Learning moments
Students and tutors in action

Inside, you will:

- Learn how Paper™ tutors are selected and trained.
- Understand how Paper enables a great student experience.
- See examples of impactful tutoring across grade levels and subjects.
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Introduction

Paper partners with K-12 schools to provide every student with unlimited 24/7 tutoring across many content areas. Specialized multilingual tutors provide on-demand 1:1 support across various K-12 academic subjects, giving every student an equal opportunity to excel academically.

Students turn to Paper when they’re struggling with a concept, stuck on a question, need help managing the stress of assignments and assessments, or are simply looking for some reassurance. A learning moment happens when students collaborate with a Paper tutor to overcome challenges and gain new skills and understanding.

In this document, you’ll find a curated collection of exemplary learning moments that showcase the power of providing students academic support exactly where, when, and how they need it. You’ll also learn more about Paper’s tutoring services and the outstanding tutors who provide them.

Tutoring attuned to each student’s needs

Every learner comes to a Paper tutoring session with different needs, skill sets, and levels of understanding. They may be an elementary school student or a high school senior, an English-language learner or an AP English student, a math whiz or math-averse. They could need a short session to get unstuck or an hour or more to unpack complex concepts. No matter the circumstance, Paper’s expert tutors are here to support your students with 24/7 academic help, writing feedback, and study support for many subjects and at every level. This delivers positive learning experiences that empower learners, build student agency, develop perseverance, and help students achieve grade-level standards.
How Paper ensures great learning experiences every time

A student’s Paper experience begins when they submit a written composition for review or request an on-demand tutoring session. With Paper’s Live Help, students are intelligently matched with the ideal tutor to help guide them through their challenges. During a session, Paper tutors never give away the answers. Rather, they use an inquiry-based approach called the Paper Method that elicits prior knowledge, guides discovery, and supports metacognition.

The Paper Method: Paper’s inquiry-based tutoring methodology

1. Students come to Paper with a question or challenging concept.
2. Tutors uncover prior knowledge and pinpoint knowledge gaps.
3. Tutors guide students through the problem by asking questions to help them progress.
4. Tutors clarify points of confusion for strong conceptual understanding.
5. Students leave each session more confident and independent.

Paper’s approach to teaching and learning fosters critical thinking, spurs lifelong learning, and encourages students to take ownership of their education. But it doesn’t just build more confident learners. Paper’s inquiry-based method always asks students to reflect on what they’ve already learned rather than introducing a new method of problem-solving. In this way, as well as through usage reports and session transcripts viewable to administrators and teachers, Paper ensures every learning moment best aligns with teachers’ approaches and curricula. This supports not only students, but also their teachers.
What makes a Paper tutor?
To apply Paper’s tutoring methodology, tutors need specialized skills, abilities, and professional development. That’s why Paper’s tutors are always carefully selected and trained Paper employees—they’re never “crowdsourced” or brought on as independent contractors.

Paper tutors are rigorously evaluated and aptitude-tested to be:

- Efficient and clear communicators.
- Approachable, supportive, and patient.
- Content area specialists.
- High-performing college students or graduates.
- Culturally diverse and multilingual.
- Committed to helping students succeed.

Additionally, candidates complete a series of language proficiency and subject-specific aptitude assessments, demonstrating their subject matter expertise and mastery. They must also have at least one year of prior teaching or tutoring experience.

Once hired, tutors receive professional development and coaching in every aspect of what it takes to become an outstanding Paper tutor, including using Paper’s platform tools, employing the Paper Method, and learning how to recognize students in crisis and connect them with Paper staffers trained to respond. After initial professional development, Paper tutors are equipped to deliver the highest quality of academic support, all while keeping student well-being a priority.

Paper invests in tutors by ensuring they can maintain high standards and continuously grow their skills. Tutors receive ongoing professional development and coaching, and the instructional strategies they learn align with best practices Paper has developed over tens of thousands of hours of tutoring. These best practices help ensure the best possible learning experience for every student, every time.
Qualities of a great learning moment

In the upcoming pages, you’ll have a chance to see students and Paper tutors in action. These are actual tutoring sessions anonymized for student privacy. In each Live Help and Review Center session, you’ll see how Paper tutors work with real-world students to help deliver powerful learning moments.

In every example below, you’ll see warm, friendly, and patient tutors who are skilled at making a personal connection (using emojis, for instance, to ease the conversation) and rapidly adapting to each student’s learning preferences. You’ll see tutors guiding students to discover the answers for themselves and never giving them the solution. You’ll see how Paper’s inquiry-based approach empowers students’ independent thinking. You’ll see a system that’s easily accessible for English learners. Most of all, you’ll see students receiving the support they need to succeed.

The sessions are broken into three grade-level groupings: K-4, 5-8, and 9-12. In each age group and across each subject tutored, you’ll see Paper’s inquiry-based method in action along with additional instructional strategies employed by Paper tutors—always personalized to each student’s needs.
Exemplary tutoring sessions: Grades K-4

K-4 students are often excited about learning, and the Paper team gets a little bit of extra joy in working with these enthusiastic learners who need extra support with academics. Paper tutors who work with K-4 are especially focused on supporting foundational literacy and numeracy.

Because these students are in the early stages of developing literacy, Paper tutors are trained to understand what a student needs—even when they have some struggles clearly expressing what they’re working on. By modeling appropriate tutoring interactions, tutors help young students grow the skills they need to advocate for themselves. K-4 students who use Paper also develop problem-solving skills thanks to Paper’s inquiry-based approach to tutoring.
Grades 2-4

Basic math: Arithmetic

Great features of this session include whiteboard use, a patient tutor, and step-by-step explanations.

Paper tutors are trained to ask the same question multiple ways, which is especially important for younger learners who may not know exactly how to communicate their questions.
Learning moments

Tutors use an inquiry-based approach to guide students through their challenging problems.

Students can use Paper’s whiteboard to show exactly how they solve each problem.

The student had to leave immediately after the session, but they left a glowing review for the tutor.

Basic math: Arithmetic (continued)
In this session, the tutor demonstrates positivity and warmth.

Student

Hi! My name is _, can you help me with a math problem today?

Tutor

Yes! I'd love to help! What math problem are you working on? It's nice to meet you! I'm ___.

Student

It's ___ started to cover this rectangle with ones blocks. Explain how you would estimate the number of ones blocks that would cover the whole rectangle.

