

Tutor Onboarding



Welcome to the Team!



We're so glad you're here.

As a tutor with Learning Aid Ohio, you are part of a statewide effort to provide personalized, meaningful academic support to students with IEPs.

This guide is here to help you get started and to support you along the way.

Thank you for being part of this important work.



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**

Tutor Expectations

➤ Professional Conduct

Be punctual, respectful, and prepared for sessions.

➤ Communication

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

➤ Scheduling

Update your calendar each semester to reflect your current availability. Be sure to keep your calendar accurate in the ElevateDD Learner platform by entering and coding all sessions promptly.

Please note: Virtual sessions are not permitted.

➤ Documentation

Ensure that credentials remain current and information is up-to-date via the Tutor Dashboard. Add a note after each completed session that details skills or concepts addressed, activities completed, tools or resources used, and progress or challenges observed.

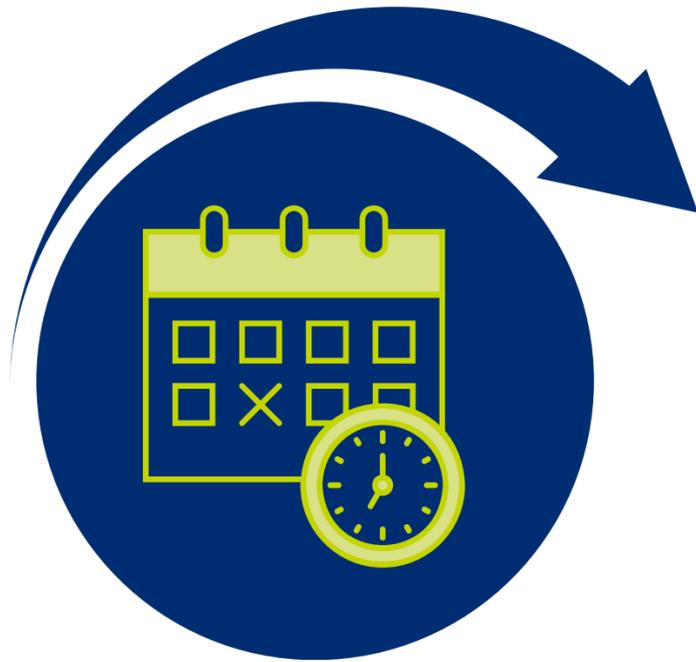
****Review your contractor agreement for a comprehensive list of expectations.***



How it Works as a Tutor



As an independent contractor with Learning Aid Ohio you will:



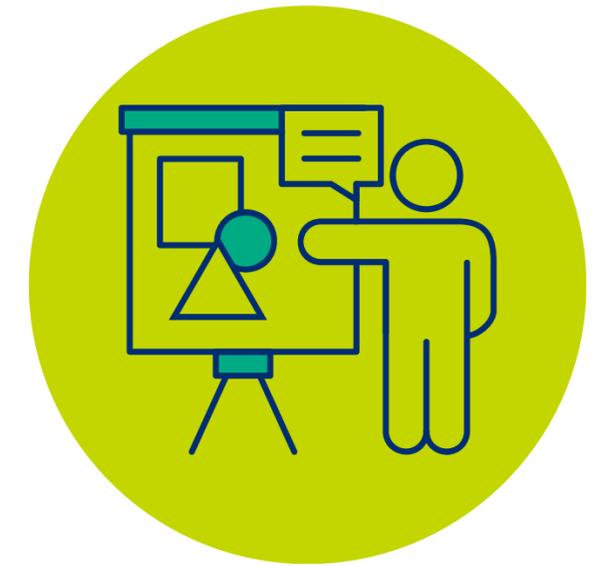
Create a profile advertising your services



Set and manage your own schedule



Interview with learners and account managers to determine compatibility



Provide paid, one-on-one, in-person tutoring

Policies



Credentialing & Legal Requirements

Background Check	Tutors must maintain a current BCI background check with Learning Aid Ohio. If these expire, you must submit updated documentation to remain active.
Criminal Offense Notification Requirement	If you are charged with any offense listed on your attestation, you must notify Learning Aid Ohio at info@learningaidohio.org within 14 calendar days. See contractor agreement for full list of disqualifying offenses.

