Tutor
TRAINING
MANUAL

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Welcome to Frog Tutoring!

We are excited to have you as part of the team - tutors are the foundation of our company! Without you, we would not exist. As a Frog Tutoring tutor, we heavily rely on you to make sure our philosophies and vision are upheld. As a company, we pride ourselves on offering an exceptional and tailored service. We know no student is the same. It is your duty as a tutor to assess your student's strengths and weaknesses and present the material in a way that the student is able to understand. We acknowledge that tutoring is a special skill. A successful tutor is not only smart, but is able to present ideas and concepts in a way that the student can easily understand.

As you will quickly learn, the tutor-student relationship is a special bond based off of trust and encouragement. Tutors play a vital role in the student's academic career. This relationship is one that should not be taken lightly. As a company, we have confidence in each one of our tutors and strive to provide them with the skills and tools they need to be successful.

The first step in becoming a successful Frog Tutoring tutor is to read the ENTIRE tutor training manual. This training manual was created to give you a complete understanding of who Frog Tutoring is and our expectations of you as a tutor.

Sincerely,

The Frog Tutoring Team
Frog Tutoring, LLC
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Corporate Line 817-717-1286

Mission Statement

The purpose of our organization is to make a positive difference in the lives of students through personalized tutoring.

About Us

Frog Tutoring provides one-on-one, in-home private tutoring customized to the needs of the student. We specialize in math and science (though we can provide assistance in *all* disciplines), offering quality tutoring to students from all ages. Frog Tutors are typically current college students and graduates from local universities. They are skilled in adapting to each student's unique needs and making the learning process fun! Education is our passion, and we want it to be yours as well.

Our Story

In 2009, Roland Omene, a TCU bio-chemistry graduate, founded Frog Tutoring. The company originated in Fort Worth, TX, and is quickly expanding to cities all over the country. Frog Tutoring was founded under the belief that all students deserve tutoring regardless of age. We believe the first step in successful tutoring is finding the "right" tutor which is why we only hire the top students and graduates from local colleges. Each one of our well-trained tutors specializes in at least one area of expertise and is eager to aid in the academic success of the students they tutor. Frog Tutors are not just intelligent individuals, but role models who inspire their students to achieve success both academically and personally.

Our Beliefs & Values

First and foremost, Frog Tutoring is a family! We focus on mentoring and building relationships because we believe that a person-to-person connection is the best way to grow our clients from everyday students into motivated achievers.

Our Tutoring Philosophy

We have three basic tutoring philosophies: One Step Ahead, Reinforcement, and Organization & Study Skills.

1.   <u>One Step Ahead</u>: Our tutors work with the student's teacher in order to fully interpret their strengths and weakness. Tutors then formulate a tutoring plan based on the teacher's lesson plan. Our tutors keep the student one step ahead of the topic they are currently covering in class by teaching the student a lesson before it is taught. In doing so, the student is always ahead of his or her classmates and never behind.

2.   <u>Reinforcement</u>: Our tutors reinforce key concepts the student might have forgotten and guide them through their homework.

3.   <u>Organization & Study Skills</u>: Our tutors teach effective note-taking and study techniques that will help the student enhance and improve their academic performance, and are trained to help their students stay organized.

Our Culture
To be a successful tutoring company, Frog Tutoring assigns great value in hiring a passionate, dedicated, and exceptional team. We acknowledge the importance of creating a dynamic, challenging atmosphere, and expect diligence and commitment from our staff.

Testimonials
"Brittany has the perfect mix of knowledge and ability to influence, with great interaction and a sense of fun. She is wise and immediately respected, and her smile is warm and encouraging! My son had immediate results!"

Laura M. of Austin, TX - Mother of 7th grade boy, Math and Science

"Caitlin is a very professional and knowledgeable tutor. She is very understanding and patient with my son. Demonstrates exceptional tutoring skills. My son's grades and participation in class has improved in the short time she has been tutoring him."

Maria B. of Round Rock, TX –Mother of high school student, AP Chemistry

Where Do We Tutor?

- Dallas, TX	- Columbus, OH	- Boston, MA	- San Diego, CA
- Houston, TX	- Washington D.C.	- New York, NY	- Tucson, AZ
- Corpus Christi, TX	- Baltimore, MD	- Seattle, WA	- Los Angeles, CA
- San Antonio, TX	- Charlotte, NC	- Portland, OR	- San Francisco, CA
- Fort Worth, TX	- Philadelphia, PA	- Las Vegas, NV	- San Jose, CA
- Memphis, TN	- Atlanta, GA	- Denver, CO	- Fresno, CA
- Chicago, IL	- Jacksonville, FL	- Phoenix, AZ	- Sacramento, CA
- Detroit, MI	- Miami, FL	- Albuquerque, NM	- Salt Lake City, UT

And we are continuously expanding…. to over 200 more cities across the country

Who Do We Tutor?

Frog Tutoring feels all students, regardless of age, deserve a tutor. Any student (college, high school, middle school, or younger) are eligible to for our services.

What Do We Tutor?

Note: This list is not all inclusive. If you have other specialties, please be sure to note them on your profile.

<u>College</u>

College Algebra
Pre-Calculus
Calculus I, II, III
Physics I & II
General Chemistry I & II

Organic Chemistry I& II
Statistics
Anatomy & Physiology
All Biology
Astronomy

Computer Science
Engineering
All Accounting
English Composition
Others

<u>High School</u>

Algebra I, II & III
Pre-Calculus
Calculus
Statistics
Chemistry
Geometry
Physics

Biology
AP Calculus
AP Physics
AP Chemistry
SAT/ACT/
TAKS Math
TAKS Science

English
Spanish I, II, & III
Computer Programing
General – Homework and
project completion

<u>Middle School</u>

Math
Science
IPC
Pre Algebra

Social Studies
English
Reading Comprehension
General – Homework and

Project completion
Languages

<u>K – Elementary</u>

Math
Science
Reading comprehension

General – Homework and project completion

Tutor Job Description

All Frog Tutoring tutors will meet with assigned students to provide one-on-one private tutoring for subject matters in their areas of expertise. Tutors are to serve as a guide and coach to assist their students to become a successful, independent learner while integrating effective study and learning strategies to maximize the student's potential for academic progress. Ultimately, it is the tutor's responsibility to motivate students to want to learn, achieve, and be self-motivated.

Qualifications

- Must be eligible to work in the United States and pass all background checks
- Must be a current college student or recent graduate
- Must have expertise in at least one specific subject area
- Must have a minimum overall GPA of a 3.0 and a 3.5 GPA in your area of expertise
- Must be passionate about being a mentor and working with students
- Must be able to work a minimum of 5-15 hours a week during the Fall and Spring
- Must be self-disciplined and punctual
- Must be professional, in attitude and appearance
Preferences:
- Previous tutoring experience
- Excellent communication and interpersonal skills

Note: We recommend that all tutors have a reliable mode of transportation. Tutors are expected to meet with students at a location agreed upon between the student and the Regional Coordinator. In most cases, this will be the student's home. Depending on the distance, some mileage may be compensated. We try to assign all tutors without a car to clients in their general area, but this may limit the number of clients they are able to work with.

Responsibilities

- Organize, facilitate, and track tutorial sessions for all assigned students
- Coordinate with parents and teachers to develop individualized lesson plans and conduct effective and focused tutoring sessions
- Correspond with families on a regular basis to verify scheduled tutoring sessions, up-date parents on their student's progress, and prepare for tutoring sessions
- Follow all policies and procedures outlined in the Tutor Training Manual
- Maintain working eligibility:
    - Participate in trainings:
        - Complete the Video Training program within 24 hours for verification
        - Participate in on-going trainings as specified by your Regional Coordinator
    - Pass bi-annual background checks each semester
- Obtain a complete understanding of website, database, and business structure
- Continually update the Frog Tutoring database:
    - Maintaining your personal profile (i.e. phone number, address, email)

- o Input student information and progress via notes, scores and grades
- o Update your schedule each semester. As your schedule changes, block off your calendar to reflect when you are unavailable (i.e. out of town, vacation, spring break, etc) *If a client books you for a session during a time that reflects that you are available when you are in fact not available, you are responsible for completing the session or directly contacting the client to reschedule.
- Uphold client confidentiality at all times
- Maintain open communication with staff and administrators
  - o Respond to emails, phone calls, and texts **promptly**
  - o Report all issues to your Regional Coordinator immediately
- Engage students and make tutoring fun! It is the tutor's responsibility to encourage their students to take an active role in their academics.
- Stay current in all subject areas of expertise listed on your profile
- Be on-time! Last minute cancelation on behalf of the tutor and tardiness will not be tolerated and is grounds for termination.
- Create an Amumba.com account to use in mentoring your clients. You should also encourage families to join Amumba.

