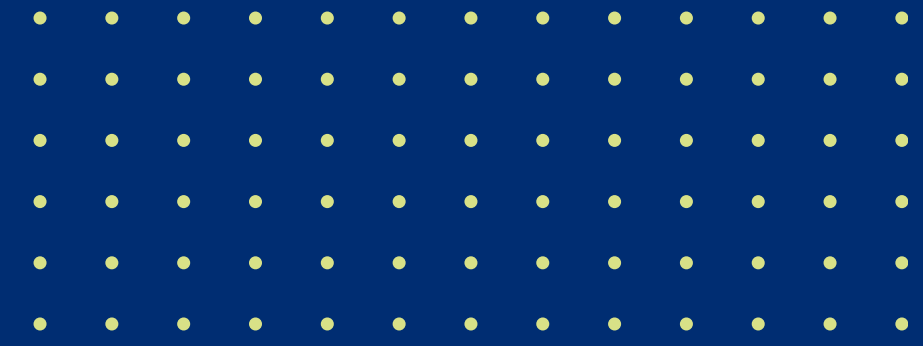




Account Manager Guidebook



Welcome to Learning Aid Ohio!



We're so glad you're here.

Our team is here to partner with you, celebrate your Learner's progress, and make learning both accessible and engaging.



Mission and History of Learning Aid Ohio

Our Mission

Learning Aid Ohio connects students learning on IEPs (Individualized Educational Programs) with experienced tutors to provide in-person, supplemental support. We leverage the impact of one-on-one instruction to provide meaningful supplemental educational support for learners who need it the most. By serving as a supportive resource outside of the classroom, Learning Aid Ohio plays a critical role in helping learners overcome obstacles, reach their full potential, and achieve academic success.

History

Learning Aid Ohio was originally created in response to remote learning during the COVID-19 pandemic. Our program continues today because it has been identified as a valuable supplemental resource for Ohio learners. Learning Aid Ohio provides additional time and focused attention for targeted practice towards educational goals. This continued support not only helps learners academically, but also fosters a sense of confidence and motivation, ultimately contributing to their overall growth and success.

Meet the Team



Rachel Heiber
**Senior Manager of Statewide
Education Services**



Serra Marshall
HR Manager



Julia Lane
Family Coordinator



Sarah Vasulka
**Digital Communications
Coordinator**



Brook Myers
HR Coordinator



Larry Onokpite
Manager of Data & Evaluation

Account Manager Expectations

➤ Account Management

Keep your ElevateDD Learner account up to date and accurate. Only the Account Manager that applied and provided their information is permitted access to the ElevateDD Learner account and scheduling platform.

➤ Communication

Be responsive to communications from the Learning Aid Ohio Team. Complete a survey at the end of every semester to help us communicate outcomes to funders and provide feedback for program improvement.

➤ Scheduling

Maintain an accurate calendar in the ElevateDD Learner platform. All sessions must be scheduled through ElevateDD Learner. Any sessions held outside the platform will not be paid. "Floating" or "make-up" sessions are not allowed. Sessions listed on the calendar should accurately reflect the date and time of services rendered.

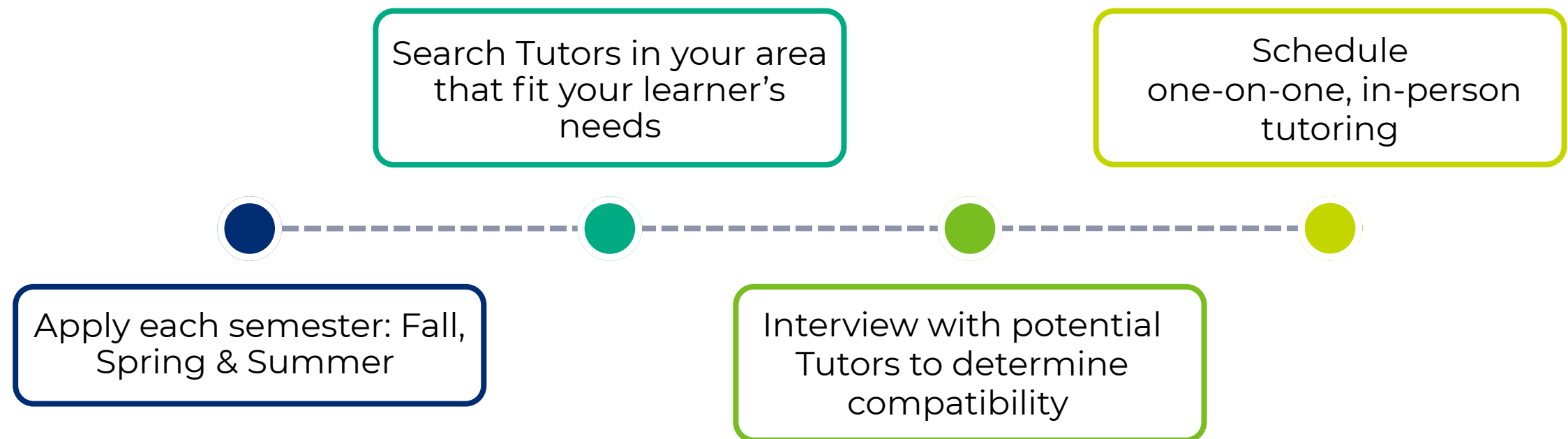
➤ Continuing Services

Funding is limited each semester (Spring, Summer, and/ or Fall), and applications are reviewed in the order they are received. Being awarded funding for one semester does not guarantee approval for the following semester. Applicants must submit a new application each semester, and funding is not guaranteed.





