DO COLLEGE BETTER

TUTOR HANDBOOK

Expectations • Policies • Support • Resources

NOVEMBER 2026 EDITION | EXHIBITS A-L

A quick guide for every tutor

This handbook brings together the standards, compensation policies, academic integrity expectations, and practical resources for tutors working with Do College Better.

ESSENTIAL ONLINE RESOURCES

Tutor Handbook Online https://www.docollegebetter.com/tutorhandbook.html

Tutor FAQs https://www.docollegebetter.com/tutorinfo.html

How to Find & Submit a Session Report
https://www.docollegebetter.com/sessionreporthowto.html

IN THIS HANDBOOK

Contents

A Tutor Responsibilities & Guidelines

B Tutor & Student Rights

C Services Provided by Do College Better

D Do College Better Code of Ethics

E Code of Conduct

F Compensation

G Academic Integrity

H Client Feedback

I Tutoring Session Reports

J The Tutoring Session

K Conclusion

L Contact Information & FAQs

For the most current step-by-step report instructions, use the online reporting guide linked in Exhibit I.

EXHIBIT A

Tutor Responsibilities & Guidelines

At Do College Better, tutors take on various roles, all centered around providing formal academic support that complements the instruction provided by course instructors. As a tutor, you are entrusted with the responsibility of facilitating students' learning experiences in a structured and professional environment. Below are the expectations and guidelines you must adhere to as part of your role:

Appointment Management

- All tutoring appointments must be scheduled and confirmed exclusively through Do College Better.
- Tutors are compensated for the scheduled appointment time only.
- Ensure punctuality by arriving promptly for all tutoring sessions.
- Tutors must be fully prepared for each session, bringing any materials provided by a Do College Better representative.

Service Quality

- Deliver meaningful and effective tutoring services that cater to the academic needs of students.
- If a student's needs exceed your expertise, you are required to notify Do College Better staff immediately.
- Complete and submit a Tutoring Session Report after each completed one-on-one tutoring session, as described in Exhibit I.

Compensation Guidelines

- Tutors are not compensated for leisure time spent at Do College Better.
- Permission must be obtained from Do College Better for any tutoring session that exceeds the scheduled time. Compensation for overtime will not be provided without prior approval.
- Tutors are responsible for managing their Pike13 staff accounts to ensure all appointments are accurately scheduled and recorded.
- Any discrepancies in the Pike13 schedule must be reported to Do College Better staff before the next pay period.
- Tutors are paid bi-weekly according to the specified pay periods provided by Do College Better.

Cancellations and No-Shows

- Students must cancel appointments at least six (6) hours in advance. If a cancellation occurs within this window, tutors will be compensated for half of the scheduled appointment time.
- If a student does not show up for a confirmed appointment (considered a “no-show” after 15 minutes), the tutor will be compensated for one hour of the appointment.

Confidentiality and Conduct

- Tutors must not discuss any financial information related to Do College Better, including rates and fees, with clients, students, or other tutors.

- Any confidential or proprietary information encountered during your tenure with Do College Better must be used solely to further the business goals of the organization and not for any other purpose, without explicit written authorization.
- Tutors are required to adhere to all Do College Better policies, including the Code of Ethics, Code of Conduct, Tutor Expectations, and Academic Integrity.

Professionalism

- Maintain a professional demeanor in all interactions with clients. Your appearance and conduct should reflect your role as a representative of Do College Better.
- Never criticize, directly or indirectly, any assignments, courses, or professors.
- Be punctual and prepared for all scheduled tutoring sessions.

Boundary Management

- If your relationship with a client extends beyond the professional tutor-student dynamic, it is imperative to inform a Do College Better representative immediately. In such cases, you will be reassigned to another client for the remainder of the semester. Maintaining professional boundaries is essential, and personal relationships with clients are strictly prohibited.

By adhering to these guidelines, you will contribute to the high standards of academic support that Do College Better is known for, ensuring a positive and productive experience for all involved.