<p style="text-align: center;">**Benefits and Pay**</p>

Hourly rate will be discussed by hiring manager after your profile is completed. Tutors that have to commute more than 30 minutes from the established base university will receive $5 per 15 minute increment while tutors that have to drive more than 12 miles will receive $0.50 per extra mile driven for a total of $1.00 traveling. both ways. If a tutor submits a blog post which is later approved, the tutor hourly pay rate for two hours session will increase by $0.50, $0.75, or $1 depending on the quality of the blog post. The hourly rate increase will cap at $5he tutor's base location will always be the university closest to them.

All tutors will be paid through PayPal. Tutors can transfer money from their GradeGetter account to their Pay Pal account whenever they want. For this convenience, Pay Pal does charge a$1.00 service fee each time the tutor chooses to transfer their money from GradeGetter to PayPal. It is important to note that tutors are considered independent contractors; therefore, Frog Tutoring will not be withholding taxes from the tutor's paycheck. As an independent contractor, we recommend all tutors keeping a log of how many miles driven and how much is spent in transfer fees because it can be used as a deduction on the tutor's income tax return.

Why Work For Frog Tutoring?

   i. Flexibility
      1. Tutors will choose which grade levels and subjects to tutor.
      2. Tutors will create their own work schedule.
      3. Tutors can work as many hours as they like.
  ii. Driving Compensation
      Depending on the distance, tutors will be compensated for driving over a certain mileage.
 iii. Bonuses
      Tutors who constantly receive high tutor rankings will be eligible for periodic bonuses.
 iv. Incentives & Acknowledgement
      1. Tutor of the Month: The Top 10 Tutors determined by the quiz on GradeGetter will compete. The winning tutor will have their name and photo posted on the corporate page of the website as well as our Facebook page. Not only will they receive public acknowledgement, the Tutor of the Month will receive a special prize valued at more than $100, which will vary each month.
      2. Criteria for Tutor of the Month:
         a. Excellent reviews from clients
         b. Effort Score
         c. Participation on our Facebook page
         d. Going out of their way to help Regional Coordinators and clients
         e. Number of tutors and clients referred
         f. Number of tutoring hours
      3. Tutor Referral Program
         a. Tutors will receive a bonus for every person referred and hired that are qualified to tutor in high demand subjects:
         b. AP, SAT, ACT and upper-level math and science $10

     c.   Elementary math and reading comprehension $7
     d.   Other subjects and grade levels $5

Tutor New Hire Checklist

- Complete application
- Submit transcript
- Sign contract
- Set up PayPal account
- Complete Video Tutor Training
- Properly set up GradeGetter profile within 24 hours
    a. Profile Picture: A professional 480x860 photo
    b. Classification: ONLY select the grades and subjects you are qualified to tutor (which will be verified by your transcript)
    c. Fun Facts: A minimum of three sentences
    d. About Me: A minimum of three paragraphs that are three sentences each (1. About you, 2. Experience, 3. Approach)

How PayPal works?

o If you do not already have a PayPal account, create one at www.paypal.com. It's FREE!
o Please create a PERSONAL account, NOT a business account.
o If your PayPal email address (the email you use when signing into your PayPal account) is different from your current email address we have on file, please change the email (username) in GradeGetter to match.
o When your money is transferred to PayPal, you get an email message and/or notification on your smart phone that your money is available in your PayPal account.

Three ways to access your money:

1. Link your PayPal account to your bank account by clicking "Withdraw" at the top menu of your PayPal account and follow the instructions to get it set up. This allows you transfer money from your PayPal account to your bank account. This is **FREE**.
2. You can request a PayPal debit card by clicking "Withdraw" at the top menu of your PayPal account and the follow the instructions to get it set up. This debit card will allow you spend and withdraw money directly from your PayPal account. This is **FREE** too.
3. Request a PayPal check. This is **NOT FREE**! (Don't say we didn't warn you.)

Tutoring Session Checklist

Before the tutoring session:

- ♯ **Call parents/client within 12 hours of being assigned**! *If you are unable to establish contact with the client after 1 week, let your Regional Coordinator know immediately.*
    - ♯ Introduce yourself and explain your tutoring approach
    - ♯ Verify the client's contact information and what is the best way for you to contact them
    - ♯ Verify date, time, and <u>location</u> of the tutoring session
    - ♯ Encourage the client to start booking you weeks in advance so you can guarantee them that specific time slot. Otherwise, other parents can book you during that time.
    - ♯ Discuss the student's academic strengths and weaknesses as well as the areas going to be covered during tutoring
    - ♯ Ask if you may contact the student's teacher and obtain their contact information
- ♯ If the parents agree, contact the student's teacher.
    - ♯ Discuss student's academic strengths and weaknesses, and how you can best serve as a tutor
    - ♯ Find out upcoming assignments the student will be working on
    - ♯ Ask for a syllabus or weekly lesson plan
    - ♯ **Parents and Regional Coordinator should be copied on all emails sent to the teacher**
    - ♯ Remember, teachers are busy. Be polite and courteous.
- ♯ Create a lesson plan for the upcoming tutoring session.
- ♯ Review all materials that will be covered during the tutoring session so that you can make the most of your time with the student and be readily able to answer questions.

During the tutoring session:

- ♯ Catch up with the student. Ask about grades, assignments, and extracurricular activities.
- ♯ Review topics previously covered
- ♯ Explain the agenda for current tutoring session
- ♯ Wrap up the session by quizzing the student on materials covered

(For more tips, see Tutoring Session Structure on the next page.)

After EVERY tutoring session:

- ♯ Update the parents on their student's progress before leaving the tutoring session
- ♯ Confirm the next session date, time, and location
- ♯ Leave a Note in the database *Clients receive a copy of this Note, so be as detailed and professional!*
    - ♯ Student progress
    - ♯ Areas of improvement or struggle
    - ♯ Upcoming assignments
    - ♯ Recommendations
- ♯ Input the student's grade and scores into the database
- ♯ Upload a tutoring lesson plan for each new client after your first sessions with the client. Failure to upload a lesson will negatively affect your Effort Score.

Tutoring Session Structure

I.   **Be prompt.** Preferably 5-10 minutes early. *Be sure to have the client's phone number in case you are running late so you can update them – tardiness is extremely frowned upon however, informing your client will help ease the inconvenience.
II.   Warmly greet the family and student.
III.   Request updates on the student's grades, assignments, and life. (Approximately 5 minutes)
       1. All grades should be entered in the grade portion in the Frog Tutoring database.
       2. When talking with a student the tutor should have a genuine interest in the things he/she is saying. It is important to develop a positive atmosphere.
       3. Remember: Frog Tutoring tutors are both tutors AND mentors!!! As a mentor, it is beneficial for the tutor to share both their strengths and weaknesses with the student.
IV.   Start the session with a review of the objectives previously taught and discuss the objective(s) for the current session. (Approximately 5 minutes)
       1. Ask the student to summarize what was covered during the last tutoring session.
       2. When working with the student it is best for the tutor to sit on the non-dominate side of the student, so that the tutor will not need to lean across them.
V.   Begin tutoring!
       Tips:
       1. Before tutoring, the tutor should have created a lesson plan that is tailored specifically to the student's needs. If needed, continue to adjust the lesson and tutoring methods used until the student understands the concept being tutored. Do not continue using a tutoring style that is not beneficial to the student.
       2. Be aware of the student's personal boundaries.
       3. Involve the student as soon as possible.
       4. When checking work, let the student make the corrections with your guidance. Do NOT give the student the answer! Socratic questioning is a great way to guide students to the correct answer and to help them understand the concepts being tutored. The Socratic Method uses open ended questioning to help a student to realize an answer for himself rather than just giving the answer to the student. If the student does not seem to be finding the answer ask a different question in a different way.
       5. Use active listening. Listen to the student's explanations and responses to help gauge their understanding of the concepts.
       6. Keep your student informed about their progress during the session.
       7. The tutor should be in control of the tutoring session. It is the tutor's responsibility to keep the student focused and on-task.
       8. The student and tutor should work as equal partners in the learning experience. While the tutor structures the tutorial session and always has an outline in mind for what needs to be accomplished, the student has an equal say in how the session progresses, at what speed and in how the information is delivered.
       9. Provide honest feedback including positive praise and constructive suggestions. Encouragement should be periodic and only given when deserved.
       10. A tutor-student relationship should be a professional one. Although the tutor is also a mentor, it is essential not to let the tutoring session become too informal.
VI.   After 20-30 minutes of hard work, 3-5 minute breaks can be rewarded throughout the tutoring session.
       NOTE: Breaks are a great time to discuss study and organizational skills!
VII.   Review the concepts covered during the tutoring session (Approximately 5 minutes)

1. This can be in the form of a mini-quiz, oral questioning, or essay. The results of this review should be posted in the score section in GradeGetter.
2. During or immediately after the tutoring session the tutor should input the student's grades, scores and the notes they have taken on the student's progress into the Frog Tutoring database.

