Account Manager Guidebook

ElevateDD

Learning Aid Ohio

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

Kelsey Frobeen
Program Manager

Serra Marshall
HR Manager

Julia Lane
Family Coordinator

Sarah Vasulka
Program & Communications Coordinator

Brook Myers
HR Coordinator

Rachel Heiber
Program Manager Adult Literacy Ohio

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.
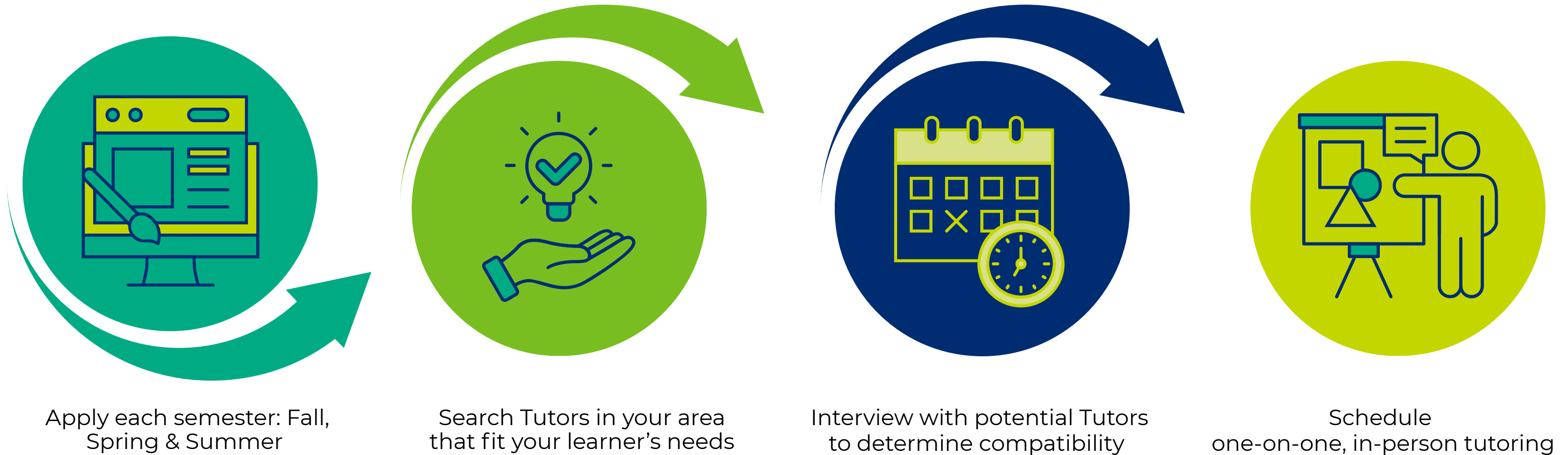
> **Scheduling**

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**

Apply for each semester (Spring, Summer and/or Fall) to continue receiving tutoring services for each Learner.

How the Program Works

Apply each semester: Fall, Spring & Summer

Search Tutors in your area that fit your learner's needs

Interview with potential Tutors to determine compatibility

Schedule one-on-one, in-person tutoring

Policies

Session Requirements & Scheduling Guidelines

Session Scheduling	All sessions must be scheduled and confirmed in the ElevateDD Learner platform. Tutors cannot schedule for you, and verbal agreements are not valid.
Introductory Interviews	Required before working with a new Tutor. These can be in-person or virtual and must be scheduled through ElevateDD Learner.
Session Format	All sessions must be in-person and one-on-one. Virtual tutoring and group sessions are not allowed.
Time Limits	Each learner is limited to three hours per week, two hours per session, and a household may not exceed six hours per day.
Cancellations & No-Shows	Cancel sessions at least six hours in advance. Late cancellations and no-shows will result in loss of funds and repeated offenses may be grounds for program removal.

Grant Fund Management

Fund Usage	Funds must be used consistently throughout the semester. Unused funds expire at semester's end and cannot be carried over. If you wish to decline your award, you must notify Learning Aid Ohio within two weeks of the semester start to avoid affecting your lifetime cap.
Lifetime Cap	Each learner has a $10,000 lifetime funding limit. Learner's who reach this cap may be placed on a waitlist.