Zero Tolerance / Disqualifying Actions

No Accessing or Managing a Family's Account	Tutors cannot schedule sessions or apply for the learner on behalf of families. If suspected, both the tutor and family may be removed from the program.
No Family Members or Household Residents as Tutors	Immediate family members or those living in the same household as a current grant recipient may not join the platform as a tutor.
Tutors Must Apply as Individuals (Not Agencies or Companies)	Only individuals, not organizations or companies, may apply and provide tutoring through our program. Tutors are not permitted to promote their business or any third-party organization in their profile.
No Shows or Chronic Lateness Can Result in Removal	Two or more no-shows or reports of chronic lateness may result in removal from the program.

Policies



Scheduling & Platform Use

All Sessions Must Be Scheduled Through the ElevateDD Learner Platform	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.
Tutors Must Respond to Requests and Log Sessions Promptly	Respond to requests within 72 hours. Update session notes/status within 48 hours.
Tutors Cannot Apply for or Book Sessions on Behalf of Families	Families must apply and schedule independently via their ElevateDD profile.

Service Restrictions

Services Must Be:	In-person One-on-one Outside of school hours Virtual Sessions are NOT permitted.
No more than 3 hours per week per client	No more than 3 hours per week per client. No more than 2 hours per session. No more than 4 hours per week per household.

Policies



Funding & Pay Rules

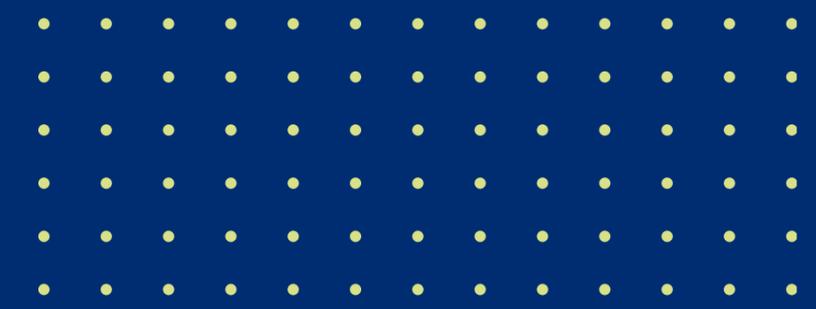
Sessions Are Not Paid for Travel Time

Sessions are paid based only on tutoring time, not transportation or lesson planning. Tutors are encouraged to use the last five minutes to log session notes and code as completed.

Consequences for Serious Violations

Violation of Policies May Be Reported to State Authorities

Learning Aid Ohio takes ethical conduct and professional integrity seriously. In cases of significant non-compliance, such as fraud, misconduct, or breaches of student safety or confidentiality, incidents may be reported, as appropriate, to the Ohio Department of Education and Workforce, Attorney General, Office of Professional Conduct, State Auditor, or law enforcement.



Navigating Your Tutor Dashboard

Updating Your Profile



Step-by-step video walkthrough:

Learn how to edit your bio, update your headshot, and set your availability for every semester.



Your Headshot

Upload a recent, clear, and professional photo of yourself. This helps learners and families feel confident when selecting a tutor.



Personal Information

Ensure that your bio is written in complete sentences and highlights your relevant skills and experience.



GeoMap Tag

Set your accurate service location so families can find you by mileage distance.