VIII. Assign an appropriate set of exercises for the student to complete prior to the next tutoring session.

IX. End the tutoring session on a positive note—a successful experience.

X. Verify next tutoring session and given parents a summary of the current session and their student's progress.

In order to be a successful Frog Tutor, it is crucial for the tutor to have open communication with the student, parent, and teacher. Remember to ask questions and listen for concerns.

XI. Say good-bye to the parents and student.

Don't	Do
✖ …give students the answer. ✖ …chew gum or bring food to the tutoring session. ✖ …wear too much cologne or perfume or flashy, distracting jewelry. ✖ …EVER give the student an incorrect answer. ✖ …come to the tutoring session unprepared. ✖ …put down or belittle the student. ✖ …continue using a teaching method that is not working. ✖ … use your cellphone during the tutoring session.	✓ …provide students with the tools they need and guide them to the correct answer. ✓ …turn OFF your phone. ✓ …dress professionally. ✓ …create a personalized lesson plan for each student to target their specific needs. ✓ …have faith in each student's learning abilities. ✓ …make sure your non-verbal actions match your verbal language. ✓ …be patient and enthusiastic. ✓ …use various tutoring methods.

<p style="text-align: center;">**Organizational & Note-taking Strategies**</p>

One of Frog Tutoring's core philosophies is Study and Organizational Skills. All tutors are expected not only to teach their students organizational and note-taking strategies, but encourage them to use them consistently.

<u>**Organization:**</u>
First and foremost, it is important for all students to use a calendar. This allows them to keep track of tests and when assignments are due. A calendar will help the student budget their time so that they can finish assignments on-time! Another organizational tool is to make sure all supplies and binders are neatly organized. If needed, during the first 5-10 minutes of every tutoring session, take a few minutes to help the student organize their backpack and binders until it becomes a habit for them to do it on their own.

When taking notes, it is important to keep them as organized as possible. Well-thought-out and organized notes make it easier for the student to review curriculum and find specific topics.

I. All notes for a specific class should be kept in one place and be in order (i.e. a three-ring binder, spiral, composition book)
II. Notes should contain the following information:
    a. Date
    b. Page Number
    c. Headings of main topics being discussed
    d. Subheadings when the topic changes
III. Write legibly
IV. Leave space in notes to elaborate on concept later
V. After class, rewrite notes in further detail and eliminating all short hand and abbreviations.

<u>**Note –taking Tips**</u>

I. Summarize and paraphrase. Notes should be in your own words. Do NOT write EVERY word, only the main ideas.
II. Abbreviate and use short-hand
    a. Only abbreviate words that are used frequently
       Ex. b/c, w/out, &, +, =
III. When a teacher/professor uses repetition, emphasis, or writes the information on the board, the student should pay close attention and write this information in their notes. All three of these activities are ways teachers/professor clue students in on what information may be seen on tests.
IV. Leave space to add more explanation later
V. Write key vocabulary words, facts, and formulas exactly as stated

Below are some techniques to teach students when they are reading through their textbooks:

SQ3R

SQ3R= **S**urvey, **Q**uestion, **R**ead, **R**ecite, and **R**eview

    I.   <u>Survey</u>: In this step, the student is to glance/skim through the chapter identifying headings, subheading, vocabulary words, and key points. Again, this step requires skimming, NOT reading. This is to introduce the student to the material that is to be covered and help formulate questions.

    II.   <u>Question</u>: The student is to formulate questions about the chapter based off of the information they gathered in step one. Typically, one can rewrite headings and subheadings into questions.

    III.   <u>Read</u>: Now it is time for the student to read through the chapter.

    IV.   <u>Recite (aka Recall)</u>: The student will use the information they just read to answer the questions they previously wrote. It is beneficial for the student to talk about the answers so that they not only see the information, but hear it as well.

    V.   <u>Review</u>: The student will then test themselves without looking at their notes.

The Cornell Method

This technique can be used for recording notes from class lectures or text book readings. The student should divide their paper into two columns: 1) Key words/questions (left side) 2) Note-taking (right side). During the lecture or reading, the student will write notes on the right side of the page. Reminder: These notes should be short summaries/paraphrases of the concepts learned. The left column should be completed when the student is reviewing their notes. The student should write key words/questions that could be tested based off of the materials in the notes. When writing notes, the bottom portion of the page should also be left blank to write an overall summary of all the notes on the page. See example on next page.

Key Words/Questions Column	Note-Taking Column
Summary	

Tips:

I. In order to take good notes, students need to be focused and attentive. This means students need to make sure they eat breakfast and lunch, so that they are not hungry during class. It is also recommended for students to get at least 8 hours of sleep the night before. Hungry and tired students are less likely to stay focused and engaged.
II. Review notes before class.
III. Attend all classes, be on-time, sit in the front and center of the classroom, and have all school supplies readily available.
IV. Complete all homework and assigned readings before class.
V. Ask questions. When a student comes across difficult problems in the homework, they should write down a list of questions to ask their tutor or teacher.
VI. Make a reading/homework plan. Know when projects are due and estimate how long each task will take. Best to break it up over a couple of days. Develop a regular study schedule.
VII. Have a specific place to study or a place that can come to be associated with studying. This place should be a distraction-free area (NO music, TV, phones, etc).
VIII. Students should organize their workspace and have everything they will need close at hand.
IX. Review notes regularly- Immediately after class and before. When the student reviews their notes, they should add any additional information/explanations, fill in any blanks, and highlight key points.

As a Frog Tutor, you are not required to purchase any materials or supplies needed for sessions, however, please feel free to bring any materials of your own that you would like to use during the tutoring session.

Frog Tutoring Database
Tutor Account
www.gradegetter.com

The GradeGetter online database is the backbone of our company. It is essential that all tutors have a complete and detailed understanding of the database. It is through this database that tutors will receive job alerts, be able to manage their schedules, record student progress and receive payments.

After being hired with Frog Tutoring, the tutor will be assigned a username and password that will allow them to view their account in Gradegetter. The first task all tutors must do is to create a profile. All account information can be found by clicking on "My Account" at the very top right of the page. Within this portion of the website, there are 4 tabs (Account Information, Personal Information, Tutor Information, and Tutor Schedule)
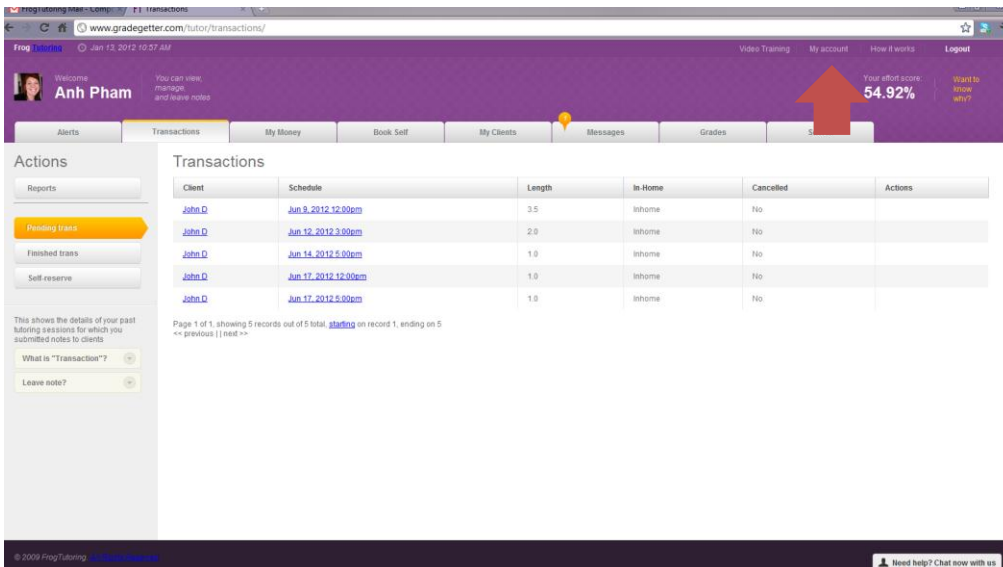
Tab 1: Account Information

Nickname: The tutor's first and last name – (DO NOT CHANGE!)
Email: This should be the email account the tutor wants all important information to be sent to.
Password: You are able to change your password if you'd like.

Tab 2: Personal Information

This is the tutor's profile, and it must be completed correctly for the tutor's account to be activated. Note: Both parents and administrators are going to have access to the tutor's profile.

Phone number: IMPORTANT: All tutors should provide reliable cell phone number because the system will send them text alerts on new jobs, booking and cancellations by clients.

SMS: Tutors should select their cell phone carrier to allow for the system to text them new alerts.

