

# Our Safe & Secure Assurance

Tutor.com, a service of The Princeton Review, makes students' online safety and security our top priority. Our on-demand, personalized tutoring enables students to get help anonymously from an expert, professional tutor in a secure online environment. No personal information is shared between the tutor and student, and sessions are recorded and reviewed to ensure the highest standards of expertise, safety, and quality.

## ✓ Professional Expert Tutors

We have thousands of tutors, all of whom have been qualified and selected through our extensive application and vetting process, which includes subject-matter exams, education verification, and an interview. Our expert tutors include certified teachers, college professors, graduate students, and other professionals.

## ✓ Stringent Background Checks

All of our tutors must complete a rigorous application process to demonstrate their subject matter expertise and instructional methodology. If selected as a qualified applicant, the candidate must then pass ongoing third-party background checks.

## ✓ Complete Anonymity

Tutors and students are strictly prohibited from sharing personally identifying information in sessions, and all communication between tutors and students is conducted in our recorded online classroom environment. Tutor.com utilizes language filters as part of our quality control system to ensure that all tutors adhere to this policy.

## ✓ Comprehensive Quality Control

Tutor.com's quality control system provides ongoing monitoring to ensure that our tutors provide a safe, secure, and educationally sound experience for every student. In addition to our language filters, our QC team manually reviews tutoring sessions and post-session student comments and ratings. Each tutor is assigned to a quality specialist who provides feedback, support, and guidance while also monitoring the educational quality of sessions.

**“As a parent, I love knowing there is a safe place for my child to look up info as well as get help with her work, that doesn't just give her the answers. Thank you so much for this service!”**

*—Parent of a  
Tutor.com student*

**“Tutor.com does an excellent job of recruiting its tutors and providing them with continual evaluation. We trust the company to screen and hire appropriately.”**

*—Amy Caviness,  
Electronic Resources  
Manager, Mid-Continent  
Public Library  
(Tutor.com partner  
since 2006)*

Please contact us at [clientsupport@tutor.com](mailto:clientsupport@tutor.com) anytime.