Learner Availability

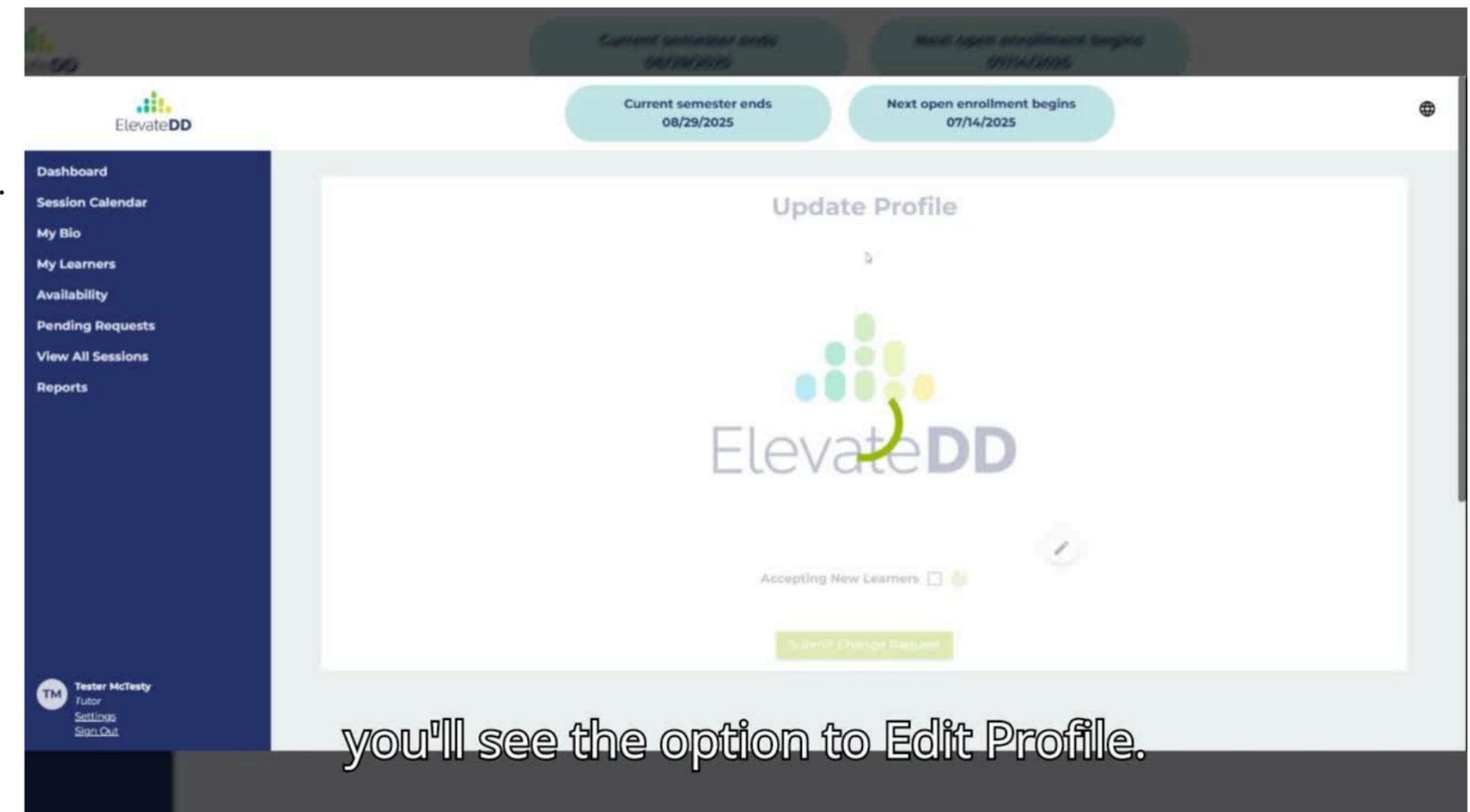
Indicate whether you are currently accepting new learners.



Pay Rate Changes

Adjustments can only be made during the period between semesters.

Click to watch tutorial:



Bio and Headshot



Bio Requirement

Your bio is an important part of your profile, allowing learners and families to understand your experience, teaching style, and interests. Please ensure your bio is written in complete sentences and highlights your relevant skills.



Incomplete Bio

I love helping students learn and have worked with kids with disabilities for many years.



Complete Bio

I believe every student has unique strengths and the ability to succeed with the right support. With over 15 years of experience in academic tutoring and special education, I specialize in creating individualized learning plans that focus on both academic growth and personal confidence.

My teaching style is patient, encouraging, and adaptable to meet the needs of each learner, whether they require support with attention, social-emotional skills, or behavior challenges. I enjoy incorporating creative activities and real-world examples to make learning engaging and relevant. Outside of tutoring, I am passionate about literacy advocacy and enjoy volunteering at local libraries to promote reading programs for children and adults. I look forward to partnering with families to help learners reach their full potential!