Tab 3: Tutor Information:

Profile Picture:

- o Professional looking self-portrait ONLY
- o Non-professional looking photos will be rejected (cropped, poor quality, too far away, inappropriate locations such as bathrooms, bars, etc)
- o How to edit photo size: 480 (width) x 640 (height)
    1. Use free online photo editing tool: http://www.picnik.com/ OR
    2. Save photo on desktop
        - Right click on "Photo" and select "Open With," then select "Microsoft Office Photo Manager"
        - Click "Edit Picture" at the top to edit picture size to meet requirement.
        - Picture size: 480 (width) x 640 (height)

Has Car: Please select whether or not you have a vehicle.

Tutor Driving/Transit Range: This new feature lets your Tutoring Coordinator know exactly what mileage/time range you're willing to drive/transit to meet with a client. This is a new feature on GradeGetter and will assist with the new "Instant Assign" (details below). The higher you set your

drive distance, the more clients you are likely to get. Remember that tutors get compensated for driving or transiting over a certain distance or time respectively.

Assign Status: Please pay attention to this. This is a new feature on GradeGetter and it will significantly change the process and the manner in which you get assigned new clients. Since we are expecting a huge influx of clients, we want to significantly reduce the time it takes to assign a new client to a tutor.

- o *Instant Assign:* If you select this option, then your Regional Coordinator can assign you a client without you responding to alert if you meet the following criteria

    - Can tutor the subject they need help with
    - If your profile indicates you are accepting new clients
    - Your schedule matches their availability
    - If they are within your drive/transit distance

  There is no need for an RC to create an alert since they already have a tutor to work with that client.

  NOTE: Tutors that designate their account as "Instant Assign" will be assigned more new clients than tutors who designate their accounts as "Alert Assign Only." You will receive a new notification every time you earn a new client. If you feel you have a full client load and you cannot accept any more clients, please notify your Regional Coordinator.

- o *Alert Assign Only:* This means your Regional Coordinator can only assign you a client if you click "Interested" in an alert.

Accepting New Clients: As a new tutor, please leave the "Interested" box checked. When you reach your desired work load and no longer wish to be assigned new clients, please **UNCHECK** the "Interested" box so we know not to assign you new work.

Classification:
This is where the tutor will select the grade levels and subjects they are qualified to tutor.
NOTE: Math I = 1st grade, Math II = 2nd grade, and so on.

How It works?
1) Select a grade level e.g., "College"
2) Next add all the subjects you are qualified to tutor for that grade level one at a time. e.g., Calculus, Chemistry, etc.
3) If the tutor is interested in tutoring another grade level, select that grade level and add all the subjects one at a time.
4) The tutor can add as many grade levels and subjects as desired.

Classification Breakdown:

College	High School	Middle School	Elementary	Test Prep
Accounting	Accounting	Pre-Algebra	Arts	ACT Composite
College Algebra	Pre-Algebra	Algebra I	English	Study Skills
Arts	Algebra I, II	Arts	French	GRE
Anatomy & Physiology I, II	Arts	Biology	Chinese	GMAT
Biology I, II, Advance	Biology; AP	Chinese	Math I, II, III, IIII, V	PCAT
Biochemistry	Business	English	Social Studies	MCAT
Business	Pre-Calculus	French	Homework Coach	LSAT
Pre-Calculus	Calculus; AP	History	Latin	SAT Math
Calculus I, II, III	Chemistry; AP	Homework Coach	Math Elementary	SAT Verbal/Writing
Chemistry I, II, Advance	Chinese	Latin	Science	
Organic Chemistry I, II	Computer Science	Math Middle School	Writing	
Chinese	English, AP	Math VI, VII, VIII	Reading & Comprehension	
Criminal Justice	Economics	Math Advance	Spanish	
Computer Science	French	Science	Religion	
English I, II, Literature	Geography	Spanish		
Economics	History; AP	Reading & Comprehension		
Finance	Homework Coach	Music Theory		
French	Latin	Religion		
Engineering Electrical	Math Advance	Writing		
Engineering Mechanical	Music Theory			
Geography	Nutrition			
History; Advance	Physics; AP			
Latin	Reading & Comprehension			
Music Theory	Science			
Nutrition	Spanish I, II, III			
Nursing	Religion			
Physics I, II, Advance	Trigonometry			
Spanish I, II, III	Psychology			
Sociology	Statistics; AP			
Religion	Writing; Advance			
Sociology				
Trigonometry				
Kinesiology				
Statistics Elementary; Advanced				
Writing; Advanced				

NOTE: Tutors will receive new job alerts based on the grade levels and subjects they have selected. For example, if a tutor selects "High School" as a grade level and "Algebra" as a subject, the system will alert them whenever there is a new job alert for High School Algebra Tutors. If the tutor did not select that grade and subject, the system will not alert them. Please make sure to take the time to complete this process thoroughly.

Fun Facts:

In this portion of the tutor profile, we encourage tutors to be creative yet professional. Fun facts can include anything interesting or unique about the tutor: hobbies, interests, etc. Tutors may list as many fun facts as they would like. All tutors are required to write at least three sentences. This is an opportunity for the tutor to show a little bit of their personality to their clients.

Example:

"One passion people quickly learn about me is that I LOVE golf! Any time I have a chance, you will find me playing or studying the sport. I am the oldest of seven, and have never been out of Texas. Although I am horrible at it, I enjoy singing and dancing. Someday soon, I hope to learn to swing dance."

About Me:

All tutors are required to write a minimum of three paragraphs describing themselves. Parent's will be able to preview this information, so that they can familiarize themselves with the person tutoring their child. Below is a description of what each paragraph should contain:

1) **About You:** A paragraph with a minimum of three sentences in which the tutor describes themselves and their academic goals.
2) **Experience:** A paragraph with a minimum of three sentences in which the tutor describes their tutoring experience.
3) **Approach:** A paragraph with a minimum of three sentences in which the tutor describes their approach to tutoring and mentoring.

Example:

"I am a senior Accounting major at Texas Christian University. I've been on the Dean's List for 2 years in a row! When I graduate, I hope to attend the University of Texas is Arlington to earn my Masters in Accounting. My ultimate goal is to become a Certified Public Accountant.

As a member of National Junior Honor Society, I had the opportunity to tutor students bi-weekly in all subject areas during my senior year in high school. Upon entering college, I was eager to begin working with students again, and volunteered my time teaching small children at the local Elementary schools surrounding TCU. Working for Frog Tutoring gives me the opportunity to impact even more lives of students that need help!

As a child, I struggled in school and found learning to be difficult and demoralizing. In middle school, I was fortunate enough to have a teacher who, through positive encouragement and persistency, helped me realize my true potential. As a tutor, I attempt to bring this attitude to all of my sessions. Instead of giving students answers, I feel it is my responsibility to guide them to solutions, ask lots of questions, and not only teach them the content, but study skills that will help them be successful in all classes!"

Preview Profile:

This is how your tutor profile will look to your clients.
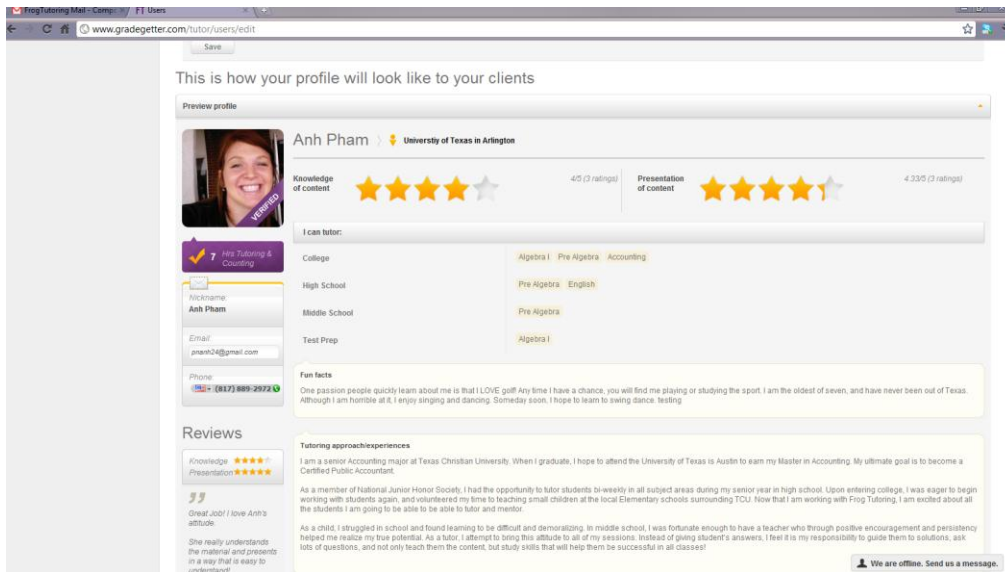
IMPORTANT: In order for a tutor to start receiving alerts, their profile MUST be verified. Only profiles that meet the specified requirements will be verified. Tutors who believe their profile has met all the criteria and have not yet been verified, should contact their Hiring Manager.

