

# Synchronous Tutoring at Trivium

---

## Client

- Offers one-to-one learning solutions for students and professionals
- 11 million one-to-one sessions completed
- Serves families, teachers, libraries, schools, colleges, governors and even the military

---

## Trivium relationship

- Preferred partner for over 48 months
- Went from one of three Indian vendors to the sole Indian vendor providing tutors
- 200 tutors supporting K-12 and college level subjects including Math, Physics, Chemistry, Statistics, Calculus, Economics, Accounting, Finance, Computer Science.
- Tutors provide 6 hour support between 4.00 pm- 10.00 pm EST

# Trivium Manages Online Tutoring Differently

---

- **Quality more important than quantity**
  - We want to be the highest quality tutor provider company in the world
  - The purpose of teaching is to ensure learning in a consistent manner
- **Tutors are treated as a member of Trivium family**
  - We treat tutors like a full time employee not part time staff
  - Open door policy on issues, access to senior leadership
  - Long term relationships to grow career in education sector
- **Opportunity to learn and grow**
  - Tutors are provided growth opportunities to become Subject matter expert, Team lead, Manager, etc based on performance

# Functional as well as professional training is provided to all our tutors

---

## Functional training

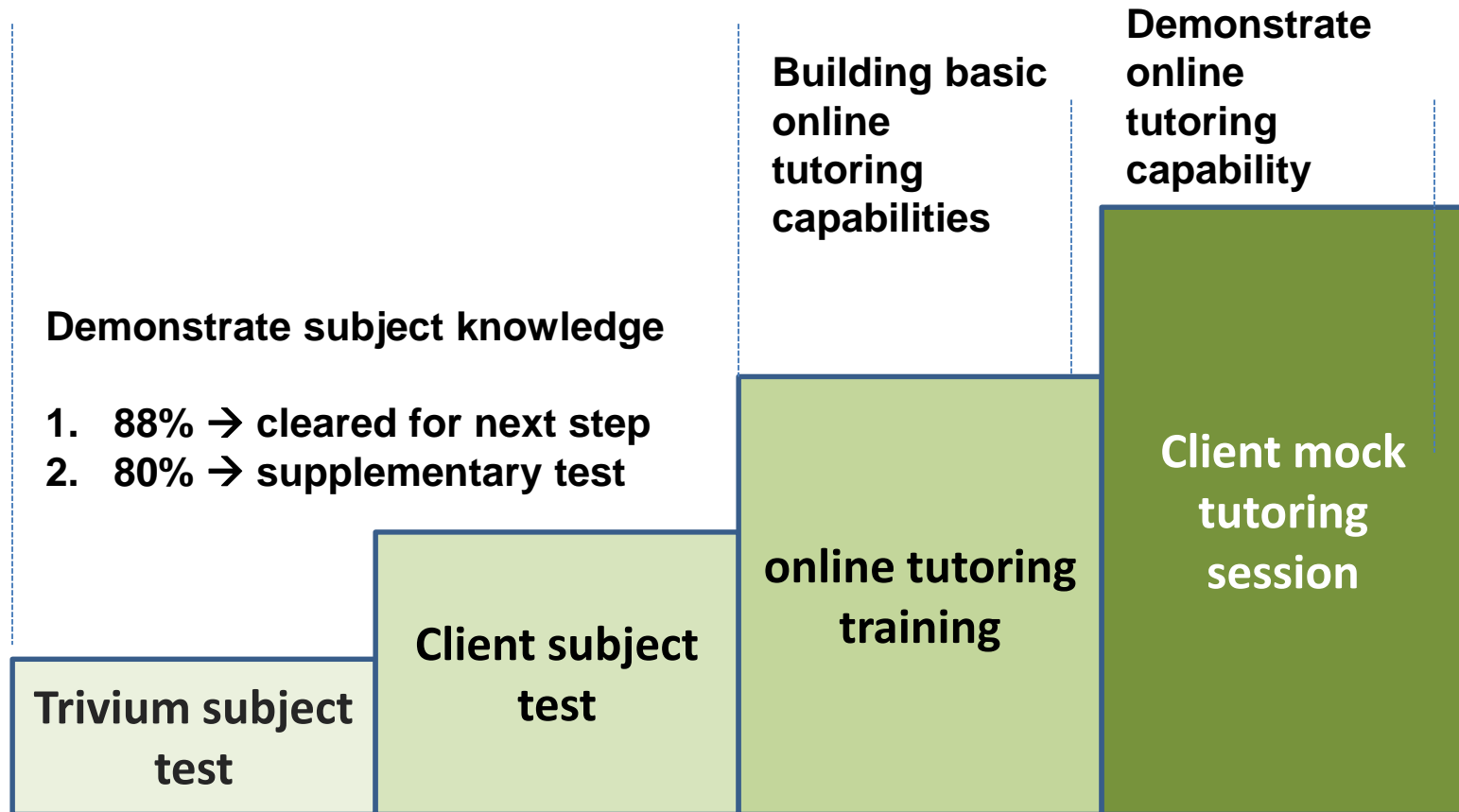
- Subject training
  - Topic coverage
  - Sample questions
- Anatomy of a great tutoring session
- Qualities of a good online tutor
- How to handle different types of students
- Managing quality on an ongoing basis

