



## Our Safe & Secure Assurance

Tutor.com, a service of The Princeton Review, makes students' online safety and security its top priority. Our learning solutions are designed for students to get help anonymously from a professional tutor in a secure and monitored 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, across the U.S. and Canada, all of whom have been qualified and selected through our extensive application and vetting process. They include certified teachers, college professors, graduate students, select undergraduates from accredited universities, and other professionals. Our rigorous approach to onboarding, mentoring, and retention ensures that our tutors provide high-quality, pedagogically sound help for all students and learning styles. We employ a quality-control program that provides our tutors with ongoing professional learning and that engages them in a continuous cycle of improvement, leading to impactful learning engagements during every student session.

### Comprehensive Background Checks

All of our tutors must complete a rigorous application process to prove their subject matter expertise and instructional methodology. If selected as a qualified applicant, the candidate must then pass an extensive third-party background check which includes a seven-year criminal history background check and education verification. Tutor.com repeats background checks of all tutors each year and deactivates the accounts of its inactive tutors. Inactivity is defined as 0 sessions conducted in 30+ days for new tutors, and 0 sessions in 60+ days for experienced tutors. Once the removals are completed, the Tutor.com onboarding team initiates the rescreen process for all active tutors.

In further detail, background checks for our tutors are conducted through a third-party vendor and consist of the following:

- **Social Security Number Trace**  
This trace submits an applicant's Social Security Number and generates a report through a credit bureau. This report returns a list of known names and addresses for the SSN, compiled from credit and banking history for the given SSN. These traces are used as a "pointer" to possible criminal records. The address and alias information that the SSN Trace returns is then used to determine which counties and other databases should be searched for additional public records.
- **Multi-Jurisdictional Database Search (aka National Criminal Database Search)**  
A multi-jurisdictional database search is done to locate records and addresses for the searched individual. It is an automated search of commercial databases that consist of both publicly available and purchased criminal records compiled from a variety of state, county, and other proprietary sources. The MJDS includes retrieval of data from national security sources, numerous federal databases, and arrest and criminal data from various local, county and state agencies including: Administrative Office of Courts; Departments of Correction; Individual County Courts; state-specific Criminal Records Repositories; and Criminal records from multiple states. This tool is used as a pointer, and then all records are verified at the source before being reported.

- **County Criminal Search (for all places an applicant has resided in the last 7 years)**  
This is a search of available and legally reportable felony and misdemeanor convictions, including pending records, based on address information for the past seven years, unless otherwise specified, that is returned from an SSN Trace or revealed in an MJDS. This search uses a network of professional court and record researchers to perform county level searches for felony and misdemeanor level criminal records in each identified county. This search utilizes reputable electronic databases maintained by governmental organizations or their agents in jurisdictions where available and conduct physical court searches in jurisdictions where performing electronic searches of reputable databases is not possible.
- **Sex Offender Search**  
This search uses the Dru Sjodin National Sex Offender Public Website (“NSOPW”), maintained by the Department of Justice, and verifies each record with the state sex offender registry. The results then will show whether the applicant searched is currently on a sex offender registry.
- **Global Watchlist Search**  
This includes a search of various U.S. and international government watch lists, which shall include, for example: FBI Most Wanted Lists, Interpol's Most Wanted Lists, Office of Foreign Asset Control Sanction Lists, Denied Persons Lists, Department of State Sanction Lists, Specially Designated Nationals Lists; as well as various U.S. Drug Enforcement Administration Wanted Fugitive Lists.
- **Education Verification**  
Education verification confirms an applicant’s certifications or educational claims. It verifies where the candidate went to school, the type of degree obtained, the major, and sometimes the graduation date. Often referred to as an education background check or background check education verification, the process confirms educational credentials from high schools, colleges, universities, and other institutions of postsecondary education.

In addition, we run a criminal rescreen against a national database for all of our active tutors periodically throughout their tenure consisting of:

- Multi-Jurisdictional Database Search (aka National Criminal Database Search)
- Sex Offender Search
- SSN Trace
- Global Watchlist Search

## Complete Anonymity

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

## Comprehensive Quality Control

Tutor.com’s quality-control system provides complete assurance that our tutors provide a safe, secure, and educationally sound experience for every student. In addition to our language filter, our Quality Control team manually reviews tutoring sessions and post-session student comments and ratings. Each tutor is assigned to a mentor who provides feedback, support and guidance while also monitoring the educational quality of sessions.