JOSH GREEN, M.D.
GOVERNOR

KEITH T. HAYASHI
SUPERINTENDENT

STATE OF HAWAII
DEPARTMENT OF EDUCATION
KA ʻOIHANA HOʻONAʻAUAO
Niu Valley Middle School
An International Baccalaureate MYP World School
310 HALEMAUMAU STREET, HONOLULU, HAWAII 96821-2099
Ph. (808) 307-6800, Fax (808) 377-2444
www.niuvalleymiddle.org

Aloha Parents and Guardians of Grade 8 Students,

Through Hawaii's partnership with Tutor.com, every public school eighth-grade student across Hawaii has unlimited access to 24/7, 1-to-1 online tutoring and drop-off review services for School Year 2023-2024. The service is free of charge to all 8th grade students.

- ☑ 1-to-1 tutoring and homework help in 200+ subjects
- ☑ Quick connection to an expert tutor (typically about 1 minute)
- ☑ Drop-off writing review (expert feedback given within 1 day)
- ☑ SAT® and ACT® Essentials self-paced courses from The Princeton Review®
- ☑ Practice quizzes, worksheets, and other learning resources

Tutors are rigorously vetted subject-matter experts. They are committed to helping students learn concepts and figure out how to solve problems themselves. They ask questions, they encourage, and they empower. They're available 24/7 so that students can get help with their assignments anytime, anywhere, from any internet-connected device.

Please read the attached handouts to learn more about this awesome program and how to get started.

Mahalo,

LAhn

Laura Ahn
Principal

tutor.com™

A Service of The Princeton Review®

FAQ for Parents

By partnering with Tutor.com, every eligible student can access no-cost, 1-to-1 online tutoring in English and Spanish, along with drop-off writing review, self-paced test prep from The Princeton Review®, and other learning resources.

How do students access high-quality tutoring with Tutor.com?
Students can sign in through **Clever** at https://clever.com/in/hawaii

Are sessions safe?
Yes. Tutor.com complies with all applicable safety and security regulations. Tutors are rigorously vetted, and the quality specialist team ensures the integrity of sessions, which take place in our secure virtual classroom. Tutors do not receive any personal information about students.

How are tutors selected?
The selection process is rigorous. Tutors take subject-matter exams; get education verification; undergo background checks at the county, state, and federal level; participate in interviews; and engage in ongoing quality control.

What should students expect from a session?
Tutors provide encouraging, empowering support. They follow a Socratic method of teaching that helps guide students through the learning process. Tutors work with students to help them understand how to solve problems on their own. After each session, your student will be equipped with knowledge to help with future assignments.

How often can students connect with a tutor? Is there a limit?
Students can connect with a tutor anytime—there is no limit. Through the partnership with Tutor.com, students have 24/7 access to 1-to-1 tutoring and homework help.

Can students work with the same tutor again?
Absolutely! Students can add tutors to their Favorites list so that they can schedule a future time to work together—or check to see if those tutors are available for on-demand tutoring.

Can students review previous sessions?
Yes again! Students can click "View your previous sessions" on their account page to see transcripts of or replay previous sessions.

How does Tutor.com help address learning gaps?
The availability of 24/7 homework help, test prep, and concept review for every student allows students to accelerate their learning and get support—anytime, anywhere, on any internet-connected device.

How does Tutor.com support socio-emotional learning?
While Tutor.com is an academic tutoring service, we offer 1-to-1 tutoring in study skills subjects that help drive student success. These include notetaking, organizational skills, stress management, healthy habits, and more—available in both English and Spanish.

How do students contact Customer Support?
Please reach out to Tutor.com via the Contact page (www.tutor.com/contact-us) or call 800-411-1970. Team members are available Monday–Friday from 2 a.m.–6 p.m., and Saturday–Sunday from 2 a.m.–4 p.m., Hawaiian Standard Time.