## Professional training

- Effective communication
- Time management
- Quality management processes
- Project management best practices
- Effective meetings
- MS Office tools for success

## We have a stringent certification process to ensure we hire high quality staff

---



# We have strong operational and quality assurance process

FIRST NAME	LAST NAME	Days Tutored	STATUS	RATINGS (3.17 - 3.23)			RATINGS (SINCE 9.1.10)			ONLINE % (3.17 - 3.23)		ACCEPTED % (3.17 - 3.23)	
				AVERAGE RATING	RATED SESSIONS	TOTAL SESSIONS	AVERAGE RATING	RATED SESSIONS	TOTAL SESSIONS	SCHEDULED HRS	% ONLINE	REQUESTS	% ACCEPTED
Deepak	Sharma	152	Tutor 1	4.65	17	44	4.58	151	398	32	47.7%	46	97.8%
Govind	Yadav	145	Tutor 1	4.54	26	56	4.45	349	1030	29	68.2%	60	96.7%
Himanshu	Pandey	145	Tutor 1	4.00	10	41	4.34	227	1453	21	60.3%	44	95.5%
Varun	Goel	145	Tutor 1	4.69	39	82	4.30	466	1243	35	70.9%	84	96.4%
Sudhanshu	Mishra	10	Probationary	4.53	17	56	4.40	20	69	35	67.4%	61	91.8%
Tushar	Gogia	11	Probationary	4.58	19	57	4.48	29	78	34	74.2%	62	91.9%
Vinay	Sharma	16	Probationary	4.46	26	75	4.38	53	154	35	63.1%	77	97.4%

Vinay Sharma		23-Mar	23-Mar	23-Mar	23-Mar
2					
3					
4	A	Communication			
5	1	Lack of language skills			
6	2	Unclear Explanations			
7	3	Inappropriate Tone/Behavior			
8	4	Tutor Provided/Solicited Contact Info			
9	5	Student Provided Contact Info			
10	B	Content			
11	1	Unfamiliar with basic concepts			
12	2	Subject matter error			
13	3	Excessive passing/Declines			
14	4	Excessive Transfers			
15	C	Approach			
16	1	Poor Clarification			
17	2	Ineffective Approach			x
18	3	Giving Answers			
19	4	Unable to Change Approach			
20	5	Ineffective Website Usage			
21	6	Not Ensuring Understanding	x		
22	D	Time Management			
23	1	Pacing			
24	2	Long Pauses between Responses			
25	3	Abrupt Endings			
26	4	LHH/IAH Policies			
27	5	Session Length			
28			1	0	0

- Comprehensive performance parameters
- Daily monitoring of operational and qualitative parameters
- Daily session audits
- Regular feedback sessions
- Regular content and communication training
- Weekly and monthly incentives based on performance
- Weekly client update meetings