EXHIBIT B

Tutor & Student Rights

Tutor Rights

- Tutors have the flexibility to accept or decline tutoring sessions with clients/students at any time.
- Tutors are entitled to maintain their privacy and are not obligated to share personal information with clients/students.
- Tutors have the right to refuse to meet with any student who makes them feel uncomfortable, disrespected, or unsafe.
- Tutors have the right to seek assistance from Do College Better staff when a student's needs exceed their expertise.
- Tutors are entitled to access all academic supplies and resources provided by Do College Better.
- Tutors have the right to self-promote their services while adhering to Do College Better's Rights, Responsibilities, and Ethics guidelines.

Clients/Students Receiving Tutoring Rights

- Students have the right to confidentiality; tutors must not discuss clients' performance with any outside parties.
- Students have the right to the protections provided by the Academic Integrity policy as detailed in Exhibit G of this handbook.

EXHIBIT C

Services Provided by Do College Better

Do College Better provides the following operational and educational support to tutors:

Marketing and Promotion: Do College Better advertises and markets your tutorial services to reach potential clients.

Financial Management: We handle all invoicing and payment collection on your behalf.

Contract Enforcement: Do College Better enforces client agreements to ensure that terms are met.

Record Keeping: We maintain comprehensive student records and reports to support your tutoring sessions.

Educational Support: Access to professional educational support services is provided to enhance your tutoring capabilities.

Resource Availability: Tutors have access to additional reference and educational materials to aid in their sessions.

Communication Management: All communication between clients/students and tutors is managed by Do College Better to ensure clarity and professionalism.

Scheduling: Do College Better is responsible for scheduling all tutoring sessions, working to accommodate your availability.

Session Confirmations: We handle the process of sending confirmations to clients for scheduled tutoring sessions.

Material Preparation: Do College Better collects relevant materials from students and provides them to tutors before each session to ensure preparedness.

EXHIBIT D

Do College Better Code of Ethics

Our commitments to tutors, students, and the learning experience:

Promote Positivity: We believe that starting each session with a positive attitude fosters the best possible outcomes for our students.

Work with Passion: Ensuring that each tutor enjoys their role is key to delivering effective tutoring. A passionate tutor leads to successful sessions.

Maintain Balanced Schedules: We understand that many tutors are students themselves. We are committed to scheduling appointments around your availability, ensuring that your own academic pursuits are not compromised.

Set Attainable Goals: We strive to challenge students while setting realistic, achievable goals, with continuous improvement as our ultimate aim.

Equip Our Team: We take responsibility for providing our tutors with all the necessary tools and resources to ensure their success in every appointment.

Provide Comprehensive Training: We ensure that our tutors are well-prepared and fully understand their responsibilities through thorough training.

Offer Ample Support: We serve as the backbone for our tutors, providing the support needed to make each tutoring session effective.

Encourage Collaboration: We foster a collaborative environment by organizing group activities and encouraging tutors to share ideas and strategies.

Uphold Professional Conduct: We have zero tolerance for unprofessional behavior. Any conduct not aligned with Do College Better's values of supportiveness will be addressed immediately.

Ensure Fairness: We are committed to making decisions that are fair and ethical. We will never ask an tutor to perform tasks that conflict with their values or ethical standards.

Provide Constructive Feedback: We regularly meet with our tutors to offer constructive feedback. Whether positive or corrective, we ensure that it is aimed at helping you grow and succeed.

Welcome Input: We value the input of our tutors and encourage open communication. Your feedback is crucial as we continually improve and evolve.

Address Concerns Promptly: If you express frustration or concern, we will take it seriously and address it immediately. We will either take appropriate action or explain why certain requests may not be feasible.

EXHIBIT E

Code of Conduct

This Code of Conduct outlines the legal and ethical business practices that are required of tutors and independent contractors working with Do College Better. It serves as a guide to ensure compliance with our standards and should be kept readily accessible for frequent review.

Business Standards

Responsibility and Accountability: You are responsible for upholding both your own reputation and that of Do College Better. Ensuring that your conduct aligns with these standards is essential, as failure to comply could result in the termination of your contract. It is your responsibility to read, understand, and adhere to these standards. If you have questions, seek clarification from a Do College Better executive.