How the Program Works





Account Manager Responsibilities

Manage Sessions Through ElevateDD	Account Managers are responsible for applying for grants and scheduling and managing all tutoring sessions through the ElevateDD Learner platform.
Keep the Calendar Accurate	The ElevateDD calendar should accurately reflect all scheduled sessions. If a session is cancelled or changed, the Account Manager should update the schedule appropriately
Respond to the Learning Aid Ohio Team	Account Managers are expected to respond to requests and inquiries from the Learning Aid Ohio team in a timely manner.
Complete Required Surveys	Account Managers are expected to complete surveys for each semester they participate in to provide feedback about the program and the learner's experience.
Participate in Audits	Account Managers must comply with regular program audits and provide requested information when contacted by Learning Aid Ohio.
Account Manager Cancellations	If you are cancelling a session, you must code it in the ElevateDD Learner. Anything cancelled with less than six hours' notice will be paid out to tutors as a courtesy. Anything cancelled with more than six hours' notice in the system will return the funds to your account.
No-Shows	An excessive number of no-shows or inappropriate session coding may affect continued participation in the program and/or eligibility for future grant funding.



Scheduling & Service Requirements

Tutoring Must Be Scheduled Through ElevateDD	Tutors will only be paid for sessions scheduled through the ElevateDD platform. Sessions held outside the platform will not be paid. “Floating,” “make-up,” or other unscheduled sessions are not permitted. Sessions listed on the calendar must accurately reflect the date, time, and duration of services provided.
Do Not Attend Unscheduled Sessions	Account Managers should not attend tutoring sessions that are not scheduled in the ElevateDD system. If a family attends an unscheduled session, the family may be responsible for paying the tutor directly.
In-Person Tutoring	Tutoring must take place in person and outside of the school setting. Virtual tutoring sessions are not permitted.
One-on-One Tutoring	Tutoring must be provided in a one-on-one setting between the tutor and learner.
Outside of School Hours	Tutoring services may not be provided during school hours or while the learner is in a school setting. However, when applicable, tutors may use their classroom or office to provide tutoring services after school hours.
Weekly & Session Hour Limits	No more than 2 hours per session for an individual learner. No more than 3 hours per week per learner. No more than 6 hours of paid tutoring per week for multiple learners within the same household.



Grant Funding Expectations

Use Funds Throughout the Semester	Account Managers should spend grant funds consistently throughout the entire semester. Funds are intended to support tutoring throughout the semester rather than being used all at once.
Funds Do Not Roll Over	Unused funds expire at the end of the semester and cannot be carried over into a future semester.
Lifetime Cap	Each learner has a \$10,000 lifetime awarded limit. Learner’s who reach this cap may be placed on a waitlist.

Account Inactivity & Program Removal

Reasons an Account May Become Inactive	An account may be placed in inactive status when program requirements are not met. This may include failure to use funds appropriately, failure to respond to Learning Aid Ohio communications, or other circumstances outlined in program policies.
Suspected Fraud	Suspected fraud or misuse of grant funds may result in an account being placed in inactive status while the situation is reviewed.
Violation of Program Policies	Failure to follow program policies may result in removal from the program and/or ineligibility for future grant funding.
Reporting Serious Violations	Learning Aid Ohio takes fraud, misconduct, learner safety, and program integrity seriously. Significant violations may be reported, as appropriate, to the Ohio Department of Education and Workforce, Attorney General, Office of Professional Conduct, State Auditor, and/or law enforcement.



Understanding Tutor Requirements

No Family Members or Household Residents as Tutors	Tutors may not provide tutoring to an approved learner who is an immediate family member or who lives in the tutor’s household. Individuals living in the same household as a current grant recipient may also not join the platform as a tutor.
Tutors Must Apply as Individuals	Only individuals, not organizations or companies, may apply and provide tutoring through the ElevateDD program. Tutors must apply using their own credentials and may not apply or provide services on behalf of an agency or other organization.
Tutors Must Follow Their Approved Rate	Tutors must follow the approved rate displayed on their ElevateDD marketplace profile. A tutor may not ask an Account Manager to pay a higher rate for sessions booked through ElevateDD.
Tutors Cannot Request Additional Payment	Tutors may not request or accept additional payment, tips, fees, or other compensation from an Account Manager or family for tutoring provided through the ElevateDD program.
Tutors Cannot Require Additional Purchases	A tutor cannot require an Account Manager or family to purchase additional products or services as a condition of receiving ElevateDD tutoring.
Tutors Cannot Sell Additional Services	Tutors cannot use their ElevateDD tutoring relationship to solicit or sell additional paid services to the learner or family. For example, a tutor should not use an ElevateDD tutoring relationship to sell separate educational evaluations, assessments, consultations, curriculum packages, memberships, or other paid services.