# We have a strong team of tutors

## Profiles of our key tutors

---

Team member	Education background	Past experience
<i>Subject Matter Expert, Algebra</i>	<ul style="list-style-type: none"><li>• Bachelor of Science, Physics Delhi University</li></ul>	<ul style="list-style-type: none"><li>• High School Maths teacher</li><li>• On line tutor</li></ul>
<i>Online tutor, Chemistry</i>	<ul style="list-style-type: none"><li>• Master of Science, Chemistry Delhi University</li></ul>	<ul style="list-style-type: none"><li>• High School Chemistry teacher</li><li>• Online tutor</li></ul>
<i>Online tutor, English</i>	<ul style="list-style-type: none"><li>• Master in English Himachal Pradesh University</li></ul>	<ul style="list-style-type: none"><li>• High School English teacher</li><li>• Online tutor</li></ul>
<i>Online tutor, Chemistry</i>	<ul style="list-style-type: none"><li>• Master of Science, Chemistry Meerut University</li></ul>	<ul style="list-style-type: none"><li>• High School teacher</li></ul>
<i>Online tutor, Physics</i>	<ul style="list-style-type: none"><li>• Master of Science, Physics Delhi University</li></ul>	<ul style="list-style-type: none"><li>• Professor in Delhi University</li></ul>

# Asynchronous Tutoring at Trivium

---

## Client

- Leading student-first connected learning platform,
- Makes higher education more affordable, more accessible, and more successful for students.
- Services include textbook rentals, eTextbooks, Solutions Manuals and a Q&A service

---

## Trivium relationship

- Ramped up to 150 experts in 60 days with a TAT of 2 hours for every question and now has a network of 400+ resources.
- Has grown the service across a diverse range of subjects including Math, Physics, Chemistry, Statistics, Calculus, Economics,, Accounting., Mechanical Engineering, Electrical Engineering, Advance Math, Advance Physics, Civil Engineering etc.
- Handled 350,000 questions
- Volume for 2018 is 500,000