Reporting Violations and Non-Retaliation: It is your duty to report any activity that violates these standards, laws, rules, regulations, or Do College Better's policies. Reports will be handled confidentially, and appropriate actions will be taken to address any misconduct. Retaliation against those who report violations is strictly prohibited. Do College Better may conduct investigations using any lawful method it deems necessary to determine the facts.

Tutor/Independent Contractor Code of Conduct

While it is impossible to list all forms of unacceptable behavior, the following infractions may result in action, up to and including termination of contract:

- Theft or inappropriate removal/possession of property
- Falsification of records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs while on the job
- Violent or threatening behavior
- Disruptive or disrespectful conduct
- Negligence leading to property damage
- Violation of safety or health regulations
- Harassment, including sexual harassment

Possession of dangerous materials without authorization

- Unauthorized use of company or client equipment
- Unauthorized disclosure of confidential information
- Unsatisfactory performance or conduct
- Any dishonest, dangerous, or malicious behavior that threatens the company's or client's business or reputation

Drug and Alcohol Use

Do College Better is committed to maintaining a drug-free workplace. The following are strictly prohibited:

- Manufacturing, distributing, dispensing, transferring, purchasing, selling, possessing, or using illegal drugs while performing services.
- Being under the influence of alcohol or illegal drugs while on company or client property.
- Using alcohol while performing services, except in connection with authorized activities.

Sexual and Other Unlawful Harassment

Do College Better is dedicated to maintaining a respectful work environment, free from harassment. Any form of harassment, including sexual harassment, is strictly prohibited and will be met with immediate action. Reports of harassment will be thoroughly investigated, and appropriate measures, including possible termination, will be taken.

Workplace Violence Prevention

Do College Better has a zero-tolerance policy for workplace violence. All individuals should be treated with courtesy and respect at all times. Threats, intimidation, or violent behavior will not be tolerated and should be reported immediately. Do College Better will investigate all reports of violence and take prompt action.

Avoiding Conflicts of Interest

Tutors must avoid situations where personal interests conflict with those of Do College Better. Any potential conflicts of interest should be reported and addressed to ensure that the interests of the company are prioritized.

Intellectual Property

Tutors are expected to respect intellectual property rights. Unauthorized use of copyrighted materials is strictly prohibited.

False Information and Engagement

Tutors must provide accurate and truthful information regarding their qualifications and background. Misrepresentation may lead to contract termination.

Accepting Gifts, Gratuities, and Entertainment

To avoid conflicts of interest, tutors must report and seek approval for any gifts or gratuities exceeding $100. Gifts should not be accepted if prohibited by law or if they could create an appearance of impropriety.

Providing Gifts, Gratuities, and Entertainment

Tutors should use good judgment when offering business courtesies. Such gestures should be reasonable, infrequent, and never in exchange for favorable treatment.

Dealings with Suppliers, Vendors, Business Partners, and Competitors

Tutors must conduct business with integrity and fairness. Engaging in prohibited activities such as bribery, kickbacks, or insider trading is unacceptable and will result in immediate action.

EXHIBIT F

Compensation

Do College Better agrees to compensate tutors at an agreed-upon hourly rate for tutoring services that are scheduled and confirmed through the tutor's Pike13 account. The following outlines the compensation policies and procedures: Client payment is the responsibility of the student, parent, or sponsoring organization; Do College Better processes those payments and collects fees.

Scheduling and Payment Eligibility

- Tutors are compensated only for sessions scheduled and confirmed through Do College Better and visible in their Pike13 staff account.
- All tutoring appointments must be booked through Do College Better so they are recorded correctly in Pike13. Report scheduling discrepancies before the next pay period.

Pay Periods and Payment Processing

- Pay periods occur every two weeks. Direct deposits are scheduled for every other Friday.
- Tutors receive access to Gusto to manage payment details and tax forms, including Form W-9. Activate and verify your Gusto account when prompted.
- Complete direct deposit setup with accurate banking information. If you prefer a physical paycheck, request that arrangement from Do College Better.

