

## ATTACHMENT XI-C

ATTACHMENT XI-C: Paper 24/7 Online Tutoring

Suggested Motion: Approve the purchase of Paper for North Boone High School

Recommended Action: Approve the motion

To address learning loss and to increase student achievement, we recommend purchasing Paper 24/7 Online Tutoring for North Boone High School. Students will be able to access Paper at any time to receive real-time tutoring through a chat feature. Paper uses the Socratic method of tutoring, so the tutors will ask students questions to help them learn the skills and complete their work.

We are recommending the purchase of this product for 12 months for 520 high school licenses. This product will be purchased with ESSER funds. The total cost is \$27,331.20 for 12 months. During the 12 months, we will monitor student usage in order to determine if we will purchase for additional years and additional schools.



**PRICING EXPIRES ON SEPTEMBER 25TH, 2021**

Paper Education Company Inc.  
279 Sherbrooke St. W #410  
Montreal, QC  
H2X1Y2  
[www.Paper.co](http://www.Paper.co)  
September 15, 2021

### **Description of Services**

North Boone Community Unit School District 200 to purchase the chat-based tutoring services and actionable insights provided through Paper's online platform for students studying at North Boone Community Unit School District 200. Paper will North Boone Community Unit School District 200 with teacher user accounts, administrator accounts, at no additional cost.

Paper will execute professional development and student orientations for the students participating in the agreement. Paper will provide North Boone Community Unit School District 200 with routine check-ins and extra training as needed.

Paper will provide North Boone Community Unit School District 200 with marketing materials and marketing strategies to ensure student engagement grows.

### **What is Paper?**

Paper provides schools with unlimited access to a variety of services through a device-agnostic, secure, Educational Support System (ESS).

With Paper, students receive Unlimited 24/7 One-on-one Tutoring for all subjects, delivered by a live educator through Paper's Classroom in both English and Spanish.

Each online educator is a Paper Employee who is trained in the Socratic teaching method and undergoes a criminal background check prior to employment.

Paper also provides students with Essay Review, where students can upload any piece of written work and receive an annotated version of their work within twenty-four hours.

All student activity on Paper is recorded, tracked, and made readily available to school teachers and administrators. This equips teachers with Transparent Insights on how their students are learning outside the classroom and helps educators personalize their instruction.

Paper's Student Success team works closely with each and every partner school to understand the specific needs and goals at each site. Through professional development, student orientations, and much more, Paper ensures that schools are excited and ready to level the playing field for all.



## Pricing

### Grades 9-12 (September 21, 2021 - September 21, 2022)

Student Licenses	Monthly Price Per Student	District Cost for 12 Months
520	\$4.38	\$27,331.20

- + All Taxes and Implementation fees are included
- + Teacher & Administrator Accounts, at no additional cost
- + **Total District Cost for Contract length (12 months): \$27,331.20**

### Grades 9-12 (September 21, 2021 - July 1st, 2023)

Student Licenses	Monthly Price Per Student	District Cost for the first 12 Months
520	\$3.98	\$24,835.20

- + All Taxes and Implementation fees are included
- + Teacher & Administrator Accounts, at no additional cost
- + **Total District Cost for Contract length (22 months): \$43,461.60**

**PAPER**

# Give every student an equal opportunity to excel academically

**In many school districts, students with tutors get ahead—and those without fall behind. Paper levels the playing field, giving every student an equal opportunity to excel academically.**

Paper provides learners with unlimited 24/7 homework help, writing feedback, and study support at a predictable fixed cost. Paper's exceptional, multi-lingual tutors are carefully selected and rigorously trained to deliver on demand, 1:1 academic support using a Socratic approach.

**15** SECONDS

To connect to a live tutor

**200** ACADEMIC  
TOPICS

Tutored by specialists

**4** LANGUAGES  
SPOKEN

English, Spanish, Mandarin, French

## Unlimited 24/7 academic support

**24 / 7**



### Homework help

Instant help with any homework problem, large or small

### Writing feedback

Comprehensive feedback that develops strong writing skills

### Study support

Expert coaching that makes it easier to grasp new concepts

## Uplift your entire school community

### Students

- Get 24x7 expert help on-demand
- Be prepared for discussions & exams
- Turn in more polished work

### Guardians

- Set students up to succeed
- Get top-notch tutoring at no cost
- Release the stress of DIY tutoring

### Teachers

- Enlist tutors to reinforce lessons
- Gain insights into each student's challenge areas
- Focus on content and relationships

### Administrators

- Address equity and achievement gaps
- Predictably budget for academic support
- Access data that informs curriculum

“

*The amount of sessions I see happen on weekends and beyond school hours—it shows us that we're providing a tool that students are accessing all the time, and when they need it.*

— Dr. Ryan Smith, Assistant Superintendent, Paramount USD

“

*It not only helps students—it also helps teachers support their students much more strategically, and improve their ability to provide needed interventions to students on a 24/7 basis.*

— Dr. Matt Rhoads, Teacher, San Marcos USD

“

*The FREE Paper tutoring provided by the YSD has helped tremendously in my home. Knowing that tutoring is available 24/7 is amazing!*

— Parent, Yakima School District

“

*I used it for math, and I thought it was really helpful. They don't just give you the answer but walk you through the ways to think about the concepts and how to approach it.*

— 11th grader, La Cañada USD

**Paper Education Company Inc.<sup>TM</sup> SERVICE AGREEMENT**

**THIS Paper Education Company Inc. SERVICE AGREEMENT** is entered into by and between:

**Paper Education Company Inc.** a Federal corporation having its principal place of business at 279 Sherbrooke Street West #410, Montreal, Quebec, Canada, H2X 1Y2 ("**Paper Education Company Inc.**"); and

**North Boone Community Unit School District 200** is an educational institution having its head office at 6248 N. Boone School Rd, Poplar Grove, IL 61065 ("**Customer**").