Understanding Tutor Requirements

Tutors Cannot Transport Learners	Tutors are not permitted to transport learners. This includes driving a learner to or from a tutoring session, activity, appointment, or other destination. Families or caregivers are responsible for arranging transportation.
Tutors Cannot Charge for Travel or Planning Time	Tutors are paid for approved tutoring time. They are not separately paid through the program for driving, transportation, or lesson-planning time.
Tutor Cancellations	When a tutor cancels a session, they must be the one to cancel in ElevateDD Learner. If they no-show or fail to cancel properly, notify info@learningaidohio.org within 24 hours to prevent your funds from being used.

Incident Reports

Learning Aid Ohio Incident Report Form	For concerns involving serious abuse or neglect, exploitation, threats to someone's safety, serious inappropriate conduct, or other situations requiring immediate attention. <u>Make a Report</u>
Learning Aid Ohio Policy Report Form	For concerns that a Learning Aid Ohio policy, program expectation, or funding requirement may not have been followed - for example, attempts at charging more than the approved rate, conflicts of interest, or other program policy concerns. <u>Make a Report</u>

Key Terms

Here are some key terms that are used within the ElevateDD Learner platform

Learner: The student listed on the IEP and application who is receiving the grant.

Account Manager: The guardian or caregiver who applies on behalf of the learner and manages the account.

Session: The time scheduled for tutoring to take place.

Intro Session: The first session to take place between an account manager and tutor. This is a free 30-minute interview to ensure the Tutor and Learner are compatible.

Semester: Learning Aid Ohio functions in 3 semesters: Fall, Spring, and Summer. The account manager has to re-apply for each semester.

ElevateDD Learner: The online platform where families apply and manage their learners tutoring sessions.

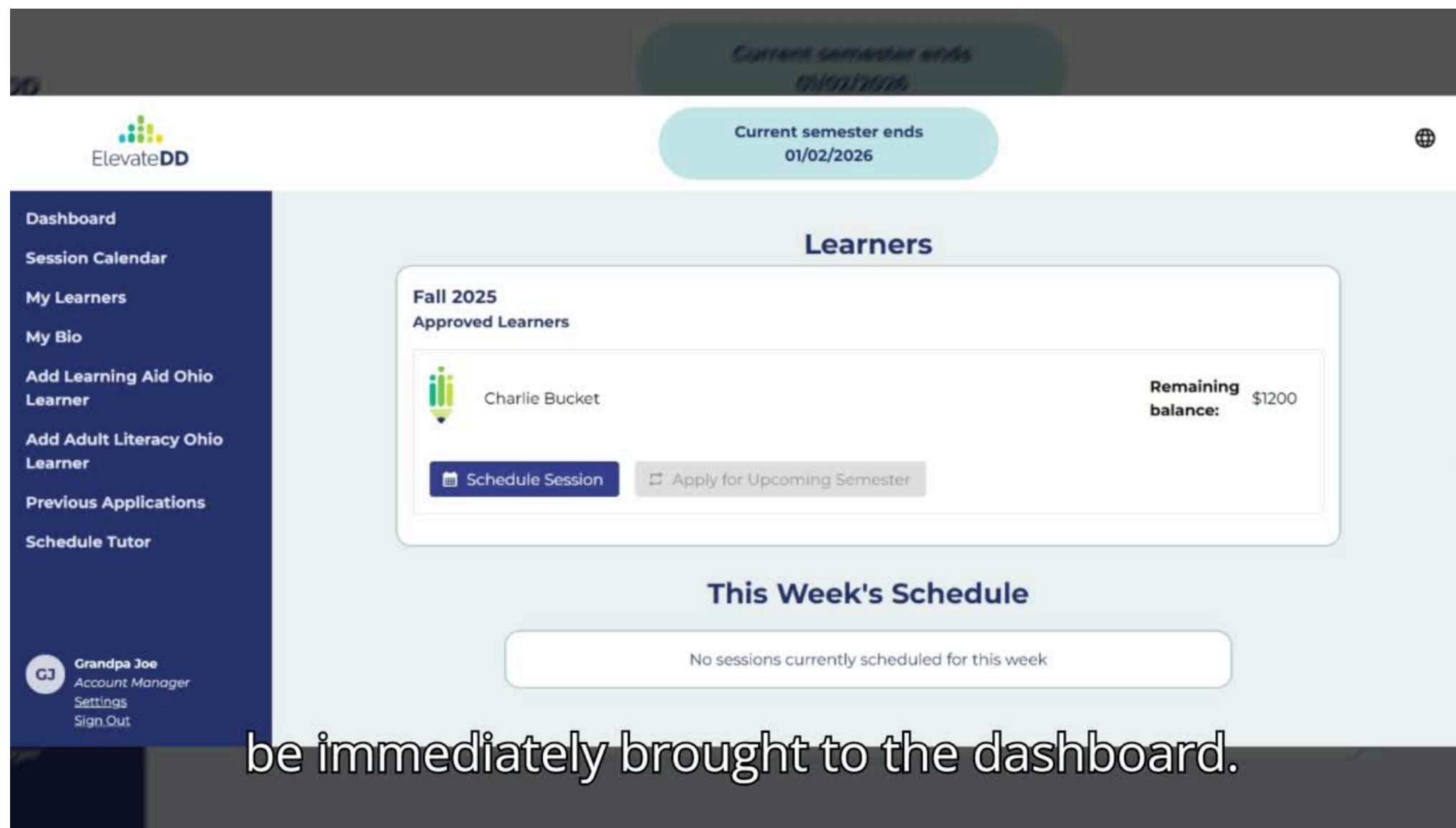




Your Dashboard

The ElevateDD Learner dashboard makes it simple to stay organized—see upcoming dates, track your grant balance, and manage tutoring sessions with just a few clicks.

