

Safety & Security

Live Homework Help

Students simply visit a library website and go to the Live Homework Help access page to choose a grade level and subject to easily connect to a tutor online in a safe and secure environment:

- Students select their grade level (Grades K-12, Intro to College and Adult Learner).
- Students select the subject they need help with (Math, Science, Social Studies or English).
- Students connect to a tutor in an Online Classroom.
- Tools include instant messaging and a two-way whiteboard.
- Tutor and student also have the ability to share useful webpages and relevant files to facilitate the learning process.



Providing A Safe And Secure Online Environment Teens Protected While Getting the Help They Need From Expert Tutors

Live Homework Help Tutors—Who Are They?

Tutors are subject experts who provide help—not answers—and a safe environment in which to learn. We currently have over 2,200 Live Homework Help tutors located across the U.S. and Canada and they take their Live Homework Help work very seriously. Tutors range from certified teachers to graduate students to college professors to undergraduates from accredited universities to professional tutors.

Thorough Application and Background Checks Conducted Prior to Tutoring

- **In-Depth Vetting.** All tutors complete an extensive online application process which includes submitting a number of tutoring samples in the subjects they wish to tutor in, demonstrating how they would guide a student to discover an answer and facilitate the learning process.
- **Background Checks.** All tutors receive a third-party background check which includes a criminal background check and verification of their educational background and degrees.
- **Practice.** All tutors complete mock sessions prior to beginning tutoring and then enter a probationary period.
- **Certification Program.** These safety precautions and preparations, as well as regular one-to-one mentoring and ongoing professional development in group settings, comprise our Tutor Certification Program.

Matching Systems and Classroom Protocol Provide Anonymity

Connections between tutors and students are always anonymous and they never meet in person. Because of the anonymous nature of Live Homework Help, when in a Live Homework Help session, tutors do not know whether they are actually connected to a student, or, alternatively, a parent, librarian, teacher, legislator or Tutor.com staff member.

- **No Special Requests.** While it is possible that a student will connect to the same tutor online more than once, students cannot request to do so in advance.
- **Matching Criteria.** Our matching system matches an incoming student to the next available tutor based on the grade level and subject they specified they needed help with.
- **No Personal Info.** Inside the Online Classroom, students only see tutors' first name and last initial. Our tutors are strictly prohibited from discussing anything personal with students and from exchanging any personally identifiable information.
- **No Voice.** There is no voice capability in the classroom.

Sessions Review and Quality Control

- **Sessions Recorded.** All Live Homework Help sessions are automatically recorded and tutors are aware of this. We capture and store the typing back and forth between the tutor and student, as well as the problems that the tutor and student work through on the two-way whiteboard. If the tutor and student share a file (used mostly for essays) or a website (often used for research), we store that file and/or URL as well.
- **Inappropriate Word Searches.** We maintain an extensive and growing list of inappropriate words and phrases. Our computer systems automatically review every session for a long list of words that might represent any inappropriate activity and flags any session containing these.
- **Flagged Sessions.** At the end of each session, our computers automatically flag any session that contains these words or phrases, and every flagged session is manually reviewed by someone at Tutor.com to confirm there is no real problem but merely students using swear words.
- **Review By Staff.** Every flagged session is manually reviewed by Live Homework Help staff to confirm there is no real problem but merely students using swear words. Every tutor has a mentor who reviews their sessions on a regular basis. Our client services and provider management teams also review sessions on a regular basis.
- **Survey Comments.** Every student who uses Live Homework Help is also given a voluntary survey form at the end of their session to fill out; we collect more than 15,000 responses to these, including written comments, every month and Live Homework Help staff read them all.

Impeccable Track Record Is Foundation For Client Indemnity

Our tutors have completed over 3 million one-to-one Live Homework Help sessions since 2001. There were no incidents or problems between tutors and students using the service. All of these reasons are why our Master Services Agreement explains to our clients that we will indemnify them for claims relating to the negligent, improper or illegal use of Live Homework Help by any of our tutors. It is an easy promise to make because it is one we are confident in.

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