Tutoring Session Length

Tutoring sessions should be scheduled for at least one (1) hour and no more than three (3) hours. Any extension must receive advance approval from Do College Better.

Hourly Rates

The hourly rates listed below are the rates stated in the current handbook. Individual compensation is subject to the signed contractor agreement.

Service / group size	Hourly rate
Standard tutoring · 1 student	**$20/hour**
Small group · 2 students	**$25/hour**
Small group · 3 students	**$27/hour**
Small group · 4 students	**$29/hour**
Large group · 5 or more students	**$40/hour**
ACT / GRE / GMAT · 1 student	**$45/hour**
LSAT · 1 student	**$45/hour**
MCAT · 1 student	**$45/hour**

EXHIBIT G

Academic Integrity

Academic integrity is a cornerstone of the tutoring relationship at Do College Better, ensuring that all students have a fair and equal opportunity to succeed. The following principles guide our commitment to academic integrity:

Commitment to Fairness

- All work submitted by a student must reflect their own efforts or their contributions to a collaborative project.
- Tutors are strictly prohibited from completing any work on behalf of a Do College Better client (student). If a student requests more than assistance in understanding the material, tutors must clarify that such actions are not permitted and should report the request to a Do College Better representative.

Core Principles of Academic Integrity

- Relying on one's intelligence and abilities to complete coursework and exams.
- Preserving the originality and integrity of one's academic work.
- Being honest and transparent about one's academic achievements.
- Ensuring fairness for all students by maintaining equal access to authorized resources and preventing access to unauthorized materials.
- Writing papers in one's words, properly crediting others for their ideas and expressions. This includes using appropriate methods of paraphrasing, quotation, citation, and documentation when integrating the words and thoughts of others into your work.

By adhering to these guidelines, both tutors and students contribute to a culture of fairness, honesty, and academic excellence.

EXHIBIT H

Client Feedback

To ensure that our tutoring services consistently exceed expectations and uphold the standards outlined in Exhibit A, we actively seek feedback from our clients. Do College Better strongly encourages clients, students, and customers to complete our feedback survey, as the results are taken very seriously.

Feedback Criteria

Students are invited to rate their tutoring experience on three factors: overall experience, learning atmosphere, and the quality of the tutoring session. Feedback is collected using a five-point rating scale.

Feedback page: www.docollegebetter.com/feedback.html

Addressing Feedback

If a tutor receives a rating of three stars or fewer, Do College Better will arrange a meeting to discuss the session, understand the feedback, and develop a plan to address concerns and improve future sessions.

EXHIBIT I

Tutoring Session Reports

Tutoring Session Reports document what was accomplished during each session and help Do College Better monitor instructional quality and student progress. A report is required after each completed one-on-one tutoring session.

Submission Requirements

- Complete and submit the report within twenty-four (24) hours of the end of the tutoring session.
- Provide accurate, thoughtful, professional feedback about the material covered, the student's understanding and progress, areas for improvement, and recommended next steps.
- A $5.00 late-report fee applies to reports not submitted within the required timeframe, subject to applicable law and the signed contractor agreement.

How to Access and Submit a Report

01 Sign in to the Pike13 Staff app and select Do College Better.

02 Open the completed tutoring appointment from Your Schedule.

03 Select the Notes tab, find the Tutoring Session Report card, and tap Complete Tutoring Session Report.

04 Complete all report questions carefully, then submit the form and confirm that it was successfully submitted.

05 Return to Notes. Confirm that the note says Tutoring Session Report - SUBMITTED and that the PDF link is available.

Full visual walkthrough

The complete nine-step guide, with screenshots for each step, is available online. Review this guide before submitting your first report.

https://www.docollegebetter.com/sessionreporthowto.html

If you cannot locate the report link or have trouble submitting the form, contact Do College Better promptly. Do not assume the report has been received until you see the successful submission confirmation.

EXHIBIT J

The Tutoring Session

Building Rapport

Begin a session with a new client by spending a few minutes getting to know them. Your effectiveness as a tutor largely depends on your ability to establish a positive rapport with the student, helping them feel comfortable and confident in your support.