Tutor

Okay! I see! Have you had any ideas about this question at all? 😊
Basic math: Arithmetic (continued)

Okay! So let's count! How many ones squares are there?

There are 3, 6, 9, 12, 15, 18!

right! So there are 18 so far! and what number were you skip counting by?

3's

Yes! How many times?

6 times

Right!
Basic math: Arithmetic (continued)

Tutors first ask the student questions to guide them, and then reaffirm the correct answer to ensure knowledge retention.
Sometimes, younger students just need a hand to hold as they work independently. Paper tutors engage appropriately and make learning fun.

Student

yes so the problem that i have is a comet

Tutor

A comet? Could you explain a bit more for me? 😊

Student

it is called commonlit and it is about a story that is called marble champ

Tutor

Ah, okay! What are you struggling with?

Student

for the first question it said what is bothering lope

Tutor

Oh, so what was the thing that other girls could do but Lope couldn’t? That was what was bothering her.

Student

run as fast as the outer girls

Tutor

Yes! Well done!
Grades 3-4

English comprehension: Reading for understanding (continued)

Tutors use gentle age-appropriate reminders to help students with all academic skills—not just their specific questions on the platform.

Sometimes, all students need is reassurance and positive reinforcement. Paper tutors provide support along each student’s unique learning journey.

Student
what was bothering lope was that she could not be good at sports like her freinds

Tutor
Very good! That is your answer!

Remember to use uppercase letters where you are supposed to 😊

Student
okay freind

Tutor
Good! Do you need help with any other questions?

Student
i got the answer right again

Tutor
Wow! All by yourself?

Student
this my frist time on cominlet and paper and theyh are fun

Tutor
Welcome! We are glad you are here and having fun! 😊

Student
yes i love thank you for you help\

😊
Grades 3-4

English comprehension: Reading for understanding (continued)

Student
lupe won
the game

Tutor
She did!

Student
yes
one more answer

Tutor
Did you like this story?

Student
i got the half thing right
i got 5 stars

Tutor
Keep going! 😊 Remember full sentences.

Student
Thank you for your help.
Review Center submission: Student’s first paragraphs

This reviewer includes helpful comments on language choice and grammar.

water is the same of 100 millions of years ago and the evaporation, condensation, and what is the water cycle. Plans at the well: plans water from the well.

The rules for spacing around commas is the same as colons! Do you notice any other spacing-related errors in the rest of your paragraph?

of water in the well agriculture use 70 percent industry use 22 percent home use 8 percent. How can this be said using a complete sentence? Be sure to use the appropriate words to link your statements together.
This session demonstrates a tutor being encouraging and taking a step-by-step approach.

Tutors build on what students already know, ensuring their approach aligns with the teacher’s approach.
Grade 3

English writing: Grammar rules (continued)

Tutors stay positive while pushing students to do their best.

Student: Helped

Tutor: Yes! Good job!

Student: Hmmm, mm I think no

Tutor: I agree, there is a letter too many in that word! How could you rewrite it so it is correct?

Student: Helped us that right?

Tutor: Yes! Good job!
This tutor does a great job working collaboratively with the student.

Student

My brother takes his bike to school. I need to fix my bike. The seat wobble on bumpy roads. The pedals slips a lot, and the chain is loose. I tell my father about the problems. He offers to help and get out his toolbox. Dad and I tighten many of the screws and bolts. I fills the tires with air, and Dad adjust the chain. Now my brother and I enjoy riding to school together.

Input Field 1 of 1

that's the story with the mistakes

Tutor

Ok! Has your teacher pointed out the mistakes or are we going to find them together?

Student

she did not point out the mistakes

Tutor

Perfect, let's get started!

Do you see any mistakes?

Student

yes

Tutor

Where?
English writing: Grammar rules (continued)

This is a great example of Paper's inquiry-based approach in action.
 Grades 4-5

**English writing: Grammar rules (continued)**

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Student: offers ??

Tutor: Awesome!

Student: He offer to help and get out his toolbox

Tutor: This one?

Student: i cant find the second mistake

Tutor: Yes! Good! There's one more mistake

Student: What does he do after he offers to help?

Student: oh get to gets

Tutor: Yes! Good!
This session is collaborative and includes helpful explanations. The tutor does a great job guiding the student on a topic they’re unfamiliar with.

With topics that are unfamiliar to students, Paper tutors collaborate and guide them with helpful explanations.
English writing: Grammar rules (continued)

Student
The narrator

Tutor
So, if saw, is our verb, who is doing the seeing?

Student
I

Tutor
That's right! Which word, specifically?

Student
Oh okay thank you

Tutor
Exactly! So, that makes "I" the subject.

Tutor
You're welcome!
French: Starting to learn a second language

The tutor is careful to gauge the student’s understanding of the question. The student is able to show what they’ve already learned, and the tutor fills in the blanks. The tutor then provides a helpful chart that the student uses to figure out the rest of the question.
After assessing the student’s baseline level of learning, tutors often use helpful teaching tools to facilitate the student’s independent thinking.

Grade 4

French: Starting to learn a second language (continued)

Tutor

Ok, so when we want to show an action (like being) we have to use a pronoun. A pronoun is the word which replaces our name in a sentence. So for example if I say: Stephany est ici. (Stephany is here) If I want to talk about you without saying your name, I can say Elle est là. (She is there). If I speak directly to you I use "tu" and if I speak about myself I use "je"

If you look at this chart, and try to find "I" what pronoun is used in French?

Student

je suis

is i am
Grade 4

French: Starting to learn a second language (continued)

Student

thank for the help

wait
au revoir

Tutor

No problem! Bye for now :-)  

Au revoir!
Exemplary tutoring sessions: Grades 5-8

Students in grades 5-8 are in the midst of transitioning from children into teenagers and face new academic demands at the same time.

Paper tutors who work with grades 5-8 are especially focused on helping students understand how to fine-tune their writing based on the target audience and the purpose of the composition. They also assist students when it comes to conducting valid research and utilizing source material while they’re learning to cite sources and uphold academic integrity.