Students can sign in at https://clever.com/in/hawaii
or find more information at https://www.tutor.com/hawaii

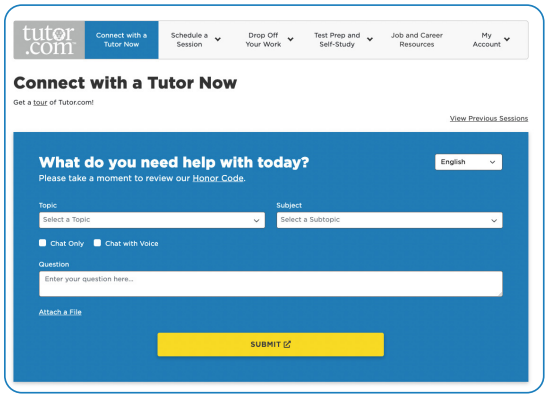
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How It Works: Tutor.com Classroom

Connect with expert tutors for on-demand, 1-to-1 help

The expert tutors at **Tutor.com** can help you work through a tough homework problem, improve your writing skills, study for a test, review a difficult concept, and so much more!

Live Tutoring Step-by-Step Guide



Step 1: Get started

Clever

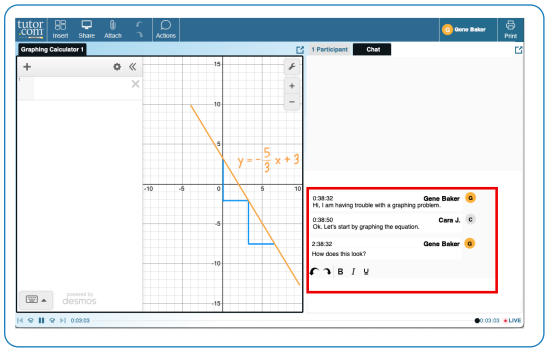
Username: ID#
Password: 8-digit date of birth

Sign in through Clever at **https://clever.com/in/hawaii**

Step 2: Get the right tutor and start your session

Fill in the quick pre-session questionnaire. Using this information, we will match you with the first available tutor best qualified to assist you.

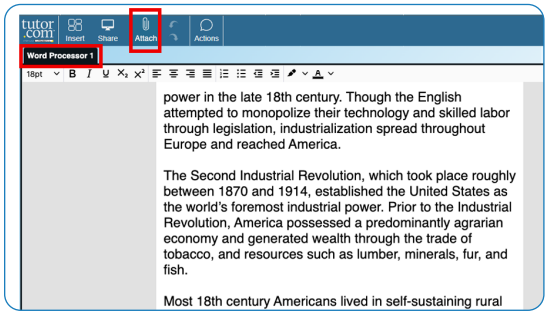
Click on the **SUBMIT** button to quickly connect with an incredible tutor.



Step 3: Communicate

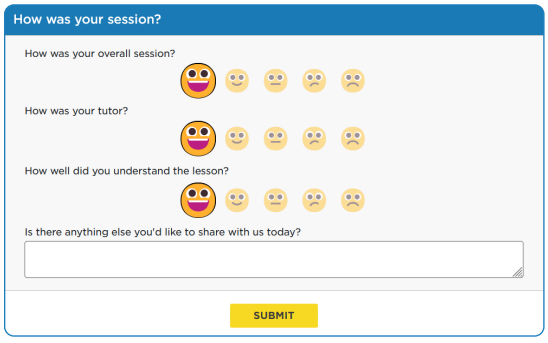
You can use text- or voice-chat to communicate with your tutor in the online classroom. You and your tutor may also use the interactive whiteboard to share work and ideas.

*All activity in the classroom is recorded for review and quality control. Transcripts will be available afterward in **My Account** under the **Completed Sessions** tab.*



Step 4: Share a file

You can upload files related to your assignment to the online classroom—including documents, spreadsheets, presentation slides, screenshots, image files, and more. You and your tutor will be able to view them together during your session.



Step 5: Rate and review your session

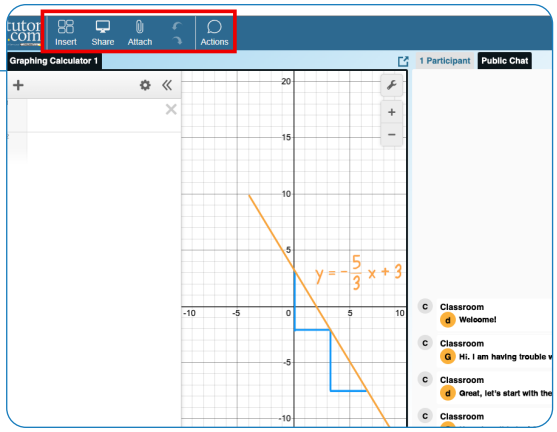
After each session, be sure to let us know how we did! Complete the survey and share your comments. Then, you'll have the option to play a recording of your session and email or print the chat log and whiteboards.