(each a "**Party**" and collectively the "**Parties**")

**RECITALS**

**WHEREAS**, Paper Education Company Inc. has developed an online chat-based platform to provide students access to educators in order to obtain tutoring in connection with their courses, the features of which are more fully set out on Paper Education Company Inc.'s website located at [www.paper.co](http://www.paper.co) (the "Platform");

**WHEREAS**, Customer wishes to allow its students to access the Platform for their educational use in connection with the courses that they are taking in order to obtain tutoring from educators ("Educators"), as well as allowing teachers and administrators to access the Platform;

**WHEREAS**, Paper Education Company Inc. and Customer wish to set out the contractual terms pursuant to which access to students, teachers and administrators will be given to the Platform.

**THE PARTIES HAVE THEREFORE AGREED AS FOLLOWS:**

**1. Purpose and Scope of the Agreement**

This Agreement contains the terms and conditions relating to the provision on a "software-as-a-service" basis or through a downloadable application of the Platform to students, teachers and administrators (each a "User") associated to the Customer. Customer acknowledges that in order to be granted access to the Platform, each User must agree to comply with the terms of service and that the failure to agree to such terms of service or non-compliance with such terms of services may result in the exclusion of the User from the Platform, as these terms of service may be modified from time to time. In the event a User is excluded due to a refusal to be bound by the terms of service or non-compliance to the terms of service, Customer shall not be entitled to reimbursement of any fees or other charges paid with respect

to such User's access. It is Customer's responsibility to ensure that any parental approval or other formality required by local laws and regulations required for purposes of contractually binding Users is complied with.

## **2. Operation of the Platform**

The Platform provides access to Educators using chat functionalities to allow students attending the Customer's institution to obtain tutoring in connection with the courses defined by the Parties. The Platform and Educators are available on a 24 hours / 7 days per week basis, subject to the limitations set out in the Service Levels defined in this Agreement. Customer acknowledges that Educators qualified to interact with students on all courses topics may not be available at all times. Teachers and administrators have access to the Platform and are provided with means to assess interactions between students and Educators.

Students may access the Platform only for their educational use in connection with the courses for which they are registered at the Customer's institution. There are no limits to the number of interactions a student may have through the Platform, provided that these stay within reasonable bounds and do not become abusive.

In order to provide access to the Platform to Users, Customer must provide all necessary data set out in Schedule "B" in the specified electronic format so as to allow Paper Education Company Inc. to configure all accounts.

The pricing set out in Schedule "A" is for the maximum number of students indicated in such Schedule. To the extent that Customer wishes to allow access to the Platform to a number of students that exceeds the number set out in Schedule "A", Customer will be offered the option to do so at the price per additional student set out in Schedule "A", subject to the minimum quantities detailed in such schedule. The fee per student access shall not be prorated regardless of the point at which during a contract year new accesses are granted to the Platform. Additional accesses granted during the term shall be confirmed through electronic communications or in writing by Paper Education Company Inc..

## **3. Acceptable Use of the Platform**

Customer acknowledges that the following types of behaviour by Customer or its Users of the Platform are unacceptable:

- (a) Posting or transmitting material that infringes, misappropriates or violates another person's intellectual property rights;
- (b) Posting or transmitting material that violates any right of publicity, right of privacy or other similar rights;
- (c) Using the Platform for purposes of stalking, harassing, threatening, bullying or other similar behaviour;

- (d) Posting or transmitting material that is defamatory, sexual in nature (other than as justified in light of the course content), obscene, offensive or discriminatory;
- (e) Posting or transmitting any defamatory, pornographic, inaccurate, abusive, obscene, profane or offensive content.
- (f) Compromising the integrity or operation of the Platform or attempting to do so;
- (g) Tampering with, reverse-engineering, or hacking the Platform, circumventing any security or authentication measures, or attempting to gain unauthorized access to the Platform, related systems, networks, or data;
- (h) Using “robots,” “spiders,” “offline readers,” or other automated systems to send more request messages to the Platform than a human could reasonably send in the same period of time by using a normal browser;
- (i) Making an unreasonable or abusive use of the access provided to the Platform;
- (j) Generating and sending unsolicited commercial communications, advertising chain letters or spam;
- (k) Uploading viruses, bots, worms, scripting exploits or other similar materials;
- (l) Posting or transmitting content that is intended to be inflammatory;
- (m) Using the Platform to recruit or solicit for employment or consulting Educators;
- (n) Otherwise engaging in behaviour that is illegal.

Paper Education Company Inc. will use reasonable efforts to monitor profiles, actions, comments, and general usage of the Platform and suspend privileges to any User or Educator not adhering to the policies of the Platform. Customer agrees to promptly report any alleged improprieties of any Users or Educators of which it becomes aware via electronic correspondence so as to enable Paper Education Company Inc. to investigate such alleged improprieties.

#### **4. Professional Development**

Paper Education Company Inc. agrees to provide or support professional development in order to promote the use of the Platform as further detailed in Schedule “A”. Unless expressly provided in Schedule “A”, all such services shall be provided remotely by Customer.

#### **5. Term of the Agreement**

The initial term of the Agreement shall be as specified in Schedule “A”.