Paper tutors have a wide range of techniques they use when assisting these particular students with problem-solving; this means they can break down real-world challenges into manageable parts and model them mathematically or scientifically to arrive at a solution. As students begin to tackle the early fundamentals of math, science, and other subject areas, Paper’s tutors are especially empathetic and patient as they assist students with grasping and mastering trickier concepts. They’re also experts at keeping learners continuously engaged and motivated whenever longer tutoring sessions are necessary.

With areas of study broadening in grades 5-8, learners also begin to take advantage of the wide range of specialized tutors Paper offers. This includes those with expertise in multiple languages, knowledge in specialized sciences or social sciences, and more.
This tutor takes over for another tutor who had to leave because of an emergency. They are seamlessly able to continue helping this student, who is working with fractions.

When life happens, our tutor network is there to ensure student success remains our No. 1 priority. Tutors are in constant communication to make sure everyone gets the help they need.
This is another great example of how using questions can empower students to take ownership of their learning.
Paper’s tutors know that a little positive encouragement can go a long way.
Math: Fractions (continued)

Student

YESSSSSSSSSSSS
I passed

Tutor

AWESOME!

Student

the lesson 75%.

Tutor

That's great!
In this session, the tutor breaks down a complicated concept using an example. They then have the student complete their problem using the example as a guideline.
It can be hard for tutors to read whether a student is fully grasping everything. Explaining a concept multiple ways always helps cement student understanding.
Grades 7-8

**Math: Arithmetic (continued)**

Student

so that would be 1019.1

Tutor

Exactly!

Great work!!

Student

thank you
Grade 6

English: Beginning literature analysis

This student needs some help figuring out what to write in response to a prompt about “animals helping people and people helping animals.” The tutor connects with the student on a personal level to spark ideas.

Student

Well, it's about animals helping people and people helping animals.

Tutor

Ah! Awesome!

Okay, so do you like animals?

Student

Yes, I do, very much 😊

Tutor

Wonderful! Me too!
Tutors communicate with students on a level they understand and appreciate, allowing them to feel confident enough to share their own ideas.

Grade 6

English: Beginning literature analysis (continued)

Student

that the pigeon hero, she got shot 3 times! And she was supposed to deliver this message to other people to help some men, and she got shot in her chest, her leg, and her eye, and made all the way to another city to help 200 men!

Tutor

Okay! So that's amazing!
How could you take an aspect of that to hook the reader?

Student

That she got really hurt delivering an important message

Tutor

Yeah, she did all that to help humans.
Can you create a hook sentence with these ideas?

Student

So, I think I should start off with, "Hey, did you know that a pigeon in World War One got very hurt delivering an important message to save the lives of many men?"

Tutor

Yeah! I like it! Check your spelling and go for it!

Student

Ok!
Spanish: Growth in a second language

For this question, the student is trying to determine the different form of “be” (“estar” or “ser”) to use for a Spanish assignment. Here, the tutor asks for the full sentence and then asks the student which verb would be more appropriate. The tutor helps guide the student toward the correct answer.

Student

For the word bonito, is bonito to be used with ser or estar?

is it ser because it is a trait

or is it estar because you can't be pretty forever

Tutor

That's a really good question!

What is the full sentence you're looking at?

Student

Mi hermana (es or esta) bonita
Spanish: Growth in a second language
(continued)

This is a great example of the inquiry-based Paper Method in action.
In this session, the student has a difficult time understanding the difference between indefinite articles in French (“un” and “une”). The tutor gauges the student’s understanding of these pronouns and first asks what was covered in class. The tutor then provides an example to the student, which they find helpful.
French: Growth in a second language (continued)

Tutor
Okay, so some words in French are masculine words. In front we put "un"
Some words in French are feminine words. In front we put "une"
For example: un chien, because chien is masculine

Student
Oh okay!
I get it know
Thank you very much
In this session, the student is reviewing web resources to determine their validity for an assignment. The tutor asks guiding questions about whether the information seems right and how they can tell if it isn’t. Fortunately, the student is already wary about which web resources are reliable when it comes to studying history.

Beyond the immediate assignment, tutors work with students to develop lifelong learning skills.
Social sciences: Researching and writing about history/geography

In this session, the student wants to examine the differences between Mesopotamia and Egypt. The tutor is able to establish what the student has learned and that they're looking through a textbook. Because they’re still learning about Egypt in class, the tutor asks the student to share what they’ve learned recently.

Tutor: Wonderful!

Student: So have you read through the sections on Egypt and Mesopotamia?

Tutor: I have for Mesopotamia but not Egypt because we just started the lesson on Egypt today.

Student: Oh wow! Okay! So what can you tell me about Egypt that you learned today?

Tutor: I learned that Egypt means "The Two Lands" and I know a little about there language.

Student: Okay, that is a good start!
Social sciences: Researching and writing about history/geography (continued)

Tutors are patient and slowly draw information out of students before helping them dive into a specific topic or idea.
Here, the student is looking for help on their social studies essay prompt. Immediately, the tutor tries to establish a connection with the student by saying that the essay “sounds fun.” The student is hesitant at first, but this tutor does a great job building their confidence.
Social sciences: Researching and writing about history/geography (continued)

Grade 8

Paper tutors never insert their own biases into a student’s argument. Every interaction is driven by the student’s ideas.

Student

The question is Was the United States justified to go to war with Mexico

Tutor

Thank you for sharing that :) And what position are you taking?

Student

US was not justified

Tutor

Okay, let’s expand on that. Do you have reasons for that position?

Student

Yes Texas was not American land from the very beginning and president Polk provoked Mexico to go to war with America
Social sciences: Researching and writing about history/geography (continued)
This tutor is patient and positive. They offer gentle correction when the student doesn’t provide the right answer.
Grade 7

Science: Chemistry (continued)

Tutor

Hmm rocks can't absorb Carbon from the air. try again! Think of a green thing

Student

chlorophyll? plants?

Tutor

Right! Plants absorb that carbon and when they die it gets absorbed into the ground! Does that make sense?

Student

yes it does
what about the next ones
i guess it would be weathering and erosion right?

Tutor

Definitely! Good job

Now that’s in the ocean, how does it get into coral and shells?

Student

well they live there so i guess they absorb it?

Tutor

Exactly! they absorb it and basically get coated in it. Now how does this carbon then end up in limestone rocks?
Science: Chemistry (continued)

Tutors encourage students by affirming their correct answers and lead them along their own paths of knowledge discovery.

Student

heres the diagram too if that helps

The shells and coral could get washed up?

