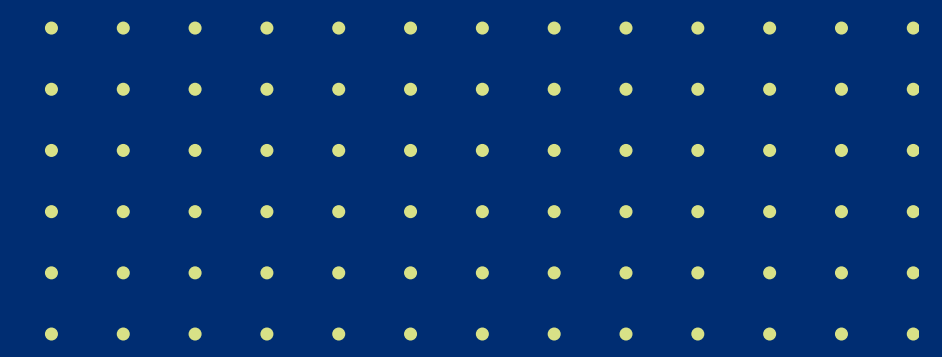




Introductory Sessions

What is an Introductory Session?



An Introductory Session is a free, 30-minute interview with an account manager before you begin paid tutoring sessions. These sessions are required if you don't already know the learner, can be conducted over the phone or in person, and the learner does not need to be present. They do not count toward the family's Learning Aid Ohio grant.

This session is important because it gives you a chance to:

- Show your skills and build rapport.
- Discuss expectations, scheduling, and logistics before starting paid sessions.

By having this conversation first, you can ensure a strong match and maximize progress from the very first paid session.

How Account Managers Book Introductory Sessions



Account managers will schedule with you through ElevateDD Learner.

Make sure they check the box labeled “Schedule Intro” so the session is recognized as an introductory interview.

- If a regular 30-minute session is accidentally booked instead of an intro session, the family will need to cancel and reschedule to avoid being charged.

Tip for Tutors: Respond promptly to introductory session requests. Families should hear from you within 72 hours. If you cannot reach them, the Learning Aid Ohio team can assist.

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

Communicating Before an Introductory Session



Once an Introductory Session is scheduled, it is your responsibility as the tutor to reach out to the account manager before the session takes place.

Account managers can see only the session location type (Home, School, Library), but they cannot see the specific address or any notes about the session. Because of this, it is essential that you reach out to the family directly before the Introductory Session to confirm the preferred method of communication (in-person, phone, or video call). **Introductory sessions can be virtual, but paid sessions MUST be conducted in person.**

Response Time

Please contact the family within 72 hours of receiving the session request. If you cannot reach them, notify the account manager or contact info@learningaidohio.org for assistance.

Please Note: If, at any point, a session becomes unprofessional or makes you feel uncomfortable, please know that you are not obligated to continue working with that learner. The program functions as a marketplace, and you are free to discontinue providing services 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 everyone.

Introductory Session vs. Tutoring Session



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, depending on what the account manager books.
- As the Tutor it is your responsibility to reach out to the family for details on how you will contact them for the session.
- Families must schedule sessions independently through their ElevateDD profile. 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 learner or family member 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.

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](#)



[Updating Your Profile](#)



[How to Update Pending Sessions](#)



[Youtube Playlist](#)



[Setting your Availability](#)



[How to Update Completed Sessions](#)