Tab 4: Tutor Schedule:

This application allows the tutor to create a generic weekly schedule based on their availability. Once the tutor inputs what time and days they are available, the availability template is applied throughout the tutor's entire calendar, and clients will only be able to book that tutor during the times they have marked as available. If there are specific dates or times the tutor wants to block off for a week or so, the system gives the tutor the ability to book themselves. This prevents their clients from booking a tutoring session during those times.

How do I block off my calendar for specific dates?

1. Click "Block Schedule" at the top of the page.
2. Select the time frame you will be unavailable.
3. Confirm the details, and then click "Block"

*YOU MUST BLOCK OFF YOUR SCHEDULE FOR SUMMER BREAK, SPRING BREAK, WINTER BREAK, HOLIDAYS, ETC. IF YOU WILL NOT BE AVAILABLE TO TUTOR!

Once entering the website, you will see 9 different tabs (Alerts, Transactions, My Money, Block Schedule, My Clients, Messages, Grades, Scores, and Reward), this section of the tutor manual will guide you through each tab and the appropriate way to use this website.

Tab 1: Alerts

This application will inform you when there is a new job available in one of your tutoring disciplines. Tutors will only be alerted to jobs that they are qualified for according to their profile.

How it works?

    I. The tutor will receive a text message and/or email message alerting them that there is a new job in their area.

    II. The tutor must login and respond by clicking either "**Interested"** or "**Not Interested".**
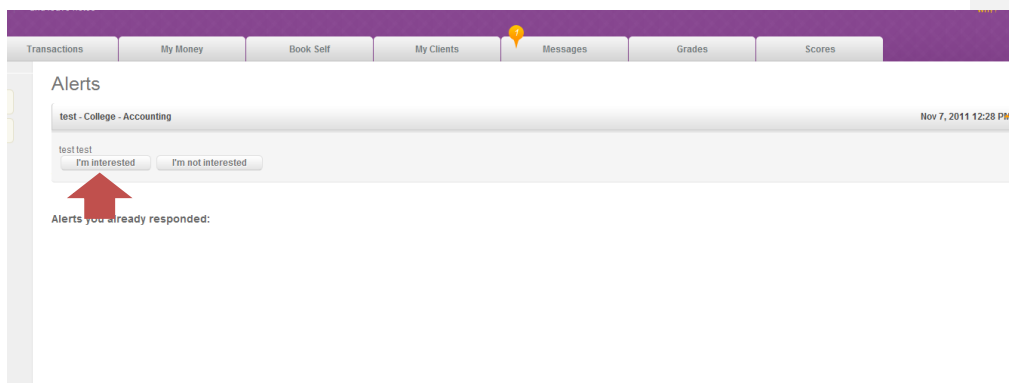
    III. The system will keep track of the tutor's average response time which counts toward 35% of their Effort Score.

    IV. If five tutors click on "Interested", the Regional Coordinator will assign the job to the most qualified tutor (quickest to respond, highest Effort Score, location, personality, experience, etc). Usually if you express interest in an alert, you can be automatically selected from the pool of interested tutors and assigned to that client without further communication from that regional coordinator (before you are assigned). A tutor is usually assigned to a client anywhere from 1-72 hours of the alert being posted. The other tutors are not notified that they weren't assigned.

Tutor Responsibilities:

All tutoring sessions must be scheduled through the Frog Tutoring database, GradeGetter. The tutor risks suspension, termination, and even fines for scheduling sessions outside of the Frog Tutoring database. **Tutors will <u>not</u> be compensated for sessions schedule outside of the database.**

Q: What to do if I accidently accepted a subject or grade level I am not comfortable with?
A: Let your Regional Coordinator know immediately, and we will get another tutor to work with that student. Then immediately, verify that you have not selected that subject or grade on your profile.

Tab 2: Transactions

This section provides a list of all the tutor's upcoming and past tutoring sessions. All upcoming sessions along with past sessions in which tutoring reports have not been completed can be found under the "Pending trans" tab; while all past sessions with completed notes can be found under the "Finished trans" tab.
Note: All tutoring sessions within the next 24 hours will be highlighted in red.

Leave Note

On the far right of the page, is a tab labeled "Leave Note." **Within 24 hours after the tutoring session, the tutor is required to create a note that briefly describes the tutoring session. The tutor will NOT get paid for the tutoring session if this step is not completed. Failure to leave a note will cause the transaction to remain in the "Pending trans" section.**

Example of a Note: "*The first hour of the tutoring session was spent working on a science review for an upcoming test over the different forms of energy. The student seemed to have a complete understanding of the concepts. We then spent the last hour going over some math homework involving completing the square for quadratic functions. We will need to review these math concepts some more next session.*"

Client Cancellations/No Shows

- The tutor will receive a text message if a client cancels their tutoring session. The tutor will be compensated 50% of the scheduled session if the client cancels less than 24 hours in advance.
- If the tutor shows up to the tutoring session, at the assigned location, and the student does not show up after 20 minutes, the tutor will be compensated 100% for that session <u>after</u> they submit their note with details on what happened.
- If a tutor has a great working relationship with a client who needs to cancel a session within the 24-hour time frame, instruct the client **not** to cancel the session in the system so they are not charged. Instead, the tutor can reschedule the tutoring session to a different date that is not scheduled in the system. The new tutoring session will take the place of the previously scheduled one and the tutor can close the session once the rescheduled session occurs. *Be sure to block off your calendar for that time so you are not double booked by another client!
Note: This should be a RARE occurrence and the Regional Coordinator should be notified when this happens.
- If for some reason the tutor was unable to make it to the tutoring session before it could be cancelled, contact your Regional Coordinator. The tutor will close the session by leaving a note explaining why they did not attend the session then your Regional Coordinator can reverse the transaction.
- Tutors have full control over their schedule, and can cancel a tutoring session without it charging the client; however, cancellations will negatively affect their Effort Score.

Q: What if the tutoring session is longer or shorter than the time booked?
A: Nothing will happen if the tutoring session is less than the allotted time. All tutors should request to stay the full length of the tutoring session and start working on new concepts that will soon be covered in school. If the tutoring session is longer, the client should add that time to their next session, so that the tutor can get paid.

Tab 3: My Money

This tab lists all transactions and revenue earned during a specific pay period, allowing the tutor track their revenue and verify their pay. Once the tutor has entered tutoring notes, the system will immediately credit the tutor for that session. If the credit has not been posted, the tutor should verify that their notes have been submitted.

*Withdrawing your Money*

You are able to transfer your money whenever you'd like by clicking on the "Withdraw" tab on the left side of the screen. *Note, you must allow for the $1 Paypal service fee when entering the amount you'd like to transfer to Paypal (i.e. If you have $100 available, the max you can withdraw is $99)

Tab 4: Block Schedule

This section allows the tutor the option of blocking off time that they would normally have available. For example, Jane usually works Saturdays from 1PM-4PM, but she found out that her Spanish Literature final on Saturday, August 14th from 1PM-3PM. Jane would select the appropriate dates from the drop down menu and then block herself during this time, so that her clients will know she is unavailable.
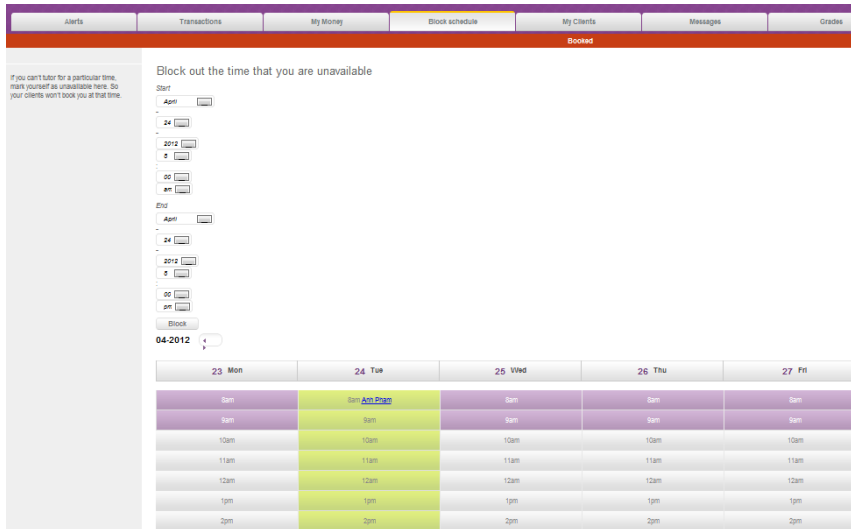
Tab 5: My Clients

This section contains profile information on all the clients Frog Tutoring has assigned to you.

Book Session For Clients: We have made a slight adjustment in the GradeGetter system which now gives tutors the ability to book tutoring sessions for their clients by default. Before, clients had to give tutors that privilege. Please keep in mind the client can always take back this privilege from their backend if they choose to. Before booking a session with your client, make sure you confirm the time and date with your client by phone, email and/or before leaving a previous session. Do not book a session unless the client instructs you to do so.

