon confirmation of meeting our minimum requirements (bachelor's degree and >3.0 GPA in courses for which they apply to tutor), they become a potential tutor candidate.



Candidates take subject matter tests, an English proficiency test, and a computer literacy test. Upon passing, they join an interview, have their references checked, and undergo their first background check which includes fingerprinting. The successful candidate would then be invited to join our team.



## Training & Professional Development

NetTutor has developed a research-based tutor training program that is aligned with the methods developed by the Association for the Coaching and Tutoring Profession (ACTP), the College Reading and Learning Association (CRLA), and the Association of Colleges for Tutoring & Learning Assistance (ACTLA) Online Tutoring Standards. In fact, we collaborated in ACTLA workgroups to create their online tutoring standards. We have been an active participant in these primary professional organizations and not just as vendors, but as true partners and learning assistance peers with a deep appreciation for what constitutes an effective learning center.

New tutors **are required** to complete these modules **prior to student contact**:

- ▶ Basic Tutor Requirements
- ▶ Tutoring Best Practices (Role of the Tutor; Building Rapport and Supporting All Students, Displaying Friendly Affect; Responding to Students in Crisis, Introduction to the Socratic Method, Bloom's Taxonomy, Scaffolding; Encouraging Independence; Active Communication/Listening; Positive Reinforcement; Positive and Clear Communication)
- ▶ Overview Of Technology (Introduction to the NetTutor Platform)
- ▶ NetTutor Methodology: Live Tutoring & Student Agency (modeled after the California Tutor Project, which was published by its Director, Ross MacDonald, as the Tutoring Cycle in *The Master Tutor*)
- ▶ Also: FERPA; Offering Accessible Tutoring (Technology & Service); ESL; QC Rubric

Tutors are also **required to participate in professional development** to continuously optimize their ability to **positively impact student learning**. Our PD topics include:

- ▶ Advanced: Providing Accessible Services
- ▶ Advanced: Tutoring ELL students
- ▶ Crisis Management
- ▶ Emotional Intelligence
- ▶ Growth Mindset (Dr. Dweck)
- ▶ Help-seeking behavior
- ▶ Communication Techniques
- ▶ Equality vs. Equity; validation theory (Prof. Rendón)
- ▶ AI in Education