Tutor

Right! Remember their shells are made of calcium carbonate, which is the same material that makes up limestone!

Now how does carbon go from there to a cement plant?

Student

limestone is used to create cement

Tutor

Exactly! So that limestone is brought to the cement plant and converted to cement!

Now how does this carbon then return to the atmosphere?
Student

in production, some carbon is released?

Tutor

Yes! In the form of what?

Student

CO2?

Tutor

Yup! Great job

Student

Do you understand how we got all the answers here?

Yes
This tutor uses emojis appropriately and connects the question to real-world concepts.

Student: Good morning how are you

Tutor: hey there!

Student: How can I help you today?

Tutor: I'm good! Thanks for asking 😊

Student: I wanted to know about a way to measure mass and a way to measure volume.

Tutor: Okay! I can help with that. Do you mean a type of tool that you can use?

Student: Yes I think so but in volume I think there is a formula but I forgot it.
Grade 8

Science: Chemistry (continued)

Tutor

well i think if you use the word "measure"
then we have to use a tool
how to measure an object’s mass?
or in other words, what is mass?

Student

Mass is a measure of how matter an object is made of

Tutor

yes

but most often, mass is measured in grams
what tool do we use to measure how heavy something is in grams or kilograms?

Student

Using a scale?

Tutor

yup!

we often use scales to measure an object’s mass 😊

Student

Oh ok
Science: Chemistry (continued)

Grade 8

Learning moments

Tutors use real-world examples to help students connect the dots, making unfamiliar topics seem less intimidating.
Grade 8

Science: Chemistry (continued)

Tutor

yup

that is called a graduated cylinder

not sure if that is what you meant

Student

Something like that

Tutor

yes exactly

Student

Oh ok thank you for your help

Bye have a good day

Tutor

my pleasure!

you too!

bye
The tutor uses emojis well and is patient, allowing the student time to reflect and gather their ideas.
Grade 8

Science: Physics (continued)

Student

I got this question wrong on my test but I think I might know it now

Tutor

Okay! What are you thinking for the question now?

Student

I think it's decreasing the cat's potential energy because she moved it?

Tutor

You're right that potential energy changes! When do we have high potential energy? And when do we have low potential energy?

Student

High potential energy is when there is little to no movement right?

Tutor

Yes, that's correct. Where do we get potential energy from? What can it turn into?

Student

It can be, where do we get potential energy from? What can it turn into?

Tutor

Yeah! And we get kinetic energy, because the object has some energy because of how high it is. That is potential energy. It's the amount of energy an object has based off of how far off the ground it is.

Student

Oh, okay I forgot about that.
Science: Physics (continued)

Tutor

No worries! Since we don't "see" potential energy, it's one of the easier ones to forget.

Student

so, its increasing the cat's potential energy because its going higher?

Tutor

Exactly, yeah!

Student

got it! thank you

Tutor

Great! No problem! 😊 Did you have any other questions?

Student

yeah i actually have one more question

Tutor

For sure! What question did you have?

Student

Okay for this one, what would you need in order to make an experiment?

Student

well you definitely need to observe
Tutor
Right! And what do you do about the observation?

Student
but they also need a problem that they want to solve and they have to ask questions

Tutor
Right! So what answer would you say encompasses all that?

Student
all the above

Tutor
Awesome! 😊

Student
thank you so much! Hope I get to talk with you again soon! Your my favorite tutor

Tutor
You’re welcome! I hope I get to see you again too, you’re a great student, it’s always nice working with you! 😊

Hope you have a great day 🤗! Good luck with your subjects! 😊

Student
You too! thank you!

Tutor
Bye! 😊 Thank you!

Student
Bye!
The student enters the session with practice questions they’re using to study for a test. They discuss some of the questions with the tutor, who is encouraging the entire time. The tutor’s regular emojis, consistent use of the Paper Method, and overall demeanor help the student get the most out of the interaction.

Student

for a solar eclipse it goes sun moon earth and lunar it goes sun earth moon

Tutor

Wonderful job! When you talk about the types of eclipses, do you mean that the sun's light is "completely" blocked?

Student

no

I think

Tutor

So what is the difference between a completely blocked light, and a partially blocked light?

Do they separate the two into categories, or are they the same category?

Student

a completely blocked light means that the light is not visible anywhere while partial means that some areas light still shows.

Tutor

Nice job :) Remember that there are "total" eclipses and "partial" eclipses. Do you understand the difference?

Partial solar eclipses are when the Moon doesn't completely cover the Sun. The Moon passes off-center and only a portion of the Sun is obscured.
Grade 8

Science: Physics (continued)

Student

Explain the difference between potential and kinetic energy. If you were on a roller coaster, when would you have the most PE? When would you have the most KE?

Tutor

Do you already have an understanding of both Kinetic and Potential energy?

Student

yes

Tutor

Okay, then I will leave you to craft your response appropriately.

Student

Potential energy is the energy when an object is not in motion and kinetic energy is the opposite. On a rollercoaster the top of the tallest hill is when you have the most potential energy since the coaster car is not in motion and the higher the hill the more potential energy there is while kinetic is the opposite at the very bottom of the tallest hill.

Tutors empower students to take control of their learning.
Students and tutors can use the shared whiteboard to articulate exactly what they mean.
This is the updated draft of a composition the student had already submitted to Paper's Review Center. This is a sound review because it points out what's missing from the student's thesis statement. In the conclusion, the reviewer takes the opportunity to point out what the student might do to strengthen their thesis.

Please note that although this reviewer provided great comments, Paper’s Review Center tutors are taught to correct errors in their own grammar, punctuation, and spelling.
This review points out when there are inconsistencies in citation formatting. It illustrates that our tutors have a keen eye when it comes to ensuring students cite their materials correctly.

The reviewer’s general comments commend the student’s progress on their essay to this point. However, they also highlight what else they need to work on for their next draft.
In addition to in-text comments, tutors leave students an overall comment on their essay submission. This allows them to offer positive encouragement and general advice.
This student doesn’t provide any particular instructions for their assignment. Nevertheless, the reviewer takes care to address the essay’s high-order elements (structure and content), its sentence-level elements (language choice, spelling, and grammar), and other mechanical concerns (such as proper citations).

In this part of the essay, the student has embedded a quote from a source. The reviewer helps the student develop analytical skills by asking why their cited source is important.