Bio and Headshot

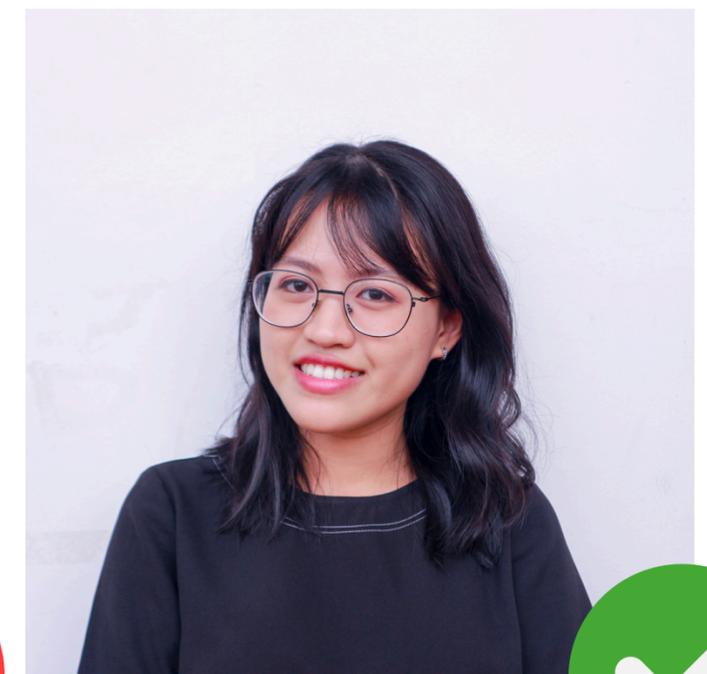
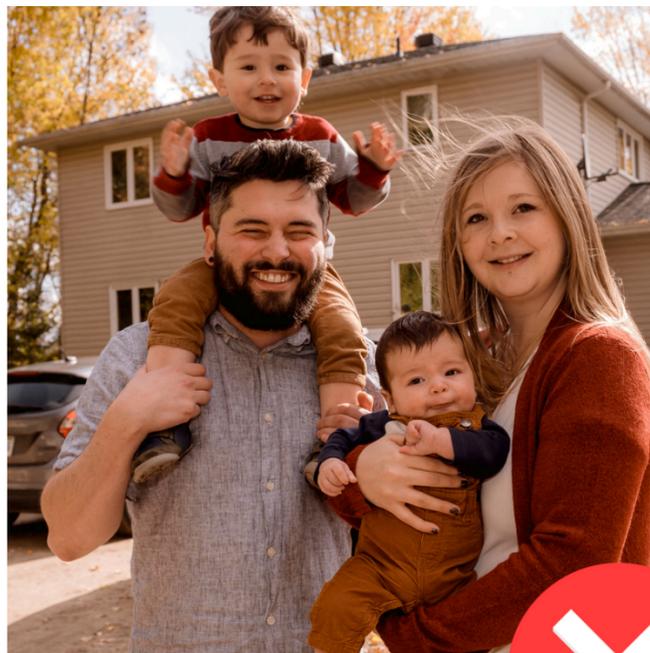


Headshot Requirement

Please upload a recent photograph of yourself to your tutor profile. The image should be clear, professional, and feature only you. This helps learners and their families feel more confident in selecting a tutor.

Headshots SHOULD NOT:

- Include other people
- Have other objects blocking yourself
- Be blurry or a photo of another photo



How to Set your Availability



You can manage your calendar and availability by selecting Availability from the menu.

You can add your availability for each semester and choose from different options, such as:

- Add Time that Does Not Repeat
- Add Time to repeat Every day
- Add Time to repeat Every weekday (M-F)
- Add Time to repeat Every week

Once your Bio is updated and your Availability is set, you are ready to be booked!

Note: You will need to update your availability every semester.

Available Hours

Tue 09/30/2025

+ Add Time

New Availability:

From * — To *

Repeat:

Does not repeat

Every day

Every weekday (M - F)

Every week

Add

Cancel



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Click to watch tutorial:

A screenshot of the ElevateDD dashboard. The top navigation bar includes the ElevateDD logo and two date indicators: "Current semester ends 08/29/2025" and "Next open enrollment begins 07/14/2025". The main content area features three summary cards: "Confirmed Sessions" with a value of 0, "Pending Sessions Needing Approval" with a value of 0, and "Sessions Completed This Year" with a value of 0. Below these is a section titled "This Week's Schedule" which states "No sessions currently scheduled for this week". On the left, a dark blue sidebar menu lists: Dashboard, Session Calendar, My Bio, My Learners, Availability, Pending Requests, View All Sessions, and Reports. At the bottom of the sidebar, the user's profile is shown as "Tester McTesty" with options for Tutor, Settings, and Sign Out. The text "your dashboard. From your dashboard," is overlaid at the bottom of the screenshot.