Click to watch tutorial:



be immediately brought to the dashboard.

Step-by-step video walkthrough:



Track important upcoming dates throughout the semester.



See the remaining balance of your current grant.



Quick access to schedule a session.



View the current week's session schedule.

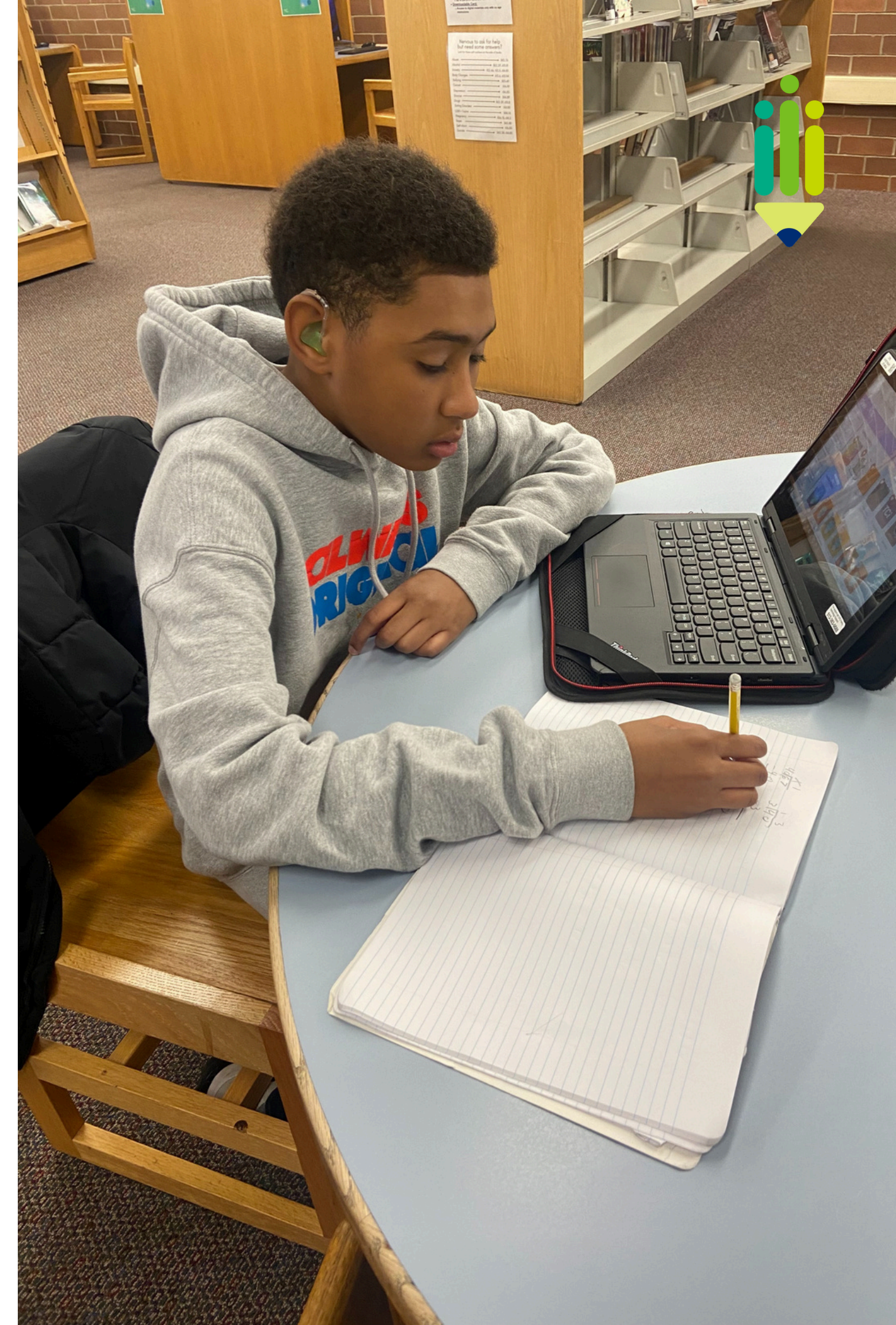
Grant Funds

Understanding Your Semester Funds and Lifetime Award Limits

Account Managers have one month after the start of the semester to let the Learning Aid Ohio team know that you would like to give up your awarded funds for it not to be applied to your lifetime awarded balance.

- All funds must be used within the semester they are granted.
- Funds not spent by the end of each semester expire and cannot be utilized after the end of the semester.
- Please note that not accessing your funds may impact eligibility for a grant in the future.
 - **Tip:** If you are having trouble getting started, reach out to info@learningaidohio.org for help.
- Each Learner has a maximum lifetime awarded amount of funds set at \$10,000.
 - If demand exceeds available funding, students who have already been awarded \$10,000 or more in Learning Aid Ohio grant funds will be placed on a waitlist. You will be notified within 30 days after the semester start date if there is available funding to support your learner.
 - **Tip:** Please keep this policy in mind as you select the grant amount you are applying for.