In a couple of other places, the reviewer asks the student to be as precise as possible when discussing cited material. They also point out why it’s important to do so in essays.

The tutor also points out that usage of first-person and contractions might not be the best choice for an essay. However, given that there were no instructions, the tutor is careful to let the student know that they should double-check style preferences with their teacher.
Finally, the general comments illustrate the strengths of the submission and demonstrate how carefully the reviewer looked through the student’s writing. They also point out areas where the student can offer more details, which will strengthen their work overall. The advice provided here will help the student not only with this assignment, but also in future compositions.
Review Center: Argumentative essay

The reviewer here understands how personal writing can be. This is why they want to empower the student to be able to make necessary edits to their work. They do this by using emojis on occasion and by leaving encouraging remarks throughout their review.

The reviewer here highlights an instance of a run-on sentence and asks the student to think carefully about where they can end one idea and start the next. They also mention that this is something to be aware of throughout their work, as the error may appear multiple times. Because the goal is to help this student become better at writing—and not just achieve a high grade on this single assignment—the Review Center tutor wants the student to be mindful of recurring errors and how to spot them as they continue working on the essay.
Exemplary tutoring sessions: Grades 9-12

Students in grades 9-12 are in the home stretch of preparing for university and the working world. Paper tutors who work with grades 9-12 are especially attuned to the social and emotional needs of high school students—bringing empathy for their greater workload; offering 24/7 availability for night owls; and standing ready to offer appropriate advice and tactics for stress management around homework, papers, and exams.

Building on the subject-specific academic support emphasized in grades 5-8, Paper tutors support ninth through twelfth graders as they begin to apply academic concepts to real-world engagements. This includes everything from working with a sequence of simple examples or concepts, and illustrating how they come together to solve big, complex problems, to building skills for questioning and filtering out one’s own biases and interpretations.

Paper tutors help students in grades 9-12 build skills for authoring longer and more complex writing compositions of varying styles. At the same time, they assist them in reading, analyzing, and interpreting more sophisticated literary works. Students also receive support in learning to develop clear thesis statements and building fact-driven and persuasive supporting arguments.
The tutor greets the student and shows interest in what they’re working on. This helps encourage the student to participate further in the session.
Here's a great example of the Paper Method in action.

Well, we have a right triangle where we know the length of two of the sides. Is there a way we could find the missing length?

I think something with the pythagorean theorem?

Yeah! We can use the pythagorean theorem to find that third length!

In this case, the slant height is the hypotenuse, the longest of the three sides.

How would you use the formula?

\[a^2 + b^2 = c^2\]

Yup! In this case, we're know a and b, and we're trying to find c.

\[(5.5)^2 + (4)^2 = c^2\]

Just so you know I have to go soon because I have a meeting, and to substitute a and b with the values we already have.
Grade 9

Math: Algebra (continued)

Student

I got 4.72

Tutor

Which makes sense!

now that we know the slant height, we can find the surface area! 😊

Student

Ohh, ok :) I know how to do the rest, finding slant height isn't my thing

Tutor

Well, now you have a better idea of how to get there! 😊

To summarize, we can use the fact that the slant height, the height, and a line going from the center of the base to the edge form a right triangle 😊

Student

Yay, thanks for the help

Tutors reinforce important concepts so students are better equipped to handle similar problems in the future.
Math: Geometry, algebra, trigonometric ratios

This session is with a student who struggles with their studies and tends to get impatient. The tutor does exceptionally well in keeping them engaged with the session and making sure they understand the material sufficiently so they can solve the problem themselves.

Student
and the length is 5m?

Tutor
Can you tell me how you got 5m?

Student
hmm so 2 we have 3, then 4 we have 5 😊 i guess the rule is just add 1 to move from cm to m

Tutor
Ahh I see!

Yeah I can see why that would be confusing but try not to think of the relation between 2cm and 3m as much as much as the relation between 2cm and 4cm

We know that 4cm is double 2cm right?

Student
yess

Tutor
Great! So the real length should be double the real width as well!

Student
ohhh, so the real length shoule be 8m?

the real width 3, so we double it we got 6

Tutor
Yep exactly!
Grade 10

Math: Geometry, algebra, trigonometric ratios (continued)

Student

if they are parallel then whatever we draw they are still the same....

so maybe they cant change

Tutor

That's right! It's actually physically impossible to create a quadrilateral that is not a parallelogram if two sides are equal and parallel!

The only way I can join the two black lines is with another pair of lines that is equal and parallel to each other.

Student

yess

so in this case

number 4 is parallelogram

Tutor

Yep!

Were you confused about how we solved any of those parts? We can go over it again!

Student

nooo i got it
**Grade 10**

**Math: Geometry, algebra, trigonometric ratios (continued)**

Tutors regularly check in with students to ensure they’re engaged and following along.

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**Tutor**

- Correct!
- Can we simplify that further?
- Perfect! And that's our final answer! Great job!
- Let me know what you want to work on next!
- Are you still there? 😊

**Student**

- then we can have xz left
- im here but i think i can work the rest on my own
- thank you so muchhh
- have a great dayyy

**Tutor**

- No problem! You too! Bye!
Here, we see good use of the inquiry-based Paper Method regarding the structure and content of the student’s writing. The tutor also demonstrates an encouraging tone and uses friendly emojis.
Grade 11

English: Literature analysis, thesis development

This student is seeking help with writing a concluding paragraph. The tutor brings up questions for the student to think about to strengthen their writing. They’re encouraging throughout, and the advice they provide can be applied to future writing assignments.

Before diving into specific content, tutors try to understand what the student might already know.
Grade 11

English: Literature analysis, thesis development (continued)

Tutor

Yup, summarizing your main points is super important! Although, try not to just repeat exactly what you've written :) In addition, you can also leave your reader with something to consider. For example, what lessons can the reader take away from this research? What does it imply about future endeavours? Why is this significant/why should people care? Some teachers like to call this the "So what?" section of the conclusion.

Student

Ohhh okay, in what order should this be in? Would it be first sum up everything, second restate thesis, and last the so what?

Tutor

That’s a good question! Typically, conclusions start with the restating of the thesis and then move on to the summary of the main points, etc.