Policies

Program Compliance

Account Manager Duties	You must respond to program staff, keep the ElevateDD Learner schedule accurate, complete one survey per semester, and participate in program audits.
Tutor Cancellations	Tutors must 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.
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.
Program Violations	• Repeatedly cancel, no-show, or arrive late to sessions • Allow others access to your account to apply or book sessions • Exceed approved funding • Enter inaccurate session information • Hold sessions off the calendar • Hold virtual or group sessions
Inactivity or Suspension	Accounts may be suspended due to suspected fraud, non-responsiveness, or repeated scheduling issues.

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.
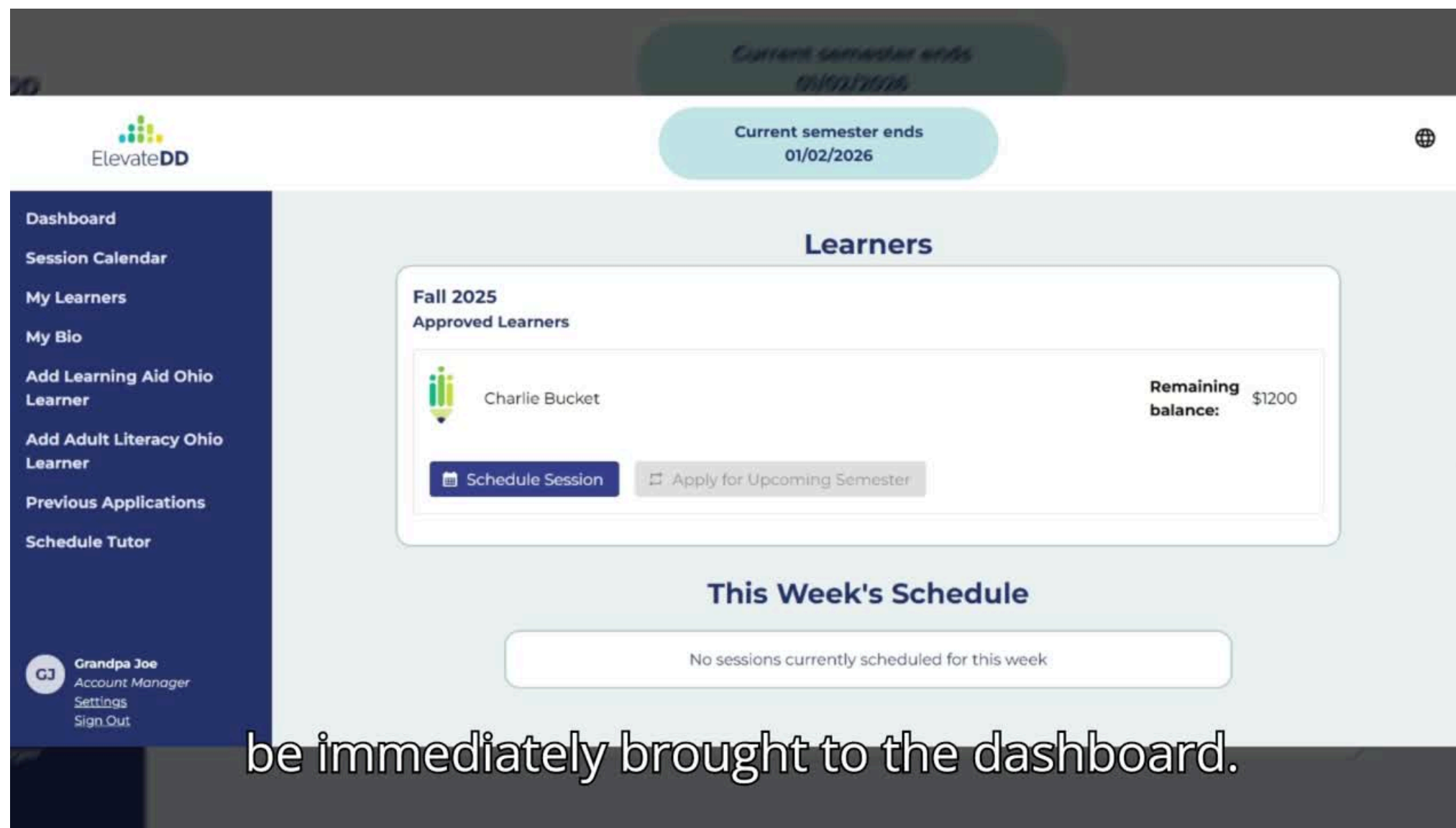
Your Dashboard