Note: You will need to update your availability every semester.

Questions?

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[Updating Your Profile](#)



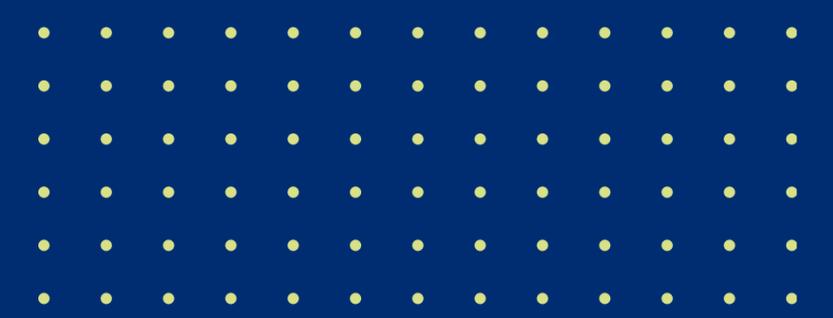
[How to Update Pending Sessions](#)



[How to Update Completed Sessions](#)



[Youtube Playlist](#)



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?

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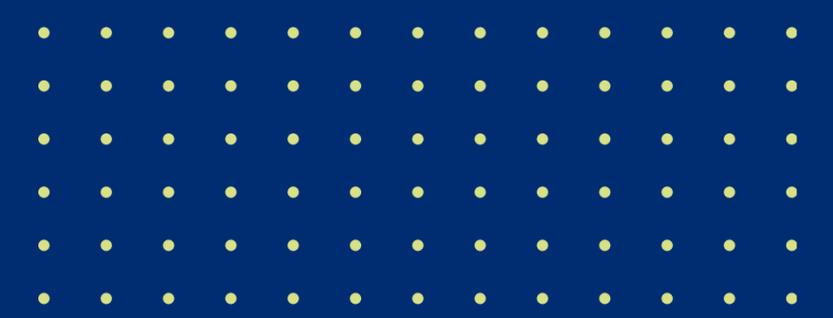
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Managing Your Sessions