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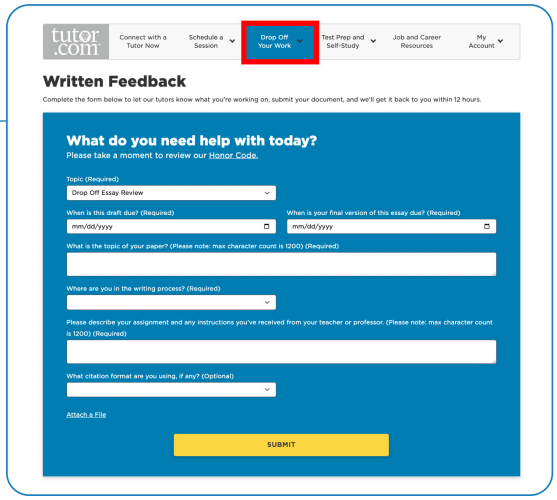
Use special tools

The classroom includes a graphing calculator, code editor, and text editor that can be used when working on subject material requiring special tools. You can open them by using the buttons above the whiteboard.



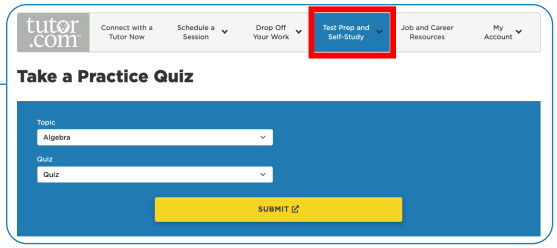
Submit your paper

The drop-off writing review service allows you to get expert help from a tutor without having to connect for a real-time session. Upload a draft of your assignment—whatever stage it is at—and get detailed feedback within a day. Retrieve your tutor's completed review in **My Account** under the **Completed Sessions** tab.



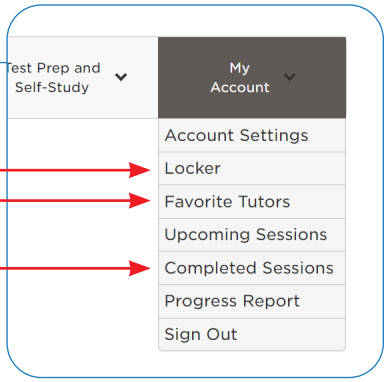
Practice for a test

Use our practice quizzes to assess your knowledge and prepare for upcoming tests in math, science, and English. Take a quiz, review your results, and connect with a tutor to go over any questions you may have missed.



Use *My Account*

- Access files you have saved or those you have shared in sessions with your tutors under **Locker**.
- Reconnect with your favorite tutors or see when they are next available by clicking on **Favorite Tutors**.
- Review previous sessions and retrieve feedback on your drop-off reviews under **Completed Sessions**.



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Writing Support on Your Terms

Get help with your writing from the experts at Tutor.com

Writing Support *Your* Way: No matter where you are in the writing process, our highly vetted expert writing tutors can provide the support you need, when you need it.

Live Session

Connect with a Tutor for 1-to-1, On-Demand Support

Work with a tutor online to get help brainstorming ideas, making an outline and revision plan, using correct grammar and punctuation, and more. Work interactively with your tutor to improve your paper and your writing skills.



Drop-Off Paper Review

Upload Assignments & Receive Feedback Within 12 Hours

Balance your heavy workload while still getting the support you need. Get help from an expert tutor with grammar, punctuation, structure and flow, theme development, citations, and more.



Feedback

Get comprehensive feedback on your writing project from one of our expert tutors.