Note: Account Managers may use a Learner's funds across multiple Tutors or services. We encourage you to budget your grant carefully to make the most of your Learning Aid Ohio experience.





Find a Tutor & Schedule a Session

Click to watch tutorial:

to find and schedule a tutor using your

- Search by Distance, Subject, Therapy or Grade level
- Search by Tutor name if you know a Tutor already on the platform
- Update search to only include Tutors accepting new Learner's
- Filter results by distance, rate or best match for your Learner

Tip: Try increasing your search radius significantly (100 miles or more). If the issue continues, please reach out to the Learning Aid Ohio Team as soon as possible. We're happy to review our reports and maps to help troubleshoot.

Find a Tutor & Schedule a Session



- **Intro Session Interviews are required if scheduling with a Tutor for the first time.**
- Account Managers can schedule as many Intro session interviews as they need to find the tutor that best fits their needs.
- Increase the distance entered in the search field if you are not able to locate a specific Tutor.
- The Tutor's email address can be found at the top of their Bio directly below their name. If a Tutor is not responding to a session request within 72 hours of the request, please contact info@learningaidohio.org.

Note: If a session is ever conducted in an unprofessional manner or makes you or your learner feel uncomfortable, please know that you are not obligated to continue meeting with that Tutor. The Tutor search system functions as a marketplace, and you are free to discontinue future sessions at any time. Please notify the Learning Aid Ohio team so we can address the issue appropriately.

We rely on your feedback to help ensure a safe and respectful tutoring experience for all families.

What is an Introductory Session?



Finding the right tutor for your Learner

An Introductory Session Interview is a free, 30-minute interview with a Tutor that takes place before you begin paid tutoring sessions. These sessions are required if you don't already know the Tutor, they can be conducted over the phone or in person, and the learner does not need to be present. Introductory Sessions do not use any of your Learning Aid Ohio grant.

Taking time for this interview is important because it allows you and your learner to get to know the Tutor, build trust, and set clear expectations from the start. It also gives the tutor a chance to understand your Learner's unique needs, learning preferences, and goals. By having this conversation first, you can make sure the Tutor is a good fit and maximize progress from the very first paid session.

How to Book an Introductory Session



1 Book by selecting 30-minute Intro Interview

- Introductory session interviews are **free** and **required** if you do not already know the Tutor. When scheduling through ElevateDD Learner, make sure to check the box labeled “Schedule Intro” so the session is recognized as an interview and not a regular paid session.
 - **IMPORTANT:** if you accidentally book a regular 30-minute session instead of an introductory session, you will need to cancel and rebook it correctly in order to avoid being charged.
 - Please provide at least 72 hours’ notice to give the tutor enough time to review and accept the session.
- The Account Manager can schedule as many introductory interviews as needed to find the Tutor that best fits the needs of their Learner(s).

Request Tutor Session

If this is your first time working with this tutor, please first schedule an introductory meeting. Introductory sessions are limited to 30 minutes.

Schedule Intro ☒

Session Duration
30 minutes

Subject
Subject

Focus
Please enter a brief description of what you want this session to be focused on.

Save

How to Book an Introductory Session



2

Watch for communication from the Tutor

- Once you've booked an introductory session and the Tutor has accepted it, the Tutor will then contact you to let you know how the interview will be conducted on the date/time of the scheduled interview (phone, video call, in-person).
- Please allow up to 72 hours for the Tutor to respond to your session request.
- If you do not receive a response within that time, reach out to info@learningaidohio.org for assistance in contacting the Tutor.

Tip: You can find the Tutor's email by clicking on their bio on the 'scheduling session' page.

Please Note: If a session is ever conducted in an unprofessional manner or makes you or your learner feel uncomfortable, please know that you are not obligated to continue meeting with that Tutor. The Tutor search system functions as a marketplace, and you are free to discontinue future sessions at any time. Please notify the Learning Aid Ohio team so we can address the issue appropriately.

We rely on your feedback to help ensure a safe and respectful tutoring experience for all families.

Introductory Interviews

FAQ



How do I schedule an introductory session?	When scheduling through ElevateDD Learner, make sure to check the box labeled “Schedule Intro” so the session is recognized as an interview and not a regular paid session.
Why can't I see scheduling options for a tutor?	Some tutors may not have updated availability yet. You can check back later or contact our team, so that we can reach out to them to let them know.
How do I contact a tutor to know where to meet?	1. Log into your ElevateDD Learner Dashboard 2. Go to 'schedule session' and search for your tutors name 3. Click on the tutor's profile 4. Scroll to the top section of their bio/profile page 5. The tutor's preferred contact information will be listed there if they have provided it
Where are Introductory Sessions held?	Introductory sessions can take place over the phone, through a video call, or in person. After the session request has been accepted, the tutor and Account Manager should coordinate the meeting time and format together. If the tutor does not reach out to confirm the details, please contact them using the contact information listed in their profile.