Student

Ohhh okay that makes more sense.
Grade 11

English: Literature analysis, thesis development (continued)

Student

okay so I have this so far Cesar Chavez made a contribution to philosophy and critical thinking by establishing that nonviolent methods such as strikes, boycotts, and peaceful marches should be used to implement change. Chavez created the National Farm Workers Association and won key victories to raise pay and improve conditions for farmworkers in the late 1960s and 1970s, inspired by Mahatma Gandhi and Martin Luther King Jr’s nonviolent resistance tactics. * but I’m not sure how to write the “so what”

Tutor

This is an awesome start! Maybe these questions will help prompt your “So what” part. What lessons about human rights can we take away from Chavez’s legacy? Should we try to continue this legacy (aka a call to action of some sort)?

Student

Change is not an easy path and often leads to people taking drastic measures to achieve it?

Tutor

Yeah, that’s a really nice way to put it!

Student

Is that good to put in the paragraph?

Tutor

Yes, you could include that. :)

Student

okay got it! thank you.
This student needs to outline an essay and seeks help getting started. Because this is a historical essay, the tutor wants to ensure the student has a solid understanding of the topic at hand. When the student is unsure of something, the tutor encourages them to refer to their class notes in order to reinforce their understanding.

But what led to the abolishment of feudalism?

Tutor

You tell me :) Tell me what you understand about it

Student

Not sure!

Tutor

It might be a good idea to circle back to any class notes you have about it. If not, then you can also consider not including it in your background information.

Student

I am looking at notes right now

Tutor

Great :) Take your time!

Student

The Third Estate branched off and stormed to the bastille to seek justice. Then, the national assembly proclaimed the declaration of rights of man and citizen which made a system of rights that applied to every person and made the rights integral to the U.S. Constitution. Put very simply, this abolished feudalism, as it gave the commoners more rights and freedom.

Tutor

Yeah! nice job :)
A little confidence goes a long way.

Do you feel a bit more confident about your introduction?

Yes! I will use everything I just mentioned for the rise and roots! So, my first two paragraphs. Roots- financial crisis. Rise- the storming of the bastille and how that led to the declaration of rights of man and citizen which then eventually led to abolishment of feudalism. After this I will go into the body paragraphs!

Sounds like a plan :) 

Glad you’re feeling more confident. Would you like to continue discussing the essay or do you feel comfortable enough to work independently?

Alright? Does it sound good?

Yes, I think you’re definitely on the right track!

I think I am good for now thank you. Especially since the essay is due tonight, I think I should start working so I can be done by the afternoon

Okay :) In that case, good luck and have a great weekend! You got this!

Thank you!
In this session, the student needs help with a literature assignment. Because they’re an upper-year student in high school, the tutor wants to encourage the student to implement deeper thinking about what’s presented in the text. The tutor encourages the student to share their ideas, but also wants them to be able to prove their point using the text as evidence.

When working with an upper-year student, tutors encourage them to implement deeper thinking about what’s presented in the text.
Learning moments

Grade 12

English: Literature analysis (continued)

Student

I'm so exhausted, are you okay? 😔 Is it very late at night for you?

Tutor

Great 😊

Student

yeshaha i worked an 8 hour shift got home and tried finishing my work

Tutor

Ah, wow, that's tough!

Well, we can keep on working but if you want to rest then you know we are a 24hr platform 😏
In this session, the tutor helps a Spanish-speaking student construct an essay in English. The student doesn’t have much experience with essay writing, so the tutor helps by providing an example paragraph.

Student
perdon, esque es mi primera vez haciendo un ensayo y nose en verdad como elaborarlo

Tutor
Bueno nomas tendras que introducirlo
Por ejemplo:
Un ejemplo con algo mio

“Mi articulo favorito es mi computadora. Es algo que uso todos los días y siempre tengo razones para usarla. Me puedo comunicar con mis amigos o mirar videos y peliculas interesantes”

Este es solo una parte de la introduccion! En el SIGUIENTE parrafo empezare a hablar sobre la primera razan que mi computadora es mi parrafo favorito. Tiene sentido eso?

Student
Mi posesion favorita se trata sobre un sencillo brazalete, Este brazalete es algo que me gusta demasiado ya que es un regalo de mi hermano hacia mi. Aunque es un brazalete muy sencillo me gusta usarlo todos los dias porque es algo valioso sentimentalmente para mi. Este brazalete demuestra el carino que mi hermano tiene hacia mi. Este brazalete me transmite alegria, amor y gratitud
Grade 9

Spanish: Comfort in a second language

Here, the tutor is encouraging throughout and offers insight as to what’s missing while still letting the student reach the solution themselves.

Tutors offer students a choice on where to start—a collaborative technique that helps with student engagement in each tutoring session.
Spanish: Comfort in a second language (continued)

Tutor

So what would you command someone to do in order to clean the things on the floor and bed? 😊

Student

Clean your room

Tutor

Yes! 😊 Do you know the verb for "clean" in Spanish?

Student

limpiar

but for this situation it would be limpia

because it's a command

Tutor

Yes, you're exactly right!!
Grade 9

Spanish: Comfort in a second language (continued)

Student

would it be better to use dormitorio or cuarto?
and the tu wouldnt have an accent just to confirm

Tutor

I believe both can be used since they have the same meaning! Have you used dormitorio in class before?

Student

i have used both!

Tutor

Exactly, no accent on the tu! It would only have an accent when directly addressing a person (for example, “Tú eres graciosa”) but not when it refers to an object (as in this case).)

Okay great! So then I think dormitorio would be fine as well!

Student

okay great! ill use dormitorio and ill underline limpia
Spanish: Comfort in a second language
(continued)

Student

for number 5 we can say "cut your hair"
corta el pelo
i think

Tutor

Yes, almost!

So the verb for to cut is "cortar" but with "se" at the end to form "cortarse"

Do you know why it has the additional "se" at the end?

Student

no not really

oh maybe because it means like cut ur own hair

Tutor

Yes, you got it! Exactly, the "se" is always at the end of that verb because it involves one's own body part that they're doing an action for, like lavarse conjugated to "lavate los dientes" ("brush your teeth")

So in this case, if we're referring to tú, what does "se" have to be changed to?

Student

cortate el pelo??
This student is seeking general guidance on how to structure questions in French. The tutor demonstrates patience and positivity while going through examples with the student.