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:

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 two weeks 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.
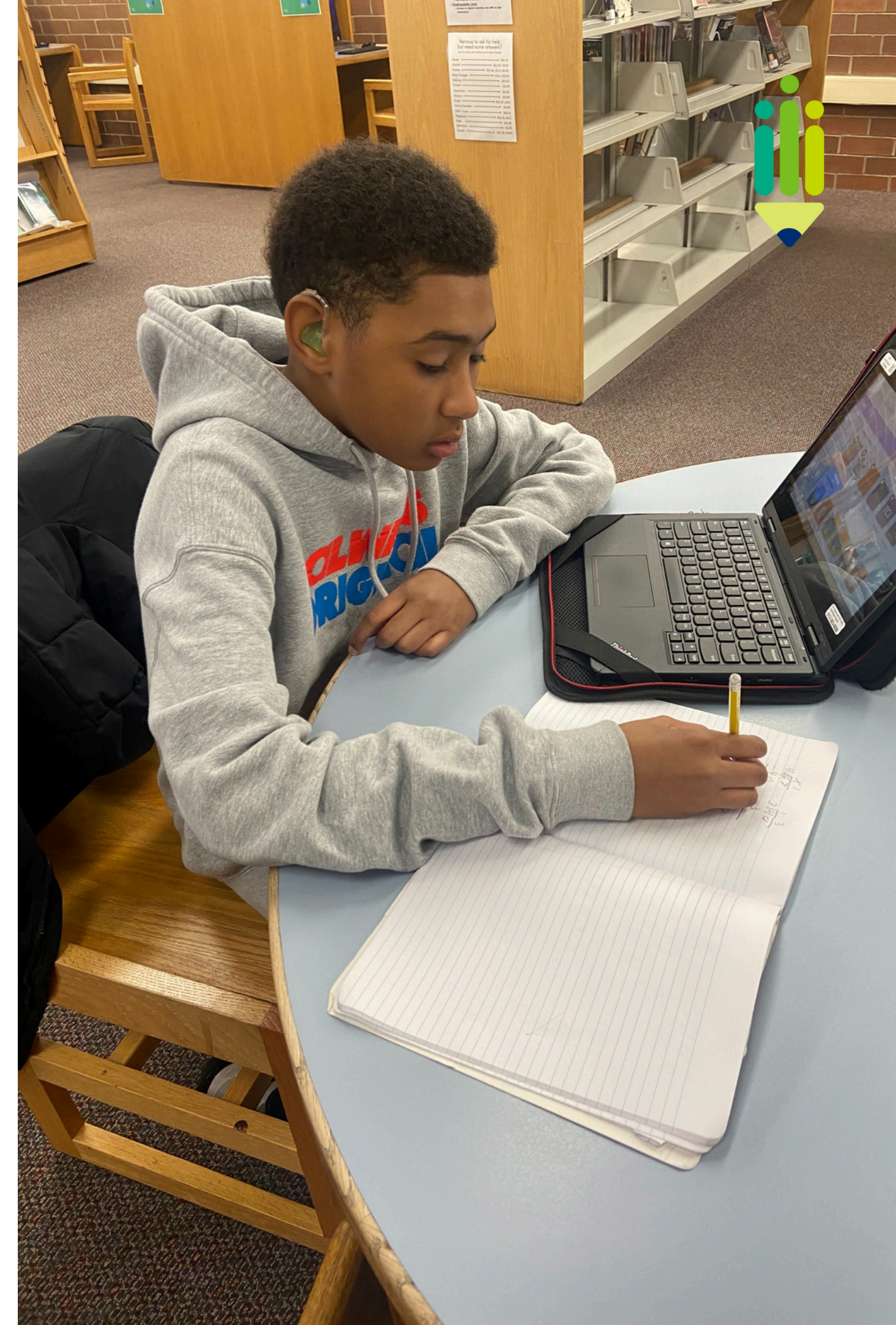
Find a Tutor & Schedule a Session

Click to watch tutorial:

- 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).