#### **6. Restrictions on Use of the Platform**

Customer agrees that it shall not itself or allow any User to: (a) sell, lease, license, sublicense, loan, encumber or otherwise transfer its right to use the Platform to a third party, in whole or in part, except as permitted under this Agreement; (b) make modifications, corrections, alterations, enhancements or other additions to the Platform; (c) provide, disclose, divulge or make the Platform available to a third party by online services, remote dial-in or network or telecommunication links of any kind, other than as permitted in this Agreement; (d) circumvent



the Platform's authentication or security access control systems or assist others to do so; and (e) disclose access credentials to unauthorized parties or fail to implement reasonable security measures to prevent such an occurrence.

## **7. Intellectual Property in the Platform**

Customer recognizes and agrees that all trade-marks, inventions (whether patentable or not), patent applications, patents, industrial designs, works protected by copyright, trade secrets, know-how or other intellectual property in or related to the Platform, including any suggestions that Customer or any User may make regarding the functionalities or other technical aspects (the "Platform Intellectual Property") are, as between the parties, the exclusive property of Paper Education Company Inc.. Upon the request of Paper Education Company Inc., Customer shall provide any reasonable documentation required to confirm Paper Education Company Inc.'s ownership in the Platform Intellectual Property. For clarity, Paper Education Company Inc. shall not own any content added to the Platform by Users or Customer, which content is licensed pursuant to the terms of this Agreement.

This Agreement does not grant Customer the right to access or obtain the source code of the Platform nor any programming documentation.

All rights, titles and interests that are not expressly addressed in this Agreement are expressly reserved by Paper Education Company Inc..

## **8. Hosting of Platform**

Unless otherwise expressly set out in Schedule "A", the Platform and associated data will be hosted in facilities located in the United States.

## **9. Service Level**

The Platform shall be available 95% of the time, calculated on a monthly basis. The Software shall not be considered unavailable to Customer if Customer's inability to access or use the Platform arises due to problems with Customers' or Users' hardware or software, or due to problems with third-party telecommunication services or networks.

Periods during which the Platform is unavailable due to a force majeure event or previously-scheduled maintenance shall not be counted as downtime for the purpose of this provision. Paper Education Company Inc. shall take commercially-reasonable measures to ensure that scheduled maintenance takes place between 7AM ET and 9AM ET and that Customer receives advanced notice of any such maintenance.

Notwithstanding the foregoing, Customer acknowledges that Paper Education Company Inc. may need to perform emergency maintenance, for example to install security updates, without

notice and that no such interruption of access to the Platform shall be considered unavailability for the purpose of calculating the service level.

## **10. Technical Support**

Paper Education Company Inc. agrees to provide remote technical support to Customer via telephone, chat, email or other efficient communication method between 9AM ET and 5PM ET, Monday to Friday, except holidays as observed by Paper Education Company Inc.. The purpose of the remote assistance service is to attempt to identify and resolve functional problems in the Platform. Technical support shall be requested by Customer representatives, not by students.

Each communication received will be given a severity level by Paper Education Company Inc. according to the following guidelines:

- a) Major Problem: when the Platform is not operational or has suffered a major loss of capability resulting in the inability to use the Platform, or if a failure is so frequent that it precludes productive use of the Platform or when the Platform is operational but its capability is severely degraded, such as the inability to run a major application within the Platform, a critical product feature or function does not work, or a failure requires on-going intervention in order to maintain productive use;
- b) Minor Problem: when the Platform is operational and the problem does not result in a significant impact on the performance of the Platform

Paper Education Company Inc. shall exercise all commercially reasonable efforts to meet the following response times:

- c) Major Problems will be acknowledged within 4 business hours and resolved within 3 business days; and
- d) Minor Problems will be acknowledged within 1 business days and resolved in a subsequent update.

Technical support services shall not include services: (a) in respect of User hardware and software problems; (b) in respect of education, installation, training or customization; (c) in respect to the use of the Platform in violation of this Agreement; (d) in respect of defects in or caused by third party software or hardware; (e) problems arising from network connectivity.

Paper Education Company Inc. shall not be responsible to correct any defect or other failure of performance of the Platform caused by the following: (a) use of the Platform that materially deviates from the documentation included in the Platform; (b) modification, customization, alteration or addition or attempted modification, customization, alteration or addition to the Platform; or (c) the abuse or misuse of the Platform.

Paper Education Company Inc. may update the Platform from time to time and shall make commercially reasonable efforts to advise the Customer in advance of all updates that materially affect the functionality of the Platform.

Paper Education Company Inc. shall be under no obligation to refrain from updating the Platform or delay in performing such updates.

## **11. Monetary Consideration**

In consideration for the access granted herein to the Platform, Customer shall pay Paper Education Company Inc. the fees set forth in Schedule "A". Unless otherwise provided in Schedule "A" or as otherwise set out herein, the fees are payable in advance within thirty (30) days for the beginning of the initial term and any renewal terms. Except as otherwise set out in Schedule "A", the fees may be increased by Paper Education Company Inc. by giving the Customer thirty (30) days' prior written notice at any point in time and will be applied at the following invoice to be issued to the Customer. Customer shall have the option of terminating the Agreement by providing written notice if it disagrees with the price increase set out in Provider's written notice, provided this is done no later than at the expiration of the notice period. Except as otherwise noted in Schedule "A" to this Agreement, in the event that Customer adds additional student access during the term, fees associated with such additional accesses shall be payable within thirty (30) days of the end of the term during which they are requested. Except as otherwise noted in Schedule "A" to this Agreement, additional accesses may be purchased only in a minimum quantity of ten (10) student accesses at a time. There are no limits on the number of administrator and teacher accesses to the Platform and no charge for such accesses.