Updating Pending Session Requests

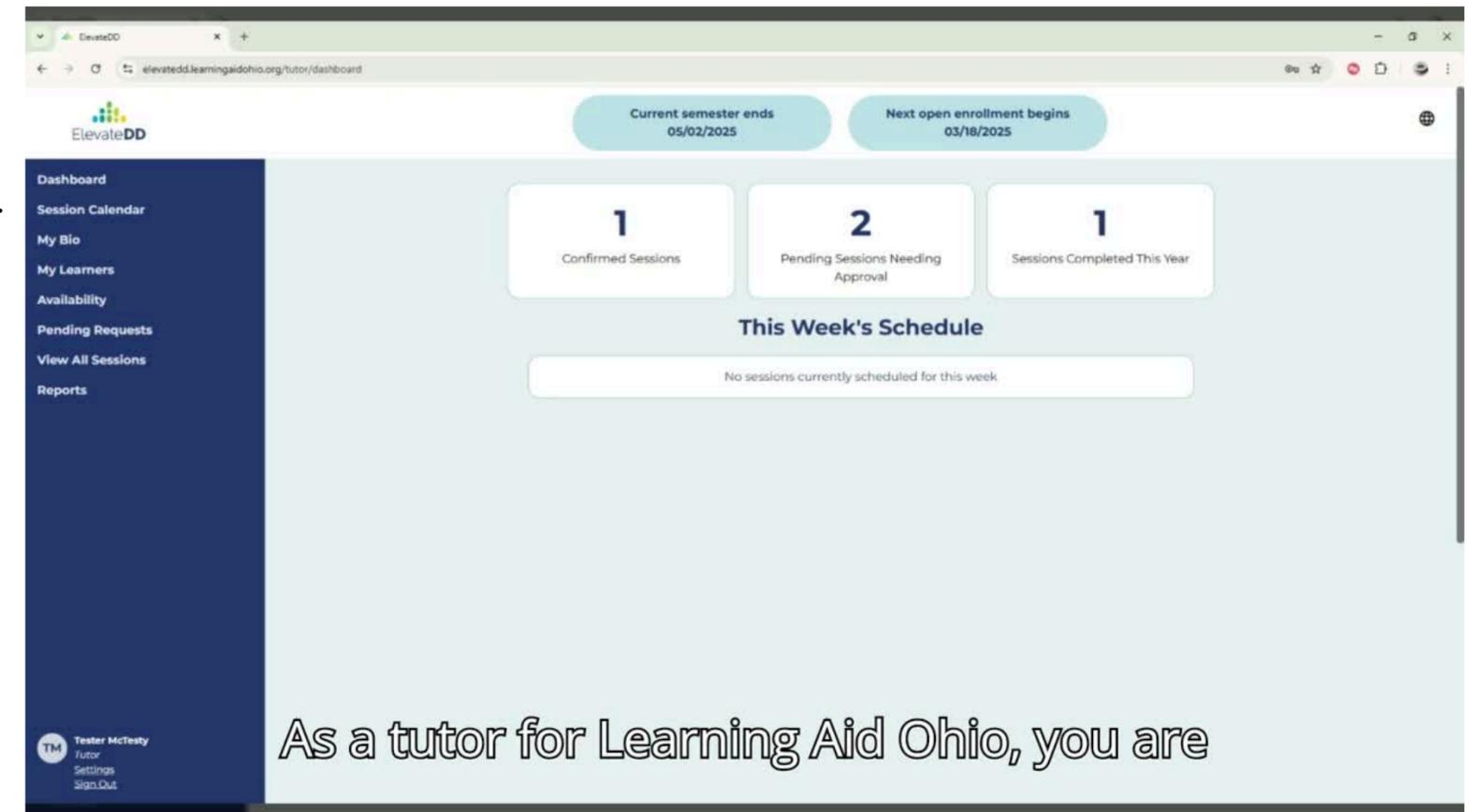


Step-by-step video walkthrough:

Learn how to access your ElevateDD Learner account and update your pending tutoring sessions.

- 1 Click “Pending Requests” in the menu to view new session requests.
- 2 Select “View Session” to review details or make edits.
- 3 Respond to the request: Click Accept to approve or Deny to reject.
- 4 Scroll down within any session view to see additional learner and account manager details.
- 5 If needed, make updates to session details and click “Save.”
- 6 To see all requested sessions, click 'View All Sessions,' then use the search filters to sort by learner or date range, and click any session for more details.
- 7 To view sessions in a calendar format, click “Session Calendar” in the left-hand menu.

Click to watch tutorial:



Updating Completed Sessions



Step-by-step video walkthrough:

Learn how to access your ElevateDD Learner account and update your completed tutoring sessions.

To ensure you are paid on time, please mark each tutoring session as Complete and include detailed session notes by the last day of the payroll period. Any session marked complete after this deadline will be included on the following payroll.

Tutors will be paid for the following session statuses:

- Complete
- Cancelled less than 6 hours
- No Show

Click to watch tutorial:

The screenshot shows the ElevateDD Tutor Dashboard. At the top, there are two teal buttons: "Current semester ends 05/02/2025" and "Next open enrollment begins 03/18/2025". Below these are three white cards with large numbers: "2 Confirmed Sessions", "0 Pending Sessions Needing Approval", and "1 Sessions Completed This Year". Underneath is a section titled "This Week's Schedule" with a white box containing the text "No sessions currently scheduled for this week". On the left is a dark blue sidebar with a menu: Dashboard, Session Calendar, My Bio, My Learners, Availability, Pending Requests, View All Sessions, and Reports. At the bottom of the sidebar, it says "Tester McTesty Tutor Settings Sign Out".

are required to update the session status

For more information, please refer to the Payroll Overview.

Session Notes



Session notes must be written in complete sentences and should clearly explain what was worked on during the session. These notes are essential in helping us demonstrate the effectiveness of our program to our funders.

Guidance for notes using the TAME Framework.

To support consistency and meaningful reflection on tutoring sessions, we are introducing a structured note-taking method called TAME. This framework will guide tutors in clearly capturing what happened during each session and how learners are progressing:

Teaching: What concepts or skills were taught or reviewed?

Activities: What tasks, games, or exercises did you use to reinforce learning?