SUMMARY
of strengths and weaknesses

ACTION PLAN
with what you need to work on

RECOMMENDED RESOURCES
for more writing tips

FINAL SUMMARY
focused on the areas you requested

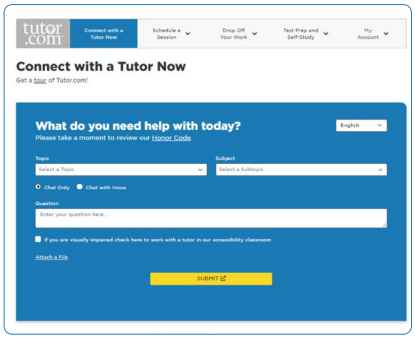
Live Session: Connect 1-to-1 with a Live Tutor

STEP 1

Log in to Clever at **https://clever.com/in/hawaii**

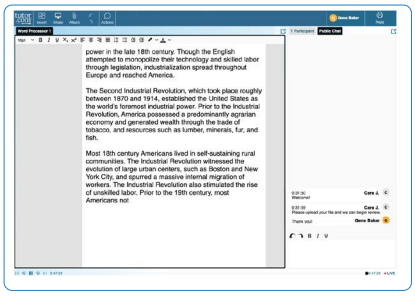
STEP 2

Click on **Connect with a tutor now** at the top of the page. Complete the short questionnaire to be matched with an expert writing tutor.



STEP 3

Use our interactive whiteboard and text editor to revise your paper while you text or talk with your tutor.



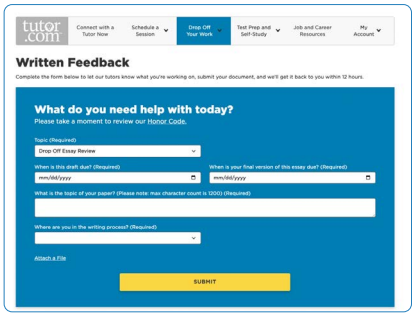
Drop-Off Paper Review: Submit Your File

STEP 1

Log in to Clever at **https://clever.com/in/hawaii**

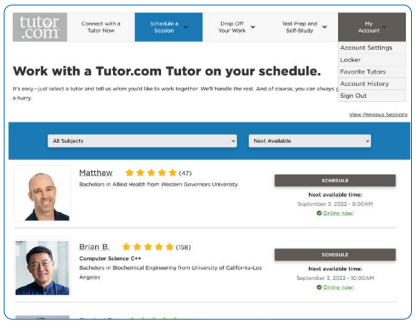
STEP 2

Click on **Drop Off Your Work** at the top of the page. Select **Writing Review** in the dropdown. Fill out the submission form and click Submit at the bottom of the page.



STEP 3

Once your paper has been reviewed and returned, click on **My Account** and select **Completed Sessions**. Locate your essay review session and open the Summary Feedback Form and Reviewed Document.



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Our Safe & Secure Assurance

Tutor.com, a service of The Princeton Review, makes students' online safety and security our top priority. Our on-demand, one-to-one tutoring enables students to get help anonymously from an expert, professional tutor in a secure online environment. No personal information is shared between the tutor and student, and sessions are recorded and reviewed to ensure the highest standards of expertise, safety, and quality.

Professional Expert Tutors

We have thousands of tutors, all of whom have been qualified and selected through our extensive application and vetting process, which includes subject-matter exams, education verification, and an interview. Our expert tutors include certified teachers, college professors, graduate students, and other professionals.

Stringent Background Checks

All of our tutors must complete a rigorous application process to demonstrate their subject matter expertise and instructional methodology. If selected as a qualified applicant, the candidate must then pass ongoing third-party background checks.

Complete Anonymity

Tutors and students are strictly prohibited from sharing personally identifying information in sessions, and all communication between tutors and students is conducted in our recorded online classroom environment. Tutor.com utilizes language filters as part of our quality control system to ensure that all tutors adhere to this policy.

Comprehensive Quality Control

Tutor.com's quality control system provides ongoing monitoring to ensure that our tutors provide a safe, secure, and educationally sound experience for every student. In addition to our language filters, our QC team manually reviews tutoring sessions and post-session student comments and ratings. Each tutor is assigned to a quality specialist who provides feedback, support, and guidance while also monitoring the educational quality of sessions.

"As a parent, I love knowing there is a safe place for my child to look up info as well as get help with her work, that doesn't just give her the answers. Thank you so much for this service!"

—Parent of a Tutor.com student

"Tutor.com does an excellent job of recruiting its tutors and providing them with continual evaluation. We trust the company to screen and hire appropriately."

—Amy Caviness, Electronic Resources Manager, Mid-Continent Public Library (Tutor.com partner since 2006)

Please contact us at clientsupport@tutor.com anytime.

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