Except to the extent that Schedule "A" expressly provides for a right to terminate for convenience, all amounts payable under this Agreement shall be non-refundable. Notwithstanding the foregoing, in the event of a permitted termination for convenience, Paper Education Company Inc. shall refund to Customer the unused portion of any prepaid fees on a proportional basis to the date of termination.

All payments shall be exclusive of any tariffs, duties or taxes imposed or levied by any government or governmental agency. Customer shall be liable for payment of all such taxes, however designated, levied or based on Customer's or its Users' possession or use of the Platform including, federal, provincial, state or local sales taxes. Customer agrees that all amounts payable by Customer pursuant to this Agreement shall be paid without any deduction or withholding on account of any taxes, monetary transfer fees, or other charges or withholdings of any nature, except to the extent that the deduction or withholding of any tax is required by applicable law, in which event Customer shall (i) pay to Paper Education Company Inc. such additional amount as is necessary so that Paper Education Company Inc. receives, after such deduction or withholding (including any withholding with respect to this additional amount), an amount equal to the amount that Paper Education Company Inc. would have received if such deduction or withholding had not been made and (ii) deliver to Paper Education

Company Inc. within thirty (30) days after the date of such payment an official receipt of the relevant taxing authority showing that Paper Education Company Inc. paid to such taxing authority the full amount of the tax required to be deducted or withheld. Paper Education Company Inc. shall take reasonable administrative actions, if possible, to lawfully mitigate or to help recover on behalf of Customer any withholding taxes, if and only if none of the foregoing actions would operate to prejudice Provider with respect to its tax liability or otherwise.

Unless otherwise expressly set forth in a Proposal, all prices are expressed in Canadian dollars.

## **12. Confidentiality**

Except as may be expressly provided by this Agreement or applicable laws, the Parties acknowledge that Content contributed by Users to the Platform is not confidential as the functionality of the Platform are based on student interactions being visible in whole or in part to administrators and teachers. Except as otherwise provided by this Agreement, Paper Education Company Inc. shall not use the Content contributed by Users other than for purposes of operating the Platform for the Customer and its Users' benefit. Paper Education Company Inc. may however compile and use aggregated data (which for clarity shall not include any personally identifiable information) pertaining to the Platform derived from multiple educational institutions for purposes of (i) further developing the Platform or related products or services; (ii) compiling and disseminating data regarding the use and content of the Platform as well as the courses for which tutoring is offered on the Platform. Personally Identifiable Information provided to Paper Education Company Inc. by Customer or Users shall be treated as confidential information and is subject to Paper Education Company Inc.'s privacy policy set out in Schedule "B" to this Agreement, which may be updated from time to time by Paper Education Company Inc. by posting updates on its website. The contractual terms of this Agreement constitutes confidential information of Paper Education Company Inc..

During the performance of this Agreement, one Party (the "Disclosing Party") may authorize the other Party (the "Receiving Party") to access or host confidential information (hereinafter the "Confidential Information"). Subject to the other terms of this Agreement, Confidential Information shall include, without limitation, personally identifiable information, log-in credentials, contracts, technical or financial information, databases, trade secrets and know-how. Confidential Information shall not include information that (i) is or will become public other than as a result of a breach of this Agreement or (ii) was known to the Receiving Party prior to the disclosure thereof by the Disclosing Party, as evidenced by written documents.

The Receiving Party shall preserve the confidentiality of any Confidential Information, and shall refrain from using or disclosing the same for any purpose not previously approved in writing by the Disclosing Party or otherwise provided in this Agreement. However, the Receiving Party may disclose Confidential Information in cases where (i) the information is made public through no fault of or contribution by the Receiving Party; (ii) the information was made available to the Receiving Party by a third party that was legally in possession thereof and was free to disclose same; (iii) the information was independently acquired by third parties without access to or

knowledge of the Confidential Information; or (iv) this disclosure was required by law or a court order, provided that the Receiving Party gives the Disclosing Party enough advance warning of this requirement so as to give the latter enough time to adopt whatever measures may be needed to avoid or limit the disclosure.

Upon request or upon termination of this Agreement, the Receiving Party shall immediately return or, at the option of the Disclosing Party, destroy the Confidential Information. Moreover, at the request of the Disclosing Party, the Receiving Party agrees to certify, by means of an affidavit, that all of the Confidential Information has been returned or destroyed, as the case may be. However, Paper Education Company Inc. may retain an archival copy of all confidential information disclosed to it, to the extent required by law, regulation, or court order, or to comply with accounting principles.

### **13. Termination**

Each Party may terminate this Agreement in the event the other Party breaches the terms of this Agreement and fails to remedy such breach within thirty (30) days of written notice given by such Party.

Notwithstanding any provision of applicable law, including section 2125 of the Quebec Civil Code (the benefit of which is hereby waived by the Customer), this Agreement may not be terminated for convenience except as may be expressly provided in Schedule "A" of this Agreement.

All rights to access and use the Platform expire when this Agreement is terminated, regardless of the reason for termination, and no right of use or other such right to access the Platform shall subsist for Customer and all Users.