Preparing for Your Interview



When an Account Manager is interviewing a potential Tutor, the goal is to find someone who not only has the right qualifications but also connects well with the Learner and understands their individual learning needs. Here's a comprehensive list of questions and discussion topics to help guide that interview:

Decide on a meeting location.	If you're meeting at home, be sure to mention any pets ahead of time so the Tutor can plan accordingly. If you are meeting in a library or other mutually agreed upon location, please remember to reference the hours of availability – and consider making a reservation.
What is the best way to reach you?	Phone call, text, or email?
When will sessions take place?	How far out do we want to schedule now? Discuss with the Tutor any scheduling needs you have and if the Tutor matches your availability.
What are your personal health and safety precautions/preferences?	Learning Aid Ohio recommends following CDC guidelines and severe weather alerts.

Preparing for Your Interview



When an Account Manager is interviewing a potential Tutor, the goal is to find someone who not only has the right qualifications but also connects well with the Learner and understands their individual learning needs. Here's a comprehensive list of questions and discussion topics to help guide that interview:

Background & Experience

Can you tell me about your teaching or tutoring experience, especially with students who have similar needs to my Learner?

What age groups and subjects are you most comfortable working with?

How do you tailor your sessions for students with developmental or learning disabilities?

Approach & Teaching Style

How do you assess a student's strengths and areas for growth?

What strategies do you use to keep students engaged and motivated during sessions?

Can you describe a typical tutoring session?

How do you adjust your approach if a student becomes frustrated, distracted, or resistant to learning?

Preparing for Your Interview



When an Account Manager is interviewing a potential Tutor, the goal is to find someone who not only has the right qualifications but also connects well with the Learner and understands their individual learning needs. Here's a comprehensive list of questions and discussion topics to help guide that interview:

Communication & Collaboration	How do you involve parents or caregivers in the learning process? Are you comfortable communicating with the child's teachers or IEP team if needed? How do you prefer to communicate (email, phone calls, text, etc.)? How do you handle feedback or requests for changes in approach?
Schedule & Logistics	What is your availability (days/times)? Where do you typically hold sessions (in-home, library, community space)?
Learner Fit & Connection	What types of learners do you connect best with? How do you build rapport with new students? What signs do you look for to know a tutoring relationship is (or isn't) a good fit?

Additional Items to Share



Your Learners' goals with participating in the program	What areas of need would you like to focus on? Consider asking the Tutor: "How can you help my Learner reach these goals?"
Any behavioral needs that the Tutor may need to be aware of.	Sharing this information helps the Tutor know what to expect and how to best support your Learner.
Any positive and negative experiences your learner has had with learning.	Explaining what has worked well (or not worked well) in the past gives the Tutor valuable insight into your Learner's learning style.
Your Learners' hobbies, interests, and things that motivate them!	Tutors can use these personal details to build rapport and make learning more engaging.
Consider sharing your Learner's IEP with the Tutor to help them support you.	Tutors do not have access to your Learner's IEP. If you would like to review IEP goals with them it is up to you to provide a copy of the IEP for them to review.
Do I need to share my Learner's IEP with the tutor?	No. Sharing the learner's IEP with the tutor is completely optional. Tutors do not have access to the learner's IEP. If you would like to discuss the learner's IEP goals with the tutor, you may request to do so. Families have the right to choose whether or not they would like to share the IEP.

Booking Paid Tutoring Sessions



Tutoring Sessions

- All regular tutoring sessions **MUST** be **in-person, one-on-one, and outside of school hours.**
- Tutoring sessions can range from 30 minutes to 2 hours.
- It is the Tutor's responsibility to reach out to the Account Manager for details on location and logistics.
- Account Managers must schedule sessions through their ElevateDD Learner account. Sessions held outside the platform or outside the originally scheduled time will not be paid. "Floating" or "make-up" sessions are not permitted. All sessions on the calendar must accurately reflect the actual date and time services are provided.

Please note: If a Tutor behaves in a way that makes anyone in the session uncomfortable, please contact the Learning Aid Ohio team immediately. You are not required to continue services.

Cancellations

To protect your Learner's funding, please follow these expectations for canceling sessions and reporting no-shows.

The Account Manager or the Tutor must cancel the session ahead of time, so as not to charge the Learner's account.

- Sessions cancelled by the Account Manager less than six hours prior to the scheduled session time will result in a grant deduction to pay the tutor for the late notice cancellation.
- Sessions cancelled by a Tutor, regardless of the timeline, should be cancelled online by the Tutor and the Learner's will not be charged.

Note: When there is a mutually agreed upon cancellation for instances such as bad weather, the Tutor should cancel the session so the grant doesn't get charged and the session can be re-booked on a later date.



Cancellations FAQ

How do I cancel a tutoring session?	Log in to your ElevateDD Learner profile and cancel the session directly on the calendar. All cancellations must be entered in the system.
Are “make-up” or “floating” sessions allowed?	No. All sessions on the calendar must accurately reflect the actual date and time services are provided.
Can I reschedule a session by changing the time outside the platform?	No. Sessions must be scheduled and updated within ElevateDD Learner. Sessions held outside the platform or outside the originally scheduled date and time will not be paid.
Where are Introductory Sessions held?	Introductory sessions can take place over the phone, through a video call, or in person. After the session request has been accepted, the tutor and Account Manager should coordinate the meeting time and format together. If the tutor does not reach out to confirm the details, please contact them using the contact information listed in their profile.
What happens if I cancel more than 6 hours before the session?	The session funds will be returned to your account and can be used for future scheduling.
What happens if I cancel less than 6 hours before the session?	Sessions cancelled with less than six hours’ notice will be paid out to the tutor as a courtesy, and the funds will not be returned to your account.
What happens if a tutor cancels?	The session funds will be returned to your account and can be used for future scheduling. The tutor will mark the session as cancelled from their account.