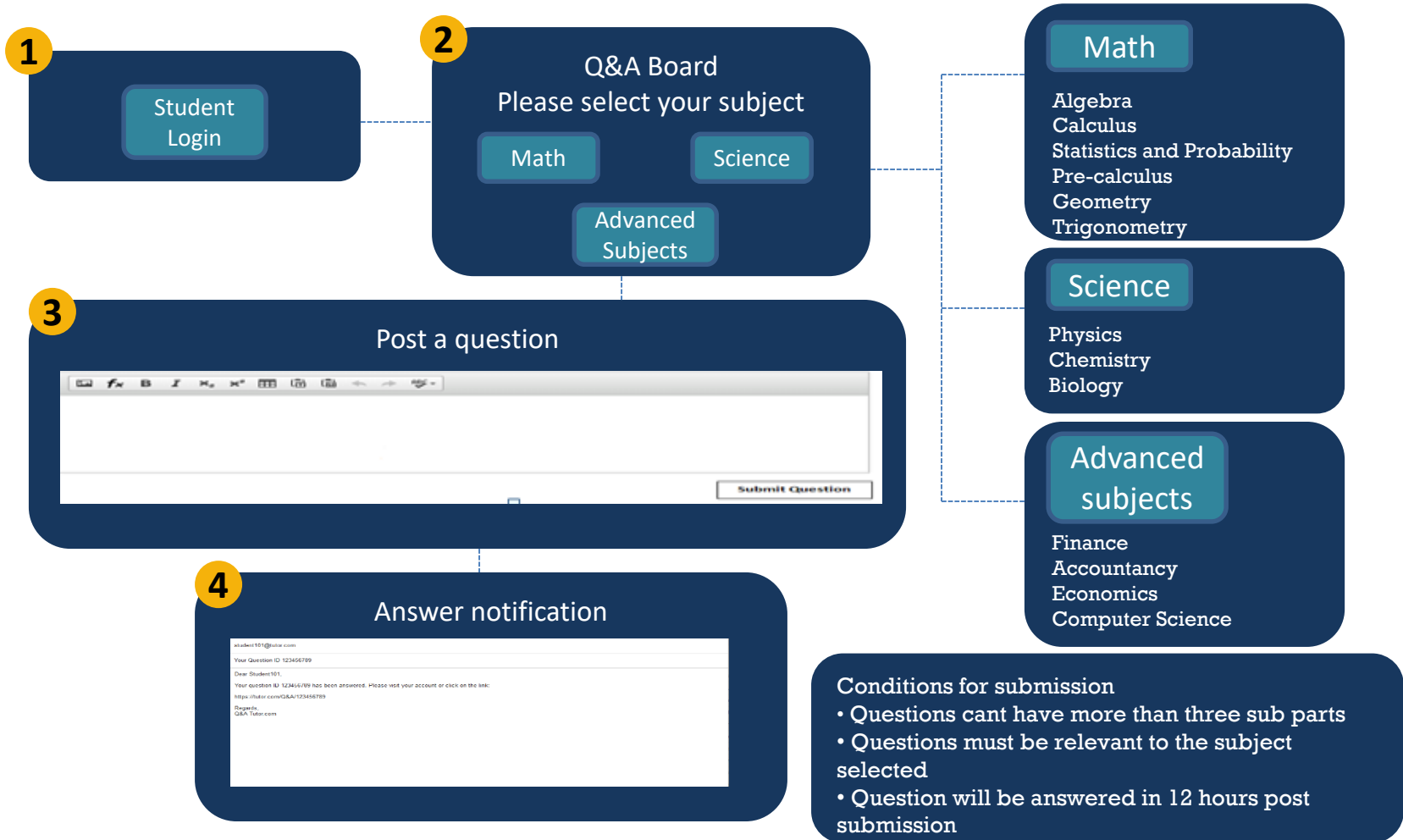
# Asynchronous Tutoring at Trivium

---

- An asynchronous platform that brings together students with subject specific questions and subject matter experts to answer them
- Students would be allowed to post questions across a wide variety of subjects and get validated responses
- SME's across subjects will post detailed answers to student queries



# Process Flow-Student



# Process Flow-SME

1

SME  
Login

2

## Question List

- ID- 123456789- Posted on 07/15/15 at 21.30 EST
- ID- 367890213- Posted on 07/15/15 at 21.32 EST
- ID- 231549870- Posted on 07/15/15 at 21.45 EST
- ID- 472893506- Posted on 07/16/15 at 00.23 EST

3

## Question ID-123456789



Derek wants to purchase green and black olives and can spend no more than \$8. Green olives cost \$2 per pound and black olives cost \$2.50 per pound.

Part A. Write an inequality that could be solved to give the possible weight combinations of x pounds of green olives and y pounds of black olives that Derek can purchase.

Part B. Graph the inequality to show the possible weight combinations of green and black olives that Derek can purchase.

Accept

Deny

Criteria for rejecting the question will include *lack of subject-topic knowledge, incorrect subject, incomplete information, multiple questions*

4

## Answer submitted

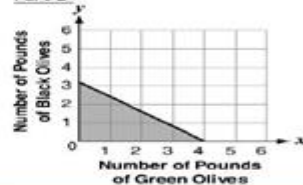
### Part A.

To write the inequality:

x = number of pounds of green olives

y = number of pounds of black olives

### Part B.



**Average Handle Time** – per subject, SME (Target to be kept at **25-45 minutes** overall). Maximum handle time cannot go beyond 2 hours

**Turnaround Time** – (**80%** of the overall questions posted to be answered within **6 hours**)

# Q& A Quality Monitoring Process

Quality Audit Sheet	
AREAS OF CONCERN	Score
<b>Quantitative</b>	<b>0</b>
Low Login hours	0
Higher AHT	0
Low Acceptance Percentage	0
Low Ratings	0
<b>Content</b>	<b>0</b>
Conceptual Errors	0
<b>Communication</b>	<b>0</b>
Language Skills	0
Unclear Explanations	0
Adherence to Formatting	0
SME Provided/Solicited Contact Info	0
<b>Approach</b>	<b>0</b>
Plagiarism	0
Answer length	0
Ineffective Approach/Method	0
<b>Error Free</b>	<b>0</b>
<b>TOTAL SCORE</b>	<b>0</b>



Quality  
Monitoring Process