It's important that the student feels respected and knows you are genuinely interested in their academic progress. This trust is crucial for the student to openly share their challenges and accept guidance.

Active Engagement

Avoid simply lecturing on material the student has already encountered in class. Instead, engage the student by first determining what both of you aim to achieve in the session, specifically focusing on what the student needs to understand.

Ask the student to explain what they currently understand about the material and to provide examples. This approach allows you to gauge their understanding and fill in any knowledge gaps with background information if necessary.

Throughout the session, pause frequently to have the student explain concepts back to you or illustrate them with examples, ensuring active involvement and comprehension.

Encouraging Confidence

A student may feel vulnerable when their academic abilities are on display. It's crucial to help them build confidence by allowing them time to find their own answers and by being patient in understanding their questions.

Rephrase difficult questions rather than providing answers directly, using a question-answer-example method to clarify which areas the student finds most challenging.

Commitment to Learning

Never give up on a student's ability to learn. Meet them at their current level and guide them toward academic growth.

Working with Professors

If a student lacks necessary information about an assignment, encourage them to seek clarification directly from their professor rather than interpreting the assignment yourself. Students should be supported in approaching their professors with questions.

Avoid criticizing assignments, courses, or professors. Your role is to minimize frustration and maximize learning by helping students understand the material from the professor’s perspective.

Adapting to Different Learners

Recognize that students have different learning styles: Auditory (learning by hearing), Tactile (learning by doing), and Visual (learning by seeing or writing). Tailor your tutoring strategies to suit the student's preferred learning style:

Auditory Learners

- Encourage them to explain material as if they were the tutor.
- Suggest reading explanations aloud or creating songs and rhymes to memorize facts.
- Advise joining study groups or using mnemonics and word associations.

Tactile Learners

- Suggest that they physically engage with their materials by reading aloud or taking notes while speaking.

Encourage the use of hands-on activities like model-making or standing while explaining concepts.

- Recommend using gestures and rhythm to enhance understanding.

Visual Learners

- Encourage note-taking during sessions and the use of color-coded highlighting.
- Suggest creating mind maps, flashcards, and visual chains.
- Recommend the use of visual aids like graphs, charts, and illustrations to reinforce learning.

EXHIBIT K

Conclusion

As a tutor, you are a vital resource for both our clients and Do College Better. This handbook is designed to address common questions and outline the policies and procedures of our tutoring program. It is important to continue asking questions and seeking answers as you develop in your role. We welcome your comments and suggestions for improvement.

Need help?

Tutors are encouraged to communicate with Do College Better staff about student needs, scheduling questions, reporting issues, or any concerns affecting a session.

EXHIBIT L

Contact Information & FAQs

Contact Information

Website: www.docollegebetter.com

Office phone: 479-935-4656

Cell phone / text: 479-422-3808

Hours of Operation

- Office: Monday-Friday, 9:00 AM-5:00 PM
- Tutoring: Monday-Friday, 9:00 AM-10:00 PM
- Tutoring: Saturday-Sunday, 2:00 PM-10:00 PM
- Additional tutoring hours may be available on request.

Frequently Asked Questions

What services does Do College Better offer?: One-on-one and group tutoring, academic workshops, personalized study plans, and test preparation for ACT, MCAT, LSAT, GRE, and GMAT.

How can a student book a session?: Students can call, text, or request an appointment through the Do College Better website. All bookings must be confirmed through Do College Better.

What if a student asks about pricing?: Refer the student to the Do College Better office or website for current tutoring prices and package information.

Where do I find the Tutoring Session Report?: Open the scheduled appointment in the Pike13 Staff app, select Notes, and choose Complete Tutoring Session Report. Refer to the visual walkthrough linked below.

Online Tutor Resources

Tutor Handbook Online: https://www.docollegebetter.com/tutorhandbook.html

Tutor FAQs: https://www.docollegebetter.com/tutorinfo.html

Session Report Instructions: https://www.docollegebetter.com/sessionreporthowto.html

Main Website: https://www.docollegebetter.com