No Shows



To protect your Learner's funding, please follow these expectations for canceling sessions and reporting no-shows.

Failure to show up to the scheduled session without contacting the Tutor is considered a "no-show."

- In the case of a Tutor "no-show" or last-minute cancellation, families need to notify info@learningaidohio.org within 24 hours if they do not see that the Tutor canceled the session within ElevateDD Learner to ensure funds are not subtracted from their total funds available.
- In the case of an Account Manager/Learner no-show, the Tutor will be paid, and funds deducted from the Learner's account.

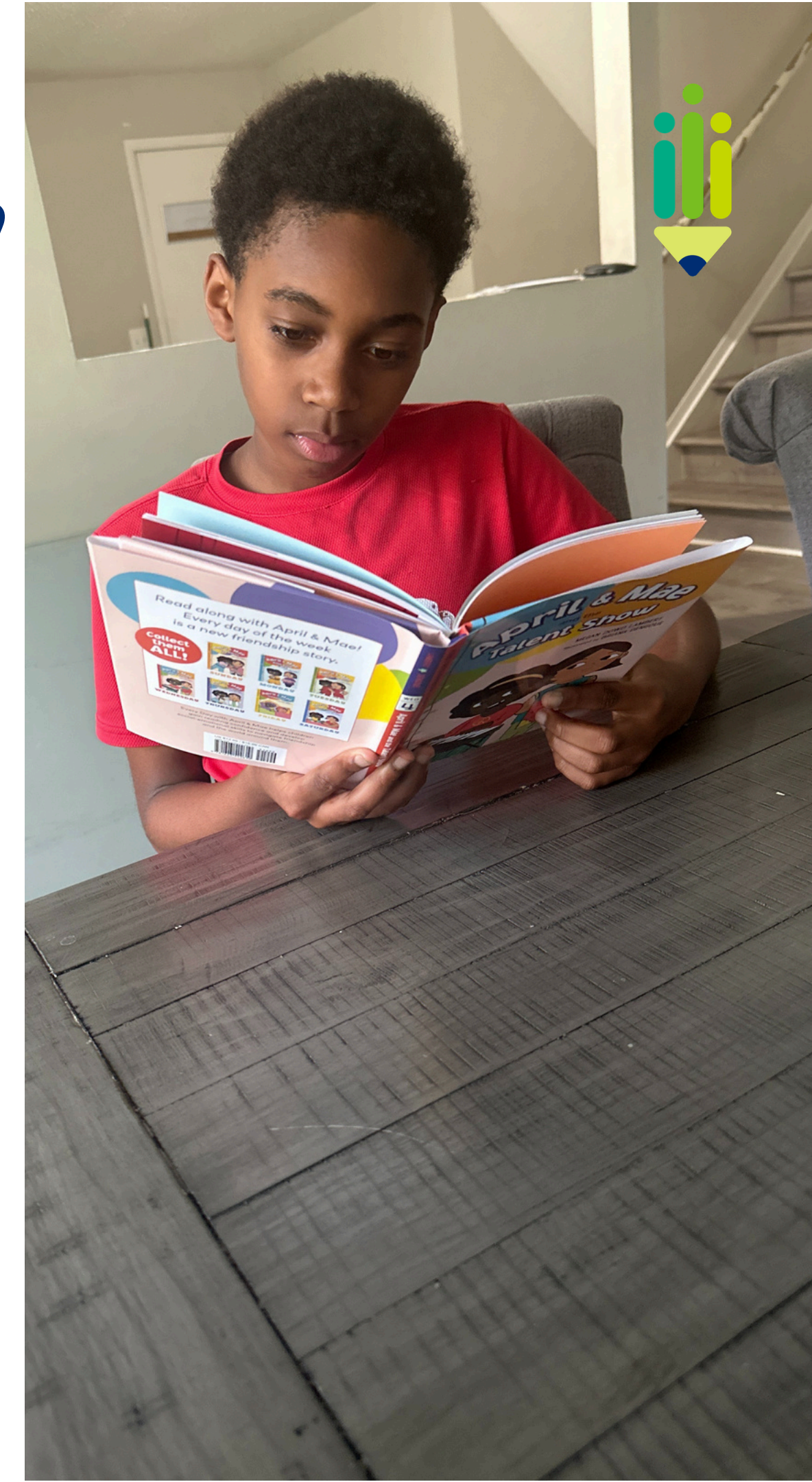
Two last minute cancellations (less than six hours prior to the scheduled session) or no-shows may result in removal from the program or future applications may be denied.