**Student**

I don't have any specific assignment, I would just like to know the rules of structuring questions. For example, I know that our question words are Quand, Ou, Que, Qui

**Tutor**

Sounds good! Do you know what each of these words mean?

**Student**

Yes, in the same order they're: when, where, what, who

I've noticed that in French they switch the words. Ex: Tu parles chinois? to Parles-tu chinois?

**Tutor**

Oh yeah! The second example would be an example of inversion for questions :D It's just a way of omitting est-ce que if the full question was Est-ce que tu parles chinois! Have you worked with inverting questions before in French?

**Student**

I'm not familiar with inverting questions

**Tutor**

No worries! We can work through it together! :D

**Student**

Okay sounds good! Thank you :)
French: Comfort in a second language (continued)

Tutor

So basically if you had a question with est-ce que, you'd invert it by taking out the est-ce que, then switching the placement of the verb and the subject!

Would you maybe like to go through a few examples together, maybe?

Student

Ohh that makes sense and yes please!

Tutor

For sure! Let's say if you had to invert the question "Est-ce que vous aimez le pizza?" How do you think you'd go about it?

Student

Aimez-vous le pizza?

Tutor

Yep, that's it! 😊 Awesome job!
In this session, the student is working on an assignment where two people are never in agreement with each other. The tutor helps guide the student with the Paper Method and by offering examples where applicable.
French: Comfort in a second language (continued)

This is a great example of the inquiry-based Paper Method in action.
When students are getting ready to sign off, tutors always check with the student to make sure they received all the help they needed.
The student initiates a session unsure as to whether a resource they found was reliable. The student liked the information they found but didn’t know if they could use it. The tutor guides the student using their teacher’s course materials as a reference.

**Tutor**

So based on what you've provided here, it's a bit difficult to tell if this author has any sort of affiliation, like if they're a university professor or a known historian.

**Student**

Yeah I was talking about this website with my teacher and I told her the name and she said she has never heard it before

**Tutor**

That's the tricky part with these websites. If it's not clear what their affiliation or expertise is, then we can probably say that it's not reputable. What do you think?

**Student**

I am doing a google slides on Mary Tudor and 2 contributions she made and one of them is when she married Prince Philip 2 of Spain and Spain and England didn't like each other due to pirates and robberies... the thing is I only see the Spanish Armada which is associated with Elizabeth's reign

I am trying to figure out before/during the reign of Queen Mary and Philip

And I don't fully trust this website but it has information that my teacher said she would like in the presentation but I don't know what to think about the source

**Tutor**

I think that's a pretty good indicator that you might not want to use the website, then! 😊

**Student**

Yeah
Social sciences: Reviewing a resource for authenticity (continued)

To support classroom goals, tutors ask students to refer to materials provided or recommended by their teachers.

Tutor: Have you tried searching on places like the History channel or Britannica? Those are the types of sources your teacher seems to be guiding you towards.

Student: Kinda yeah

Tutor: So from what I can see, this website you found seems to be a personal website for an author, though we don’t think she’s a credited historian. Does that seem right to you?

Student: Yeha I feel like I shouldn’t trust blogs

Tutor: That’s true. Many blogs are personal writing spaces that may not necessarily be reputable.

Student: Ues

Tutor: “yes”

Tutor: Awesome! Did that answer your questions this evening?

Student: I believe so

Thank you Matthew
The tutor empathizes with this student when they mention that their assignment is causing stress. By showing an interest in helping, the tutor can calm the student’s nerves. The tutor then prompts the student with questions and helps them build upon their own knowledge.

Tutor

Student

Hi! How are you this evening?

i am stressed out but other than ok

how are you?

Tutor

Well hopefully I can help 😊 Are you stressing about school work?

Student

yes

i have an assignment that is my last one before break and i need it done before 11:59

but im stuck on the first part

Tutor

Give me two min to have a look at the files you sent 😊

Student

ok thank you
Learning moments

Grade 11

Social sciences (continued)

Tutor

Let me help you with the first one for example. The women's rights movement, also known as "women's lib", is a social movement that really only started gaining traction in the 1980s and 1990s.

What do you know about women's right and the fight for the vote for women. When did that start?

Student

I think it started in 1840 or 50.

Tutor

There you go! So you have some knowledge that will help you disprove where things are wrong.

So that's our first point. There are three more incorrect "facts".

Try. Guess. Let's see if you can find any more.
Tutors use emojis to connect with students on a level that makes them comfortable and confident enough to tackle every problem that comes their way.
English: Writing an argumentative essay

This session is with a student who’s eager to earn high grades. As the session progresses, the student reveals they’re a perfectionist and that they struggle with the stress of schoolwork. The tutor is empathetic and finishes their time together by sharing a mental health resource that the student can access when they need someone to talk to.

Student
Aha okay.
Can you give me some tips for argumentative essays that can help me to aim for top marks?
Like things that I must keep in mind and include throughout.

Tutor
This is a great brainstorming session! I certainly can!

Student
Good!

Tutor
Let every paragraph focus on one main point that refers to your argument. Decide on each point and the evidence you will use while planning.

Student
Okay. So one main point in depth.

Tutor
It sounds silly, but you can pretend you are a lawyer. Every statement must have evidence! Otherwise you will not convince your audience (the jury).

Student
Aha, nice tip!
English: Writing an argumentative essay (continued)

Tutor

The pathos and ethos comes with the strength of your argument.
Let me elaborate

Student

Okay!

Tutor

Ethos here is you proving that you are a credible lawyer, the audience trusts you.

Student

Okay, so how could I include that for example?

Tutor

When you effectively use your sources to back up your argument - that will be pathos. Introduce and include a discussion of your sources in your essay. The audience think you really know how to find credible sources and don't just use Wikipedia. :) "In this article, reasercher ... effectively proves that..."

Student

Oh, okay! I always thought that was part of the logos... Thank you for clarifying it really helped :)

Tutor

It certainly is part of logos. But with argumentative essays, our logos and ethos merge. We become emotionally invested in a (non-emotional) argument because of credibility.

Student

Aha, okay:) Your tips are really useful and so valuable!
Sometimes, students open up to tutors in a vulnerable way. Paper tutors know to speak directly to the student, never to speak down to them, and to provide existing resources for help.
Tutors know that a little positive encouragement can go a long way.
This tutor does an excellent job of guiding the student and reinforcing their knowledge.
Learning moments

Grade 10

Science: Physics (continued)

Student

It's not constant, right?