Materials: What tools or resources (e.g. worksheets, visuals, manipulatives) were used?

Evaluation: How did the student respond? What progress or challenges were observed?

Using this approach will help us better understand each student's learning journey. As a reminder, notes can be viewed by account managers at any point and are subject to audit from our funding partners. Thank you for helping us share the impact of our program and advocate for continued resources and support!

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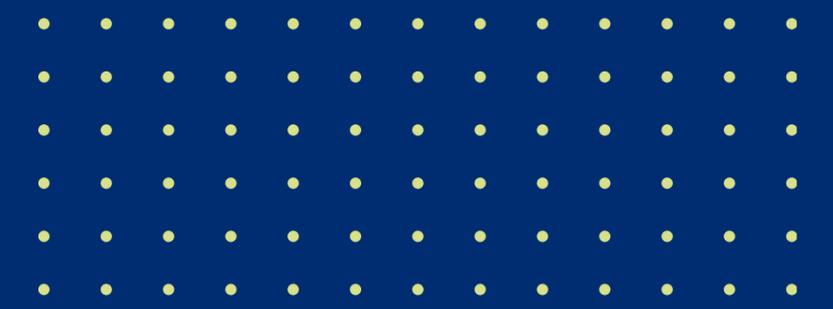
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Payroll Overview

Payroll Overview



Tutor Payment Process

Sessions are eligible for payment once both of the following steps are completed:

1. The Account Manager schedules tutoring session using the ElevateDD Learner account.
2. The Tutor marks the session as complete within the system, including detailed session notes.

These two steps ensure that sessions are properly documented, verified, and eligible for payment.

Please note:

- Do not accept sessions outside of the ElevateDD system. All sessions must appear on the official calendar to be paid.
- We cannot back-pay for any sessions that are not recorded in the system, regardless of when they occurred.
- If a family requests an unscheduled session, direct them to their ElevateDD Learner account to have it properly added before tutoring takes place.

Direct Deposit & Taxes

All tutors should set up direct deposit through Paychex before receiving their first paycheck. This ensures payments are securely and promptly deposited into your account.

Additional details:

- Tutors are independent contractors, not employees of Learning Aid Ohio.
- As a contractor, you are responsible for filing and paying your own federal, state, and local taxes.
- Paychex will issue a digital 1099 tax form at the end of each year for your tax records.
- It's your responsibility to keep your Paychex account and banking details accurate and up to date to avoid any payment delays.

Pay Rate Guidelines



Rate	Qualifications
Up to \$30	High School Diploma / GED AND at least 2 years of tutoring experience
Up to \$40	Associate degree AND at least 2 years of teaching or tutoring experience
Up to \$50	Bachelor's Degree AND at least 2 years of teaching or tutoring experience *Candidates with an associate degree AND 11+ years of teaching or tutoring experience
Up to \$75	Master's degree or higher AND at least 2 years of teaching or tutoring experience *Candidates with a bachelor's degree AND 21+ years of teaching or tutoring experience

Tutors have the flexibility to set their own hourly rate based on their:

- Experience and tenure in tutoring or education
- Certifications and training (such as Orton-Gillingham or Intervention Specialist licenses)
- Education

Important notes:

- The maximum hourly rate is \$75/hour.
- Tutors may choose a lower rate but may not exceed the hourly rate band.
- Any rate change requests can only be submitted between semesters, not during an active session period.
- Learning Aid Ohio reserves the right to request documentation (such as transcripts or certifications) to verify your selected rate.

Payroll Timing



Learning Aid Ohio processes payroll on a regular schedule.

Here's how timing works:

- Payroll is based on the transaction date, meaning the date you mark a session complete or canceled, not the date the session occurred.
- To ensure timely payment, mark all sessions as complete before the end of the payroll period.
- sessions not marked within the pay period will automatically roll over to the next pay period.

Example:

If the pay period is October 4-October 17 and you have a session on October 16 but do not mark the session complete until October 18, you will not be paid for that session until the following pay period. This is because you marked the session completed in the following pay period, which is October 18-October 31.

Payroll Calendar

A payroll calendar will be shared at the start of each semester. It includes payroll period start and end dates, submission deadlines, and expected pay dates.

Please refer to this calendar regularly to ensure your sessions are completed and submitted on time.

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