Tutor Search, Referrals, and Eligibility

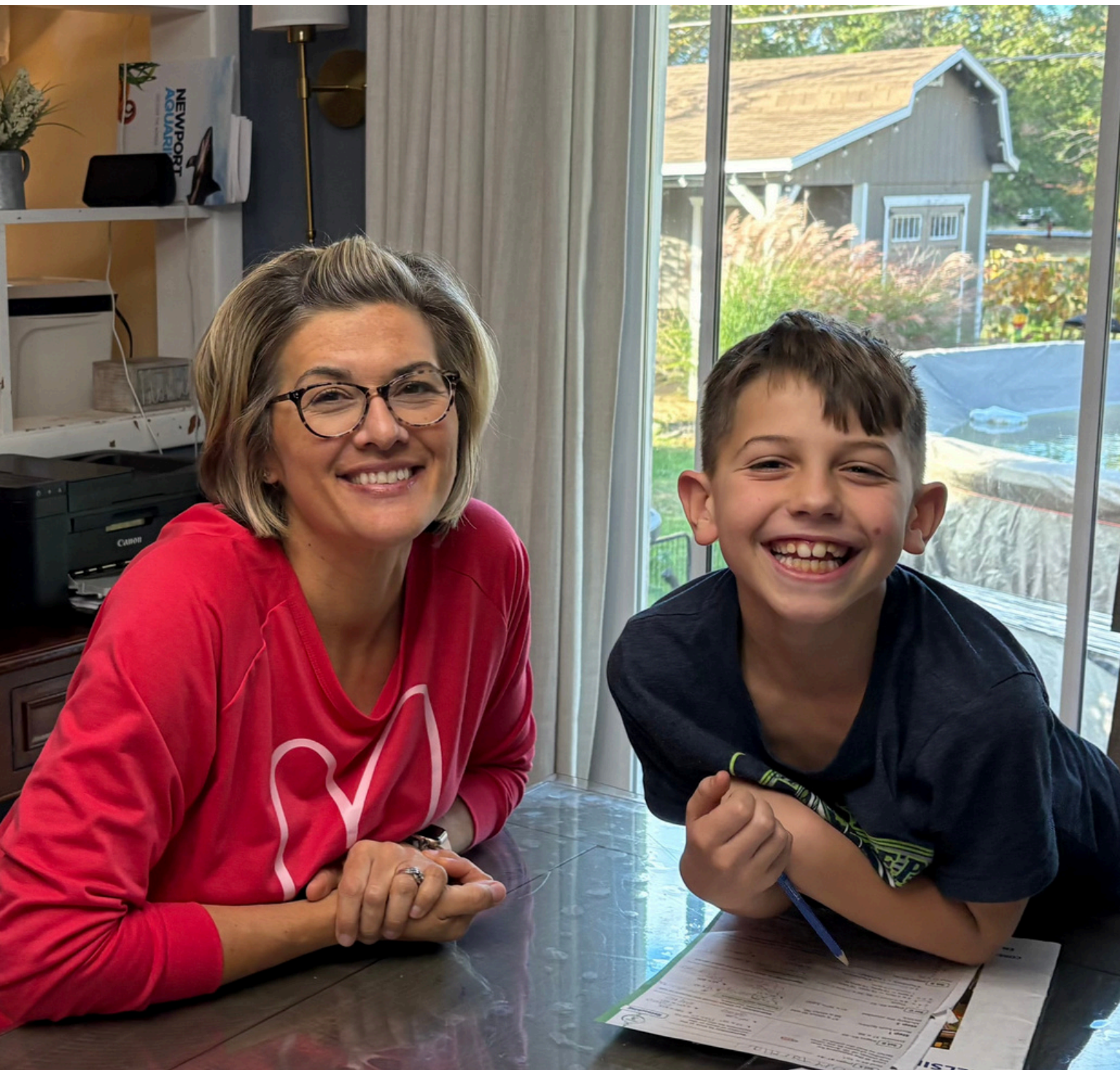
What to do if you can't find a Tutor, how to recommend someone you know, and who is not permitted to serve as a paid Tutor.

- If you cannot find a Tutor in your area or one who is a good fit, we recommend you refer someone from your own networks.
 - Immediate family members cannot be paid Tutors for your Learner.
 - This includes siblings, parents, and grandparents—by blood, marriage, or adoption. Family members living in the same household are also not eligible to serve as Tutors.
- Any Tutor you recommend must apply and be approved as a Learning Aid Ohio Tutor to receive payment through your grant funding.

If you are still unable to find a Tutor, please contact the Learning Aid Ohio team for support at info@learningaidohio.org.



Share Your Story



Your feedback helps us grow, improve, and advocate for Learners statewide.

Account Managers are expected to complete a short survey at the end of each semester.

You may also submit a testimonial anytime using our feedback link.

[Click to Submit Your Story](#)

Tell us about your experience with the program and your Learner's connection with their Tutor.

Your stories help us:

- Communicate impact to funding partners
- Support marketing and social media efforts
- Advocate for families and expand access across Ohio

Questions?

If you have any questions or need clarification regarding anything discussed in this guide, please don't hesitate to reach out to our team. We are here to support you.



www.learningaidohio.org



info@learningaidohio.org



facebook.com/learningaidohio



instagram.com/learningaidohio

Resources

Here are links to our resource page and video tutorials to help you navigate your ElevateDD Learner Account.



[Resource Page](#)



[Account Manager
Dashboard Tour](#)



[Find & Schedule a
Tutor](#)



[Youtube Playlist](#)



**Learning Aid
Ohio**

A Community of



ElevateDD