How It Works?

- Click on on "My Clients"
- Scroll down and click on "Book" right below client's address
- This will then let you book the session with the client if they have credit. But if they do not have credit, you can let them know so they can add credit to their account; they can always contact the office if they need help adding credit.
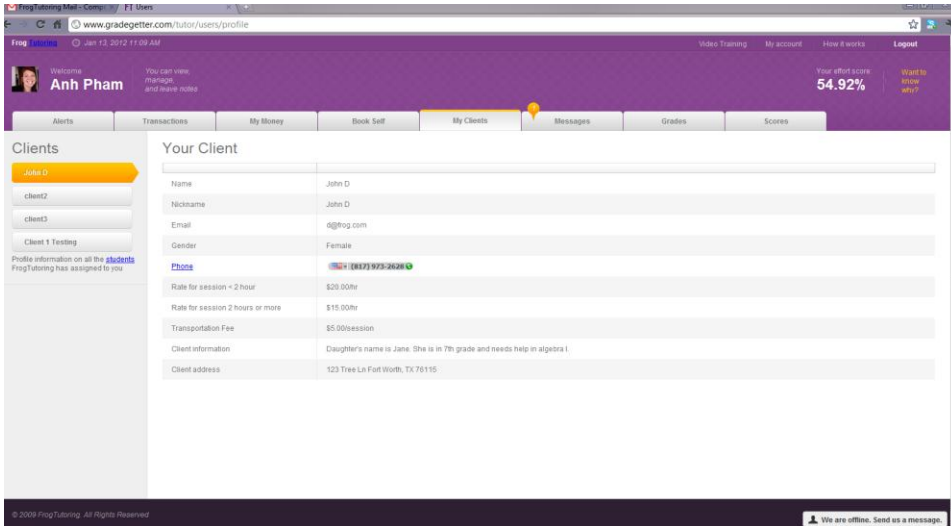
Tab 5: Messages

This application allows tutors to communicate with their clients and Regional Coordinator. If the tutor has any questions or concerns, they can use this application to message their coordinator.
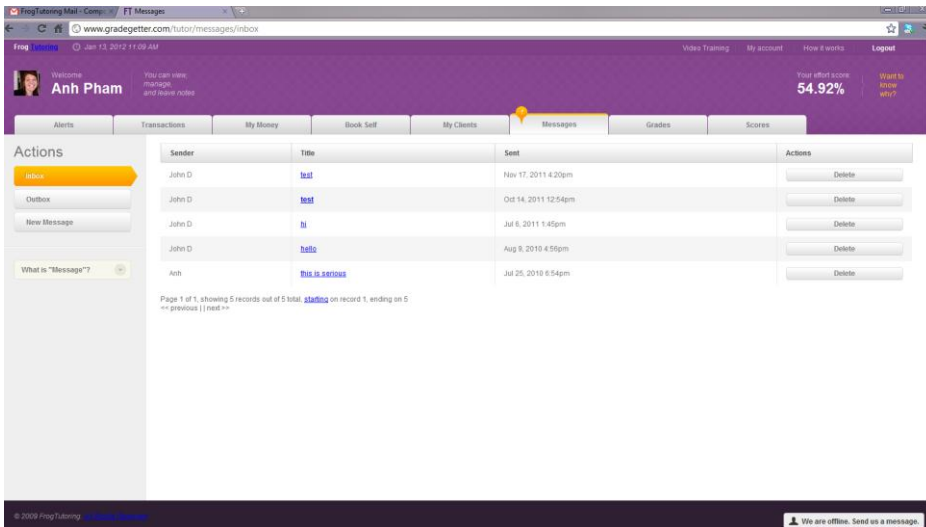
When a tutor would like to communicate with a client or coordinator, all they need to do is click "New Message". For the message to send, the tutor must select a recipient and provide a title. We strongly encourage all communication to be done through this website.
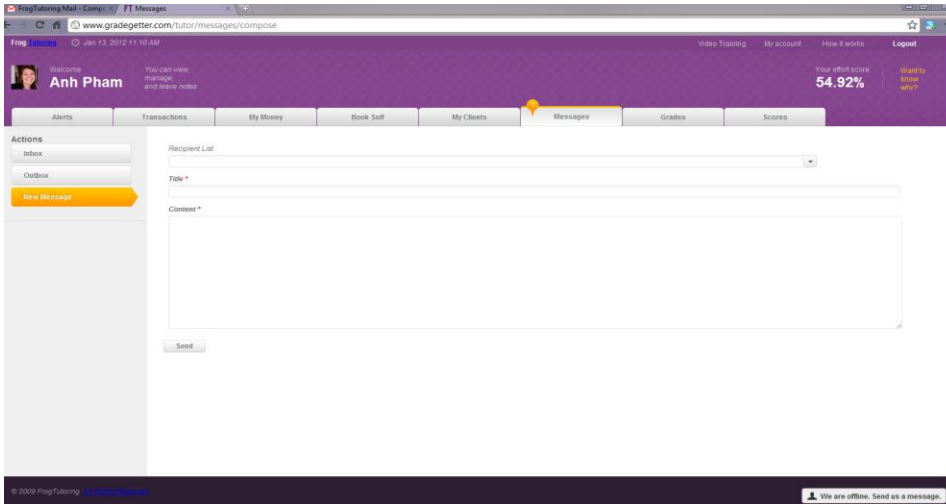

Tab 6: Grades

Tutors should use this section to track and record the grades their student receives throughout the semester (or time they are being tutored). Student's grades should be recorded as frequently as possible. To enter grades, the tutor must first select "add a grade". Once the class is added, the tutor may start inputting the student's grades. This MUST be done for ALL clients that are tutored at least two hours a week.
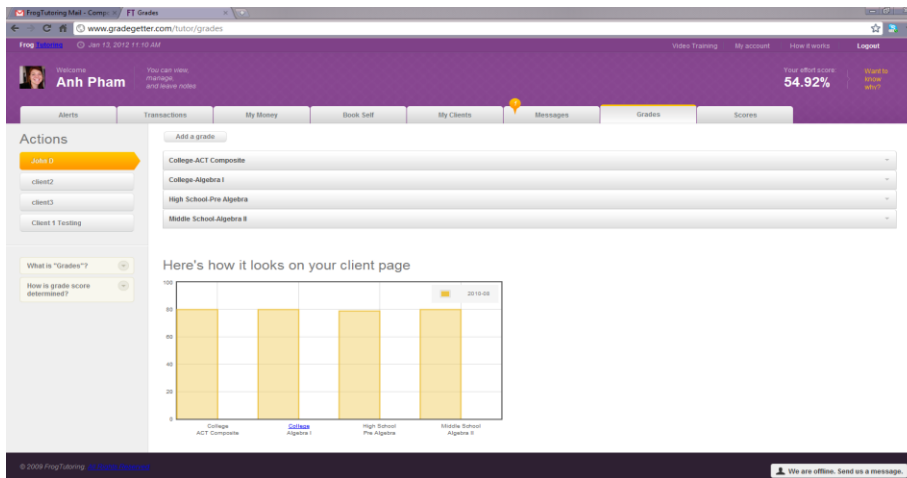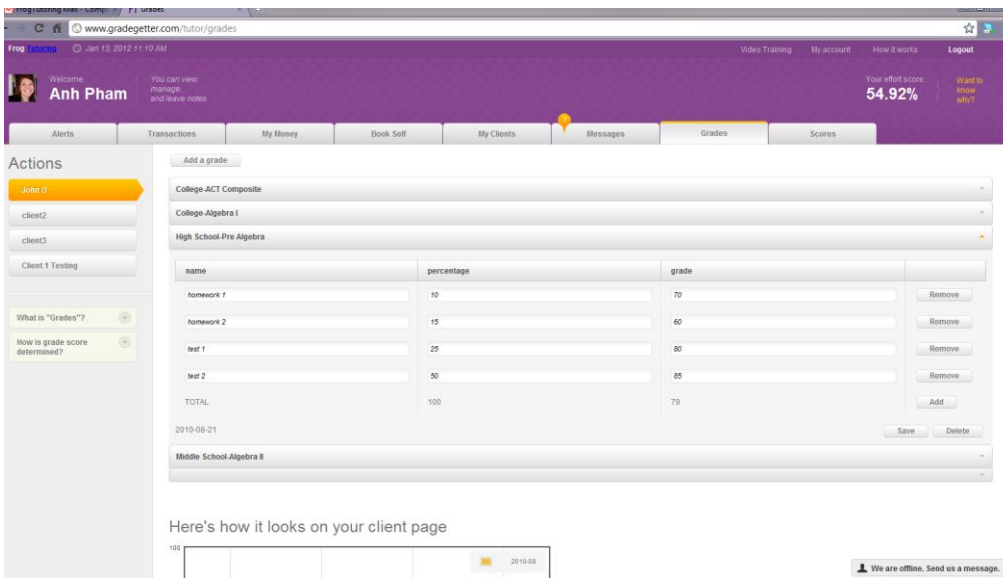