### **14. Responsibility for Content and Disclaimer of Representations, Warranties, Conditions**

Customer and its Users are solely responsible for any content, messages, photos, videos, reviews or profiles (collectively, "Content") that are published or displayed (hereinafter, "post") on the Platform, or transmitted to other users of the Platform. Customer and Users shall not post any Content that violates is unacceptable pursuant to the terms of this Agreement. Customer understands and agrees that Paper Education Company Inc. may choose to review and delete any Content, in each case in whole or in part, that in the sole judgment of Paper Education Company Inc. violates this Agreement or which might be offensive, illegal, or that might violate the rights, harm, or threaten the safety of users of the Platform. Customer and its Users grant complete access to institutions affiliated to Customer to review, record and process any Content that has been provided on the Platform. Institutions affiliated to Customer who have been granted access to their student's conversations agree that any information transmitted by Users and Educators shall not be shared with individuals outside of their institution. By posting Content to any public or member area of the Platform, Customer and its Users automatically grant to Paper Education Company Inc., its affiliates, licensees and

successors, an irrevocable, perpetual, non-exclusive, fully paid, worldwide license to use, copy, perform, display, make available, distribute, reproduce, adapt, modify and distribute such information and content and to prepare derivative works of, or incorporate into other works, such information and content, and to grant and authorize sublicenses of the foregoing. Such license may be used by Customer subject to the restrictions and limitations provided by this Agreement. Customer further represent and warrant that public posting and use of User Content by Paper Education Company Inc. will not infringe or violate the rights of any third party.

Use of the Platform, including but not limited to the Content posted on the Platform, must be in accordance with any and all applicable laws and regulations. Opinions, advice, statements, offers, or other information or content made available on the Platform or through the Platform, but not directly by Paper Education Company Inc., are those of their respective authors. Such authors are solely responsible for such content. Paper Education Company Inc. does not: (i) guarantee the accuracy, completeness, or usefulness of any information on the Platform or available through the Platform, or (ii) adopt, endorse or accept responsibility for the accuracy or reliability of any opinion, advice, or statements made by any party that appears on the Platform or through the Platform. Under no circumstances will Paper Education Company Inc. or its affiliates be responsible for any loss or damage resulting from: a) your reliance on information or other content posted on the Platform or transmitted to or by any User; or b) reviews or comments made about any User on the Platform by other Users.

Paper Education Company Inc. PROVIDES THE PLATFORM AND ANY AND ALL ASSOCIATED SERVICES ON AN "AS IS" BASIS AND GRANTS NO REPRESENTATIONS, WARRANTIES OR CONDITIONS OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE WITH RESPECT TO THE SERVICES OR THE PLATFORM (INCLUDING ALL INFORMATION CONTAINED THEREIN), INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. Paper Education Company Inc. DOES NOT WARRANT THAT YOUR USE OF THE PLATFORM WILL BE SECURE, UNINTERRUPTED, ALWAYS AVAILABLE, ERROR-FREE OR WILL MEET CUSTOMER OR USER REQUIREMENTS, OR THAT ANY DEFECTS IN THE SERVICES WILL BE CORRECTED. Paper Education Company Inc. DISCLAIMS LIABILITY FOR, AND NO WARRANTY IS MADE WITH RESPECT TO, THE CONNECTIVITY AND AVAILABILITY OF THE SERVICES. IN ADDITION AND WITHOUT LIMITING THE FOREGOING, Paper Education Company Inc. MAKES NO REPRESENTATION OR WARRANTIES OF ANY KIND WHETHER EXPRESS OR IMPLIED REGARDING THE SUITABILITY OF ANY MEMBER OF THE PLATFORM TO PROVIDE SERVICES AS AN EDUCATOR OR TO SECURE THE SERVICES OF AN EDUCATOR, INCLUDING, WITHOUT LIMITATION, PARTICIPANTS IN ANY THIRD PARTY VERIFICATION SERVICE OFFERED ON THE PLATFORM. Paper Education Company Inc. DOES NOT: (i) GUARANTEE THE ACCURACY, COMPLETENESS OR USEFULNESS OF ANY INFORMATION PROVIDED ON THE PLATFORM, OR (ii) ADOPT, ENDORSE OR ACCEPT RESPONSIBILITY FOR THE ACCURACY OR RELIABILITY OF ANY OPINION, ADVICE, OR STATEMENT MADE BY ANY PARTY OTHER THAN Paper Education Company Inc.. UNDER NO CIRCUMSTANCES WILL Paper Education Company Inc. BE RESPONSIBLE FOR ANY LOSS OR DAMAGE RESULTING FROM ANYONE'S RELIANCE ON

INFORMATION OR OTHER CONTENT POSTED ON THE SERVICES, OR TRANSMITTED TO OR BY ANY USERS.

## **15. Limitation of Liability**

In no event will Paper Education Company Inc. or its Affiliates, be liable for any indirect, special, incidental, or consequential damages, losses or expenses arising out of or relating to the use or inability to use the Platform, including without limitation damages related to any information received from the Platform, removal of Content from the Platform, including profile information, any email distributed to any user or any linked web site or use thereof or inability to use by any party, or in connection with any termination of your subscription or ability to access the Platform, failure of performance, error, omission, interruption, defect, delay in operation or transmission, computer virus or line or system failure, even if Paper Education Company Inc. or its Affiliates, or representatives thereof, are advised of the possibility of such damages, losses or expenses. UNDER NO CIRCUMSTANCES WILL Paper Education Company Inc.'S OR ITS AFFILIATES AGGREGATE LIABILITY, IN ANY FORM OF ACTION WHATSOEVER IN CONNECTION WITH THIS AGREEMENT OR THE USE OF THE SERVICES OR THE PLATFORM, EXCEED THE PRICE PAID BY THE CUSTOMER FOR THE ACCOUNT.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL Paper Education Company Inc. OR ITS AFFILIATES, BE LIABLE FOR ANY DAMAGES WHATSOEVER, WHETHER DIRECT, INDIRECT, GENERAL, SPECIAL, COMPENSATORY, CONSEQUENTIAL, AND/OR INCIDENTAL, ARISING OUT OF OR RELATING TO THE CONDUCT OF YOU OR ANYONE ELSE IN CONNECTION WITH THE USE OF THE PLATFORM, INCLUDING WITHOUT LIMITATION, BODILY INJURY, EMOTIONAL DISTRESS, AND/OR ANY OTHER DAMAGES RESULTING FROM INTERACTIONS WITH OTHER MEMBERS OF THE PLATFORM, WHETHER ONLINE OR OFFLINE.