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.

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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.

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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

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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.

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.

Cancelations

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 cancelation.

- 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.

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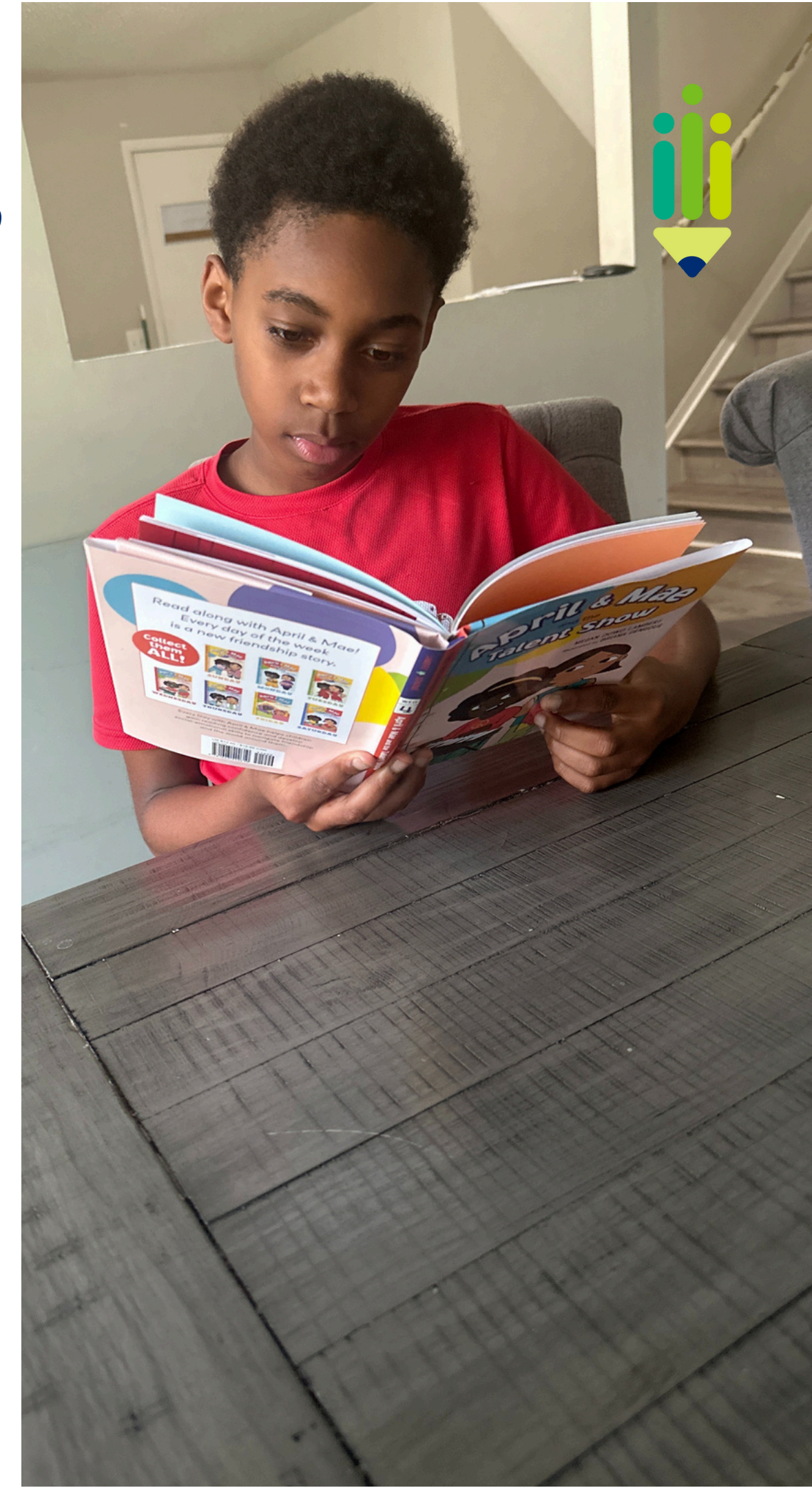
Share Your Story
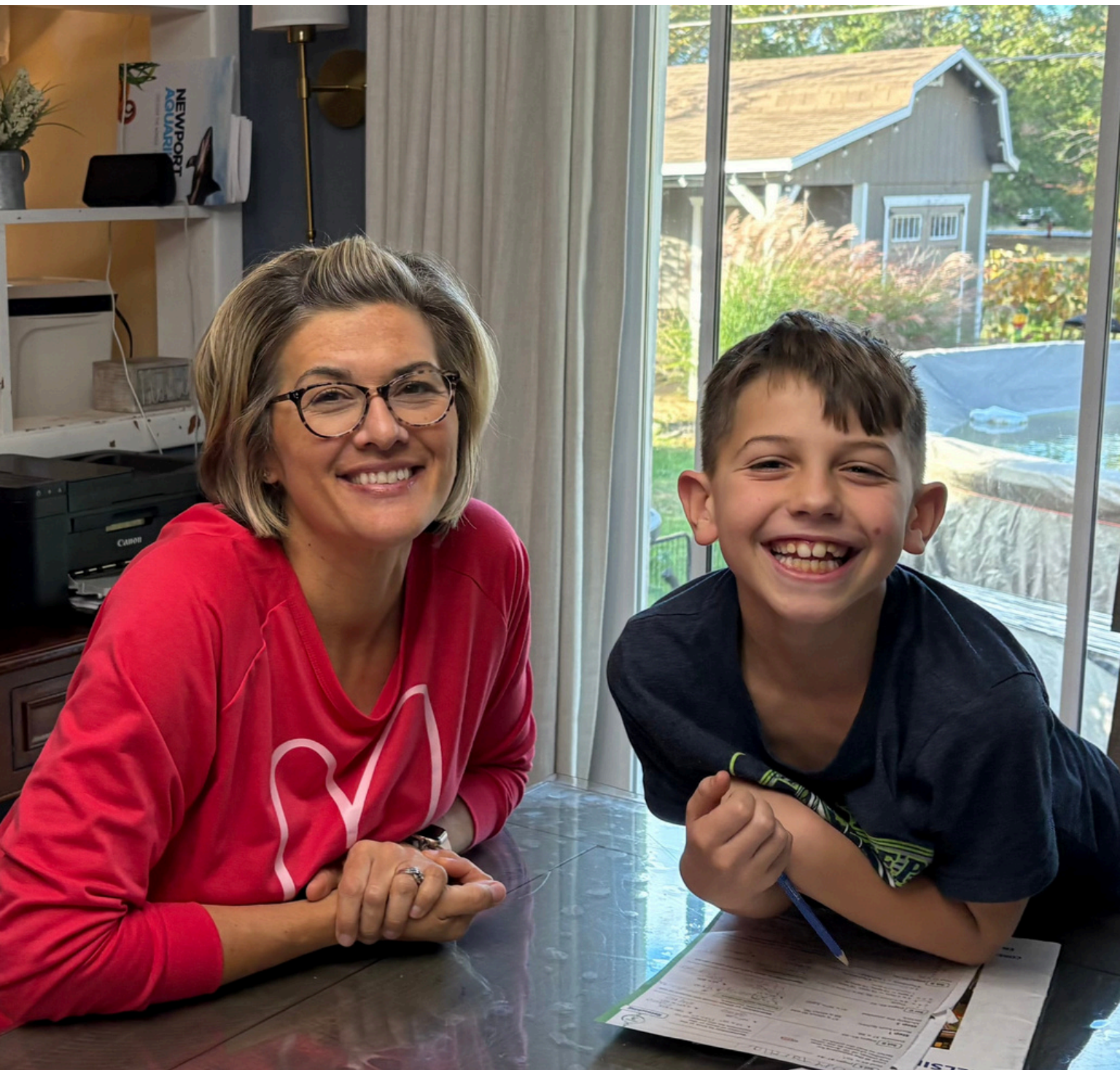
Your feedback helps us grow, improve, and advocate for Learners statewide.

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

f 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