Step 1:

Step 2:
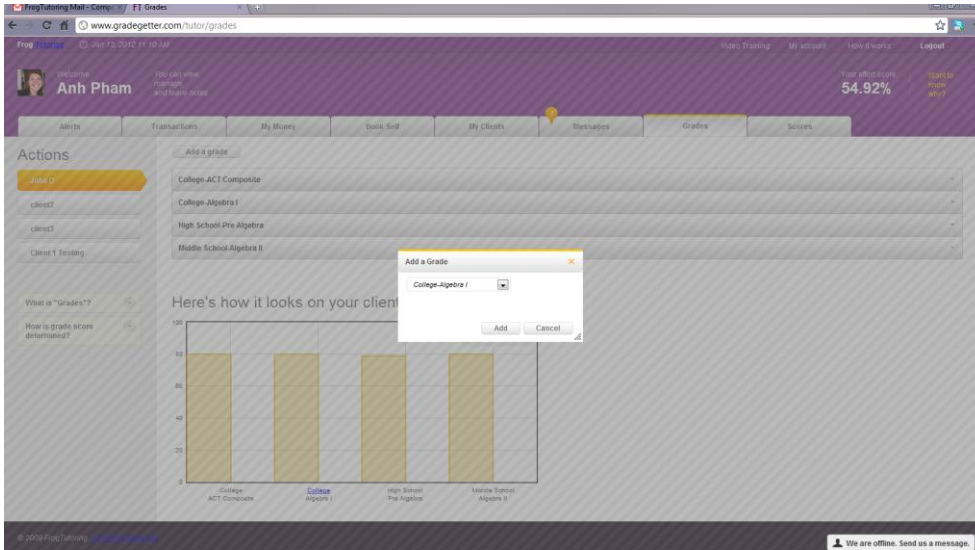
Step 3:

Tab 8: Scores

This application allows the tutor to present a further breakdown of the student's understanding by measuring the student's performance in each chapter/topic in the subject they are being tutored in. After covering the content of a particular topic/chapter with the student, the tutor will administer a mock test based entirely on that chapter/topic to assess the student's understanding of the topic. The scores the student's get on these mock tests will be recorded in this section of the website. "Scores" help identify areas of strength and weakness in the student in specific subjects.

The tutor must first "Add a score". Once the tutor has selected the subject the student will be tutored in, the tutor should input the different topics/chapters they will be covering with the student. At the end of the topic/chapter the student will take their mock tests and the tutor will record their scores under that particular topic/chapter and write notes on the student's progress.
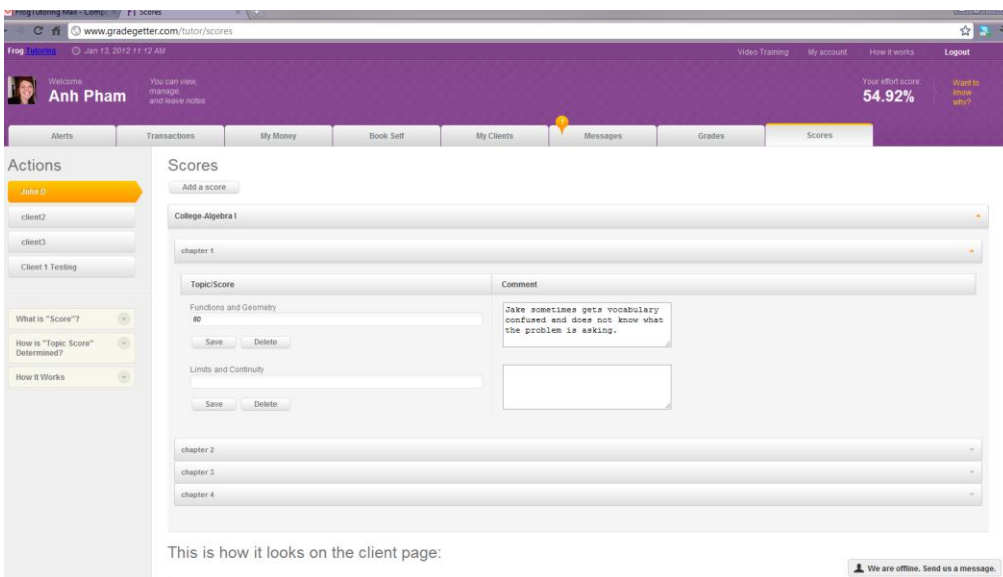
Step 1:
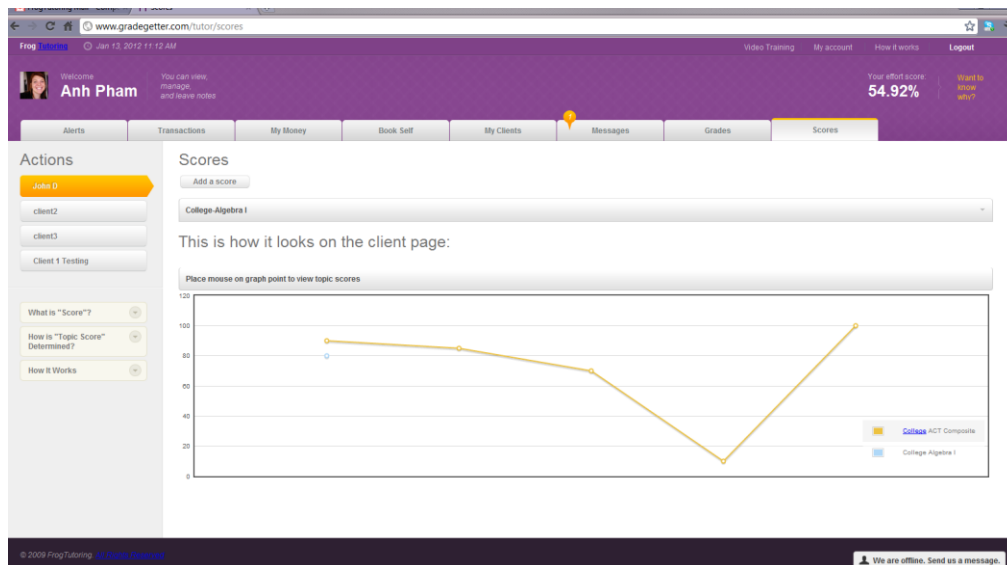
Step 2:
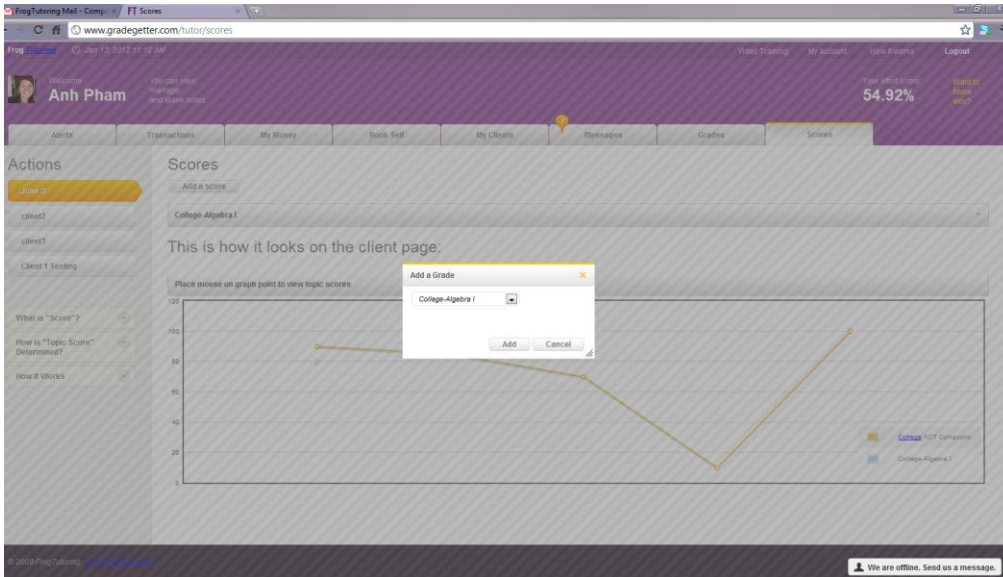
Step 3:

Tab 9: Reward

This tab contains the Tutor of the Month quiz for you to complete at the end of each month in order to be considered for the title and prize! *Top 10 Tutors from this quiz instantly receive a giftcard to acknowledge their hard work and dedication!