In addition to the preceding paragraphs of this section and other provisions of this Agreement, any advice that may be posted on the Platform is for informational purposes only and is not intended to replace or substitute for any professional financial, medical, legal, or other advice. Paper Education Company Inc. makes no representations or warranties and expressly disclaims any and all liability concerning any treatment, action by, or effect on any person following the information offered or provided within or through the Platform.

## **16. Links to External Sites**

Links from the Platform to external sites (including external sites that are framed by Paper Education Company Inc.) do not constitute an endorsement by Paper Education Company Inc. of such sites or the content, products, and other materials presented on such sites or of the products and services that are the subject, but are for users' reference and convenience. Customer and its Users' access them at their own risk. It is the responsibility of the user to evaluate the content and usefulness of the information obtained from other sites. Paper Education Company Inc. does not control such sites, and is not responsible for their content. Just because Paper Education Company Inc. has hyperlinks to such sites does not mean that

Paper Education Company Inc. endorses any of the material on such sites, or has any association with their operators. Customer further acknowledges that use of any site controlled, owned or operated by third parties is governed by the terms and conditions of use for those sites, and not by Paper Education Company Inc.'s terms of use and privacy policy. Paper Education Company Inc. expressly disclaims any liability derived from the use and/or viewing of links that may appear on the Platform. Customer hereby agrees to hold Paper Education Company Inc. harmless from any liability that may result from the use of links that may appear on the Platform.

#### **17. Compliance with Privacy Legislation**

Paper Education Company Inc. requires Customer to obtain all necessary consents for the online collection, processing and transfer of information of students through the Platform, including without limitation any consent required by applicable laws for children under the age of 13. Customer should refrain from taking steps to register students for the Platform unless all required consents have been obtained. Customer must ensure that parents have access to the Paper Education Company Inc. privacy policy and terms of use. Paper Education Company Inc. will not knowingly collect any information from children under 13, except to the extent permitted by applicable laws. Should Paper Education Company Inc. determine that all required consents have not been obtained for particular students, it shall be entitled to immediately terminate access to the Platform for such students.

#### **18. Third Party Verification Service**

Paper Education Company Inc. relies on a third-party verification service to verify information such as, but not limited to, name, address, social insurance number, and criminal background of Educators. Customer does hereby represent, understand and expressly agree that Paper Education Company Inc. is a conduit for the third-party verification service and does not have control over or assume any responsibility for the quality, accuracy, or reliability of the information provided by the third-party verification service.

#### **19. Indemnification**

Subject to the limitations set forth, each party agrees to indemnify and save harmless each other party from and against any and all losses, liabilities, expenses (including, without limitation, reasonable fees and disbursements of counsel), claims, liens, damages or other obligations whatsoever (collectively, "Claims") that may actually and reasonably be payable by virtue of or which may actually and reasonably result from the inaccuracy of any of their respective representations or the breach of any of their respective warranties, covenants or agreements made in this Agreement or in any certificate, schedule or other instrument delivered pursuant to this Agreement; provided, however, that no claim for indemnity may be made hereunder if the facts giving rise to such Claim were in writing and known to the party seeking indemnification hereunder, such facts constituted a breach of the conditions to closing of the party seeking indemnification and the party seeking indemnification elected in any event



to consummate the transactions contemplated by this Agreement. In addition, to the extent that applicable insurance coverage is available and paid to the party seeking indemnification hereunder with respect to the Claim for which indemnification is being sought, such amounts of insurance actually paid shall be deducted from the amount of the Claim for which indemnification may be sought hereunder and the indemnified party may recover only the amount of the loss actually suffered by the party to be indemnified. To the extent that such insurance payment is received subsequent to payment by the indemnifying party hereunder, the indemnified party shall reimburse the indemnifying party, up to the amount previously paid by the indemnifying party, for the amount of such insurance payment.

## **20. Miscellaneous**

Nothing in this Agreement shall be construed as making either party the partner, joint venturer, agent, legal representative, employer, contractor or employee of the other. Neither party shall have, or hold itself out to any third party as having, any authority to make any statements, representations or commitments of any kind, or to take any action, that shall be binding on the other, except as provided for herein or authorized in writing by the party to be bound. This Agreement will be binding on and will inure to the benefit of the legal representatives, successors and assigns of the parties hereto.

Customer shall not sell, transfer or assign any right, title or interest it has in or pursuant to this Agreement, without the prior written consent of Paper Education Company Inc.. Any assignment not in accordance with this provision shall be void. Paper Education Company Inc. may, upon notice to Customer, sell, transfer or assign any right, title or interest it has in this Agreement, if such sale, transfer or assignment (a) is part of the sale, transfer or assignment of all or substantially all of its assets or business; or (b) is made to one of its affiliates.