I think speed and surface area affect air resistance

Tutor

Just wanted to make sure, it's fine.

Before you get to the graphs, one question that you should think about is this: Is air resistance a constant force?

If not, what are the parameters that may affect this force?

*resistance

Tutor

Perfect

Now, surface area of the object - can it be considered constant during the flight?
Student

I think it depends on the object
because if it's an irregular object, the surface area can change it it rotates
right?

Tutor

Yep, but for now, I think you can make it simpler by assuming that the surface area facing the air resistance does not change.

Student

okay

Tutor

Let us now think about the speed of the falling object and the air resistance.

Should the air resistance increase with increasing speed?

The speed of the falling object keeps increasing, is that correct?

Student

yes

there's more air resistance with more speed

Tutor

Yep

This should now help you draw the graph.

Student

but also more air resistance means acceleration is decreasing right?
**Science: Physics** (continued)

The acceleration due to gravity is constant. But if there is some force opposing this free fall, then the acceleration will reduce over time.

**Student**

when does acceleration stop decreasing?

**Tutor**

That's a very good question. When do you think that would happen?

**Student**

well, if air resistance increases with more speed, if there is no more acceleration, air resistance won't increase any more

**Tutor**

Right, but it has to be calculated with some specific information. As of now, we don't have any information to determine when the acceleration may stop decreasing.
Grade 10

Science: Physics (continued)

Student

okay, so acceleration doesn't stop decreasing?

Tutor

It may or may not, based on the height of the falling object, its weight, what speed it attains at what height → many parameters would collectively determine when the acceleration will stop decreasing, if at all it stops decreasing.

I think, if you don't have any more information with the question, then it should be sufficient to say that acceleration is not constant.

Student

ah, okay

Tutor

You may want to think about velocity now.

Student

wait um

if I say this, would it be correct?

Acceleration is not constant when the object is falling. This is due to a greater magnitude of air resistance. Since there is a large cross-sectional area on the liner, it initially has a greater magnitude of air resistance in comparison to the magnitude of the force of gravity, which causes the object to slow down and not accelerate as quickly. The object initially falls at an increasing velocity. However, air resistance increases as speed increases. So, as air resistance increases, acceleration will reduce over time.

Tutor

Yes, acceleration reduces → and may become zero as well.

This is very well said → excellent thinking.
The air resistance is initially not as much high as it will be later on, as the speed increases. The gravity want to pull the object at a constant acceleration. But the increasing speed increases the air resistance. At some point of time, the speed is sufficiently high causing the air resistance to reduce the acceleration to zero.
Grade 10

Science: Physics (continued)

Student:
so then for velocity

Tutor:
Okay

Student:
it would still increase but at a slower, and slower rate
and then when acceleration is 0 or almost 0, it would be constant?

Tutor:
Alright
You may have some ideas.

Tutor:
Yep.
The velocity starts increasing, but the rate at which it increases is continuously reducing.
Finally, the speed stops increasing further.

Student:
okay

Tutor:
so for displacement

Student:

Tutor:
Yes, the object keeps falling anyways. What do you think about the time it takes?
It will still fall faster as time increase, since there is still some acceleration

Okay. I think we discussed that if acceleration continues to decrease, the acceleration may become zero as well.
And yet, the object has some constant speed with which it is falling.

so then displacement will be like this?

Yes, I would shorten the straight line section a bit though.

okay, that makes sense
okay, thank you!
that was all of my questions

Oh alright.
Have a great night and bye for now.
Thanks for your patience and efforts.
Learning moments

Late high school/university

English: Review Center submission

This tutor does an excellent job of using the inquiry-based Paper Method in guiding the student to correct grammatical errors and ensuring the student doesn’t plagiarize.

![Example of the inquiry-based Paper Method in action.](image)

This is a great example of the inquiry-based Paper Method in action.

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111
Late high school/university

**English: Review Center submission (continued)**

Research adds to our knowledge of how genes control the virus's coronavirus has the ability to change its m6A modification. Research mentioned in this article about understanding

the role of the N6 position in the translation of an A chemical letter in mRNA can help explain how the human body's response to a particular virus is affected. As mentioned, the study

Patients with urothelium cancer who had a specific cancer DNA signature in their blood after surgery were more likely to experience cancer relapse, according to this study. Around 600,000 globally by 2020 (Queen Mary University of London). Of over 212,000 people 2020 (Queen Mary University London) used a blood test to identify patients who were more likely to have cancer surgery. Those who tested positive for ctDNA had a greater chance of cancer recurrence according to the study. Although atezolizumab did not
Explaining why a sentence isn’t clear can be difficult. This tutor does a wonderful job providing context to help the student take their writing to the next level.

The term race has had a huge impact on the direction of world history because of countless movements and oppressor activities that occurred in the past and still continue today. Looking at this topic broadly it can be seen as an idea resulting from an ingroup versus outgroup perspective. People have a tendency to prefer their own group in comparison to a group of others.

Tutors ask questions that encourage students to develop their own critical thinking skills and become better writers.
This tutor does a great job of explaining writing conventions and helping the student improve the overall level of their writing.
Grade 10

English: Review Center submission (continued)

Prepared by professional chefs. What will make these dishes stand out is that all the dishes prepared will be presentable, well prepared and delicious (mouthwatering), at affordable prices.

3.0 Market Analysis

3.1 Target Market

Describe your target market. (1 paragraph)
Late high school/preuniversity

English: Review Center submission

This review includes encouraging and positive messages that indicate what the student has done well. It also offers ideas to help them improve their writing skills.

Tutors use positive messaging and an encouraging tone to ensure students feel supported in their writing and motivated to improve.
Grade 11

English: Review Center submission

This reviewer does a great job of prompting the student to expand upon their thoughts and back up their ideas with evidence.

Tutors encourage students to work on a range of skills, from showcasing evidence to critical thinking and framing an argument.
Paper partners with K-12 schools throughout the U.S. and Canada to give every student an equal opportunity to excel academically. Our educational support system provides learners with unlimited 24/7 homework help, writing feedback, and study support at a predictable fixed cost. Paper’s specialized tutors deliver on-demand, 1:1 academic support in four languages across more than 200 academic subject areas. Students always have access to expert academic support exactly when, where, and how they need it.