Effort Score:

A tutor's Effort Score rates their professionalism and effectiveness as a tutor. This score is based on three components:

1. Overall reviews and ratings from clients (40%)
2. Response Rate. The tutor's response rate is how quickly they respond to a New Job Alert. The tutor may click "Interested" or "Not Interested." Either is fine. The system calculates their average response time. (30%)
3. Contacting new clients within 12 hours after they are assign to you (5%)
4. Participation Rate (25%)
   - Creating an Amumba.com account and encouraging your clients to sign up also
   - Participation in periodic training
   - Interaction with our Facebook and Twitter page
   - Referring friends who want a job or a tutor to Frog Tutoring
   - Cancelling sessions
5. Uploading lesson plan for clients after your first tutoring session (25%)

As previously mentioned, when more than one tutor accepts an alert, the student will most likely be assigned to the tutor with the highest Effort Score. Any tutor with an Effort Score below 65% after their first three months of active tutoring risks being suspended from Frog Tutoring.

Want to improve your Effort Score?

1. Ask your students and parents to review you on the website. Let them know your employment status depends on these reviews.
2. Respond to emails and text messages about new job alerts swiftly.
3. Post comments on our Facebook and Twitter fan pages.
4. Cancelling sessions with your clients negatively affects your Effort Score, so try not to cancel sessions.
5. Do not miss training sessions. (You'll be notified in advanced by your Regional Coordinator about these periodic training exercises.)
6. Upload a lesson plan for each client you are working with
7. Create an Amumba.com account and encourage your clients to join Amumba as well

Frequently Asked Questions

Q: Who do I report to if I have an issue or question?
A: The Regional Coordinator for your designated area is your immediate supervisor to whom you can ask questions. Your Regional Coordinator should be treated with respect and the utmost professionalism. Failure to use proper email etiquette and polite phone manners could result in suspension or termination.

Q: What if a parent asks me a question I do not know the answer to?
A: Never tell a parent or student an incorrect answer. If you do not know the answer to the question, tell the parent you do not know, but you will find the answer and get back in touch. Then ask your Regional Coordinator immediately.

Q: When and how do I get paid?
A: Payment is self-managed. Tutors can transfer their money from their GradeGetter account at any time they wish.

Q: What is training like?
A: All tutors will receive a Tutor Training Manual which they are expected to thoroughly read and abide by. Along with the training manuals, tutors will be required to watch the online training videos. At the end of each video, the tutor will take a short quiz and must score 100%. All tutors MUST complete the Frog Tutoring verification process within 24 hours of being hired in order to start receiving clients.

Q: When do I start tutoring?
A: Once the tutor has completed all tasks on the New Hire Checklist, they will be eligible to start working with clients and to receive job alerts.

Q: What do I do if I want to quit?
A: We require a **30-day notice** in order to find suitable replacement tutors for all of your active clients. Send your Regional Coordinator a letter/email of notice informing them of your desire to quit and note your last day of tutoring will be 30 days from the date on the letter/email. All tutors are responsible for notifying their clients that they will no longer be working with them. You must also complete any sessions that have already been booked through the database. If you are unable to do so, it is your responsibility to communicate that with the clients and cancel the sessions in the system.

Q: What are grounds for termination or probation?
A: 1) Inappropriate behavior 2) Tardiness and short notice cancellations 3) Low Effort Score 4) Lack of communication with your Regional Coordinator 5) Insubordination

Q: What do I do if I do not feel comfortable working with the client?
A: Notify your Regional Coordinator immediately so they can be re-assigned.

Q: Can I take a leave of absence for a semester or so, if my schedule gets too busy?
A: Yes. As long as you clearly communicate with your Regional Coordinator, tutors may take a leave of absence. Tutors who decided to take a leave of absence MUST give Frog Tutoring and their clients at least a **2-week notice**. It is the tutor's responsibility to keep their clients updated and informed about changes in their schedule.

Q: How do I get compensation for transportation?
A: Tutors who are asked to drive over 12 miles from their base university will be compensated $1.00 for every extra mile driven. This additional pay will be added to your account after the tutoring session is closed.

Q: When do I receive my tax documents (1099)?
A: At the end of January, the 1099's are mailed to the address listed in your Gradegetter profile.

Q: What is an "independent contractor"?
A: An independent contractor is a person, business, or corporation that provides goods or services to another entity under terms specified in a contract or within a verbal and physical agreement.

Q: How am I assigned a client?
A: When a client requests a tutor, the database will send out an alert to all tutors qualified in those subject areas. The tutors are then responsible for logging onto the website and noting your interest. If more than one tutor is interested, the most qualified tutor will be assigned the client.

Q: Can I be switched to another client if I do not feel comfortable with the one I am currently working with?
A: Yes. Contact your Regional Coordinator, and if another client is available, they will do their best to reassign you.

Q: What if the tutoring session is longer or shorter than the time booked?
A: Nothing will happen if the tutoring session is less than the allotted time. All tutors should request to stay the full length of the tutoring session and start working on new concepts that will soon be covered in school. If the tutoring session is longer, the client should add that time to their next session, so that the tutor can get paid.

Q: What do I do if I have suggestions on how to make Frog Tutoring better?
A: Email all suggestions to your Regional Coordinator. If the recommendation is in regards to your Regional Coordinator, you can contact Roland Omene at info@frogtutoring.com

Comment [A1]: Rudy works for Texas Wesleyan now, right? Who is the new contact?

1. **Book Sessions For Clients – NEW!**
   We have made a slight adjustment in the GradeGetter system which now gives tutors the ability to book tutoring sessions for their clients by default. Before, clients had to give tutors that privilege. Please keep in mind the client can always take back this privilege from if they choose to. Before booking a session with your client, make sure you confirm the time and date with your client by phone, email and/or before leaving a previous session. Do not book a session unless the client instructs you to do so.

   How It Works?
   - Click on on "My Clients"
   - Scroll down and click on "Book" right below client's address
   - This will then let you book the session with the client if they have credit. But if they do not have credit, you can let them know so they can add credit to their account; they can always contact the office if they need help adding credit.

2. **Uploading Lessons Plan:**
   You have to upload a tutoring lesson plan for each new client within 1- 3 sessions with the client. Failure to upload to lesson will negatively affect your Effort Score.

3. **GradeGetter Address:**
   This is the address your driving distance will be calculated from to determine your transportation compensation.

4. **Drive/Transit Distance:**
   This new feature lets your Tutoring Coordinator know exactly what mileage range you're willing to drive to meet with a client. This is a new feature on GradeGetter and will assist with the new "Instant Assign" (details below). The higher you set your drive distance, the more clients you will to get.

   How To Set up Drive/Transit Distance:

   - Go to "My Account"
   - Select "Tutor Information"
   - Select your drive/transit range (+10, +15, +20, +25, +30, +35, +40,) and then click "SAVE"

5. **Assign Status – NEW! ----- Very Important:**
   This is a new feature on GradeGetter and it will significantly change the way you get assigned new clients. Since we are expecting an influx of clients, we want to significantly reduce the time it takes to assign a new client to a tutor.
   - **Instant Assign:**
     If you select this option, then your Regional Coordinator can assign you a client without you responding to alert if you meet the following criteria:

       o You can tutor the subject they need help with

- o Your profile indicates you are accepting new clients
- o Your schedule matches their availability
- o The client is within your drive/transit distance.

  There is no need for an RC to create an alert since they already have a tutor to work with that client.

  NOTE: Tutors with "Instant Assign" are more likely to get assigned a new clients than tutors with "Alert Assign Only." You will be notified that you have a new client each time so you are able to inform the RC when you think you have a full client load and wish to accept no more clients at that time.

- **Alert Assign Only:**
  This means your Regional Coordinator can only assign you a client if you click "Interested" in an alert.

- Alert Assign Set Up?
  - o Go to "My Account"
  - o Click on " Tutor Information "
  - o Select either Instant Assign or Alert Assign Only and then "SAVE"

6. **Effort Score Addition:**
   Lesson plans counts for an additional 20% of your Effort Score. Therefore for each new client you failed to upload a lesson plan, it will negatively affect your Effort Score.

7. **First Session:**
   - Tutors should call and email a client within 12 hours after being assigned to that client. They should also copy their RC on their initial email to client.
   - Email template tutor can use when contacting client for the very first time

8. **Amumba.com**
   Amumba is a social mentoring platform that rewards students for doing the basic things they need to do to flourish in all aspects of their young lives.   We expect all Frog tutors to create an Amumba account as a mentor and also encourage the families they work with to sign up as well.

   - All tutors need to create an Amumba account as a mentor.
   - They should explain Amumba.com to their clients and get both the students and their parents to sign up.
   - All tutors will get 100 FREE shillings for signing up. To claim your 100 FREE shillings, send an email to info@amumba.com with the key phrase "Frog Tutor."
   - FrogTutoring will also give you an Amumba coupon to share with your clients who signed up for Amumba. This coupon code is worth 50 shillings.