This Agreement shall constitute the entire agreement between the Parties with respect to the subject matter hereof and merges all prior and contemporaneous agreements and communications. Except as expressly provided herein, it shall not be modified except by a written agreement signed by the Parties' authorized representatives.

The Parties have expressly requested that this Agreement be drawn up in English and that all modifications thereof can be made in this language. *Les Parties ont expressément demandé que ce contrat soit rédigé en anglais et que toute modification à celui-ci puisse se faire également dans cette langue.*

## **21. Jurisdiction and Choice of Law**

If there is any dispute arising out of this Agreement, the Parties expressly agree that any such dispute shall be governed by the laws applicable in California, without regard to its conflict of law provisions, and the Parties expressly agree and consent to the exclusive jurisdiction and venue of the provincial and federal courts of the State of California for the resolution of any such dispute.

*[The next page is the signature page]*

**IN WITNESS WHEREOF, THE PARTIES HEREBY AGREE TO BE LEGALLY BOUND BY THE TERMS OF THIS AGREEMENT.**

**Paper Education Company Inc.**

**North Boone Community Unit School District 200**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## **SCHEDULE A**

### **CUSTOMER-SPECIFIC PARAMETERS**

1. *Initial Term of the Agreement*

**September 21, 2021 to September 21, 2022 (12 months)**

2. *Student Access Included in the Scope of the Agreement and Fees Payable*

**Unlimited Access for 520 North Boone Community Unit School District 200 Students in grades nine (9) through twelve (12), inclusively. The fees payable will be \$52.56 USD per student, for a total of \$27,331.20 USD.**

3. *Fees Payable for Additional Student Accesses*

**Students may be added at any time at a rate of \$4.38 USD per month left to the agreement.**

4. *Data to be Provided by Customer to Activate Accesses to the Platform*

**The customer must provide a user's first name and last name, email address, grade, and any relevant class rostering information.**

5. *Details of Professional Development and Student Orientations*

**Paper Education Company Inc. will execute professional development and student orientations.**

**Paper Education Company Inc. will provide customer support and training throughout the year to North Boone Community Unit School District 200 and its stakeholders.**

6. *Special Terms*

## **SCHEDULE B PRIVACY POLICY**

This Privacy Policy covers how we process personal information within our Educational Support System services, which includes our tutoring services, our platform, support and maintenance services, reporting and hosting (together, our “**Services**”).

If you have any questions, concerns or inquiries regarding the collection, use or disclosure of your personal information or concerning this Privacy Policy, do not hesitate to reach out to us. You can e-mail us at [privacy@paper.co](mailto:privacy@paper.co), or reach us by mail at the following address:

Paper Education Company Inc.  
279 Sherbrooke Street West, Suite 410  
Montreal, QC, H2X 1Y2  
Canada

### **1. What is personal information?**

This Privacy Policy applies to personal information. We consider that “personal information” means any information which allows us to identify you directly or indirectly, including “cookies” and other electronic data. Some information may not be personal on its own but may become personal information if associated with other information or if the sum of the information allows us to identify individuals.

A “cookie” is an information that a website puts on a computer’s hard disk so that a website or web application can remember something about individuals at a later time. In this Privacy Policy, when we refer to “cookies” we also include other technologies with similar purposes, such as pixels, tags and beacons. For more information on cookies, you can refer to websites such as <http://www.cookiecentral.com/> and <https://www.allaboutcookies.org/>.

### **2. When is this Privacy Policy not applicable?**

This Privacy Policy only applies to how we process the personal information of our users within our Services and does not apply to our marketing activities and website which are not within the Services. We do not leverage user data for marketing purposes.

Our Services may contain links towards external services which are not part of the Services. For instance, a tutor may provide a student with a link to a website to learn more about a certain topic. These external services are not covered by this Privacy Policy.

### **3. What personal information do we process, and for which reasons?**

We collect the following types of personal information:

**(a) Educational and Identification Information**

When we on-board new educational institutions, we receive the following information from educational institutions which is used to create accounts or to manage students and teachers' accounts if an integration with Google G-Suite is used instead of accounts:

- Name of students and teachers
- Usernames
- Classes that students are enrolled in
- E-mail addresses
- Other information which educational institutions may deem necessary, such as student IDs

This information is used to create an account and manage the Services, such as to offer e-mail notifications, if the user opt-in. We typically receive such information from educational institutions in a CSV file.

If the Services are integrated with Clever, then class rosters are automatically updated within our Services whenever students or teachers change classes or switch schools. Clever is a service that we use to integrate with most student information systems, and which securely syncs Educational and Identity information systems with our database. Clever is only available to educational institutions who are registered to use this service and is synchronized daily. We also use ClassLink as an additional integration tool. If an educational institution does not use Clever nor ClassLink, then the information is updated manually when we receive updates.

**(b) Credentials**

Once accounts are created, students and teachers who are using our Services can connect using their username and passwords, or through a single sign-on services offered by third parties such as Google G-Suite with which our Services integrate without the need to create distinct accounts. Educational institutions using Clever may also connect through a single sign-on functionality integrated through Clever. The information related to each account includes full name, username, e-mail, password and grade levels for students. We also collect each student's preferred language so that they are connected with appropriate tutors.

**(c) User Generated Information**

User Generated Information includes any information generated by students or teachers when using our Services, such as:

- Transcript of conversations, along with documents shared and emojis used;

- Feedback on tutoring sessions;
- Essays submitted for review, along with related information provided by students, such as the essay title, language, teacher's instructions and similar educational requirements;
- Essays reviewed through our tutoring services; and
- Questions asked by students.

The Services have different views depending on the identity of the user. For instance, teachers, school administrators and district administrators each view the information related to students under their authority. This information includes transcripts of conversations, questions asked, student usage, active and expired licenses. School and administrators generally have access to the same information than teachers except that the identity of the students concerned may vary. When referring to teachers under this Privacy Policy, we imply such administrators as well.

When using the Services, students can ask questions which are then matched automatically by our algorithms with related topics associated with their grades. In some cases, the available classes may be personalized, such as for sports programs, and our algorithm is then adjusted accordingly. Students can also access live classrooms, in which they can share files but also use a digital whiteboard. Each session is recorded in the history tab and associated with an ID. All sessions' transcripts are accessible by both the student and the teacher.

User Generated Information is also used to create reporting for teachers. For instance, teachers receive a monthly report on how students in their classes are using our Services, such as the top questions asked and the top students users.

We process User Generated Information in order to offer our Services to educational institutions, such as to allow students to obtain tutoring services and teachers to oversee what their students are doing within our Services.

#### **(d) Usage and Performance Data**

In order to understand how our Services perform and which functionalities are used, we collect Usage and Performance Data. These may include bugs, errors and logs which are generated by users, and other data collected in using an anonymous ID associated with users. Such personal information can be used for support and maintenance, and for troubleshooting.

#### **(e) Support Data**

When users are navigating the Services, they may have some questions on how to use the Services or face some bugs or errors. To assist users, we have a support desk available to respond to support requests. We collect any information shared with us through support services.

**(f) Electronic Data**

Online services automatically collect Electronic Data about users in order to allow us to deliver the Services. Electronic Data includes:

- IP address
- Device and browser information
- Screen resolution
- Operating system name and version
- Device manufacturer and model

This information is used to fix bugs, to remember important information, to present the Services in the preferred language and enhance security. Electronic Data is also used to provide notifications to users about activities within the Services. For instance, our service provider automatically places a single pixel gif, also known as web beacons, which enable us to recognize when a user has opened an e-mail or clicked a certain link in an e-mail. This technology requires collecting e-mail addresses, IP addresses as well as the date and time associated with each open and click for a notification. The data generated is then considered Usage and Performance Data. Our Services also include browser notifications which require Electronic Data.

**4. Do you use any cookies as part of the Services?**

We only use cookies as necessary to provide the functionalities within our Services, which means that our Services do not contain any marketing cookies and that we do not conduct interest-based advertising. Our Services only contain essential, functional and analytic cookies as described below.

Type of cookie	Description
Essential	Essential cookies are necessary to operate the core functions of our Services. These include login cookies, session ID cookies, language cookies as well as security cookies.
Functional	Functional cookies are used to provide you with some functionalities, such as live chatting, and to remember preferences, consents and configurations.
Analytics	Analytics cookies are used to generate aggregated statistical data about traffic and behavior of users when using our Services.

You can manage your cookie preferences through your browser using the instructions provided below by clicking on the browser that you are using. However, by blocking essential and functional cookies, parts of the Services may not be available.

[Google Chrome](#)  
[Firefox](#)  
[Safari](#)  
[Internet Explorer](#)  
[Opera](#)

## **5. How do we obtain consent from students?**

Most of the students who are using our Services cannot consent to the processing of their personal information under applicable laws, and a parental consent is required. The educational institutions which retain our Services are responsible for obtaining such consent in accordance with applicable laws from parents.

## **6. Where is personal information stored?**

We offer hosting in the United States depending on where the educational institution which retains our Services is located. However, we use third-party service providers which may be in other countries than where education institutions are located.

## **7. How is personal information protected?**

We seek to implement controls that are proportional to the risks to protect the privacy of students and other users. For instance, we use multi-factor authentication, SSL encryption, physical access controls to files and buildings and secure file transfer protocols with encryption. Our cloud service provider, Google Cloud Platform, maintains several independent verifications of its security, privacy and compliance control, such as ISO 27017, ISO 27018 and ISO 27001. You can review Google Cloud Platform's safeguards on Google's Trust & Security Center available [here](#).

We also expect our service providers to provide adequate level of security for personal data.

## **8. How is personal information shared with third parties within the Services?**

We do not sell any personal information of our users, and we do not use personal information for any other purposes than to provide the Services, which means that we do not share it with marketing partners. We do not have any marketing cookies installed within our Services. Paper is subject to the same conditions on use and redisclosure of education records that govern school officials under the *Family Educational Rights and Privacy Act* known as FERPA. This means that we only share personal information if required for the Services and with third parties that have legitimate educational interests unless otherwise authorized or required by law.

If we receive a request to access personal information by the authorities, we will transfer this request to educational institutions. If we are prevented by law from doing so or forced to



respond, we will first validate that the request is legitimate and disclose only the minimum required with the help of a legal counsel.

Any personal information of students collected through the Services is available to teachers and may be reviewed by teachers.

Here are the categories of recipients with whom your personal data is shared so that we can provide you with the functionalities within our Services. Each service provider is bound by an agreement with us which limits their rights to use your personal data for other purposes:

Category of recipients	Examples and explanations
Support Service Providers	<p>We use Zendesk to provide support to our users. Zendesk does not use personal information for any other purpose than to provide us with their services and does not sell personal information. We have an agreement in place with Zendesk which complies with legislations such as the <i>California Consumer Privacy Act</i>.</p> <p>You can consult Zendesk's Privacy Policy <a href="#">here</a>.</p> <p>We may use other tools for support purposes, such as for tracking tickets. These tools may temporarily contain personal information of our users.</p>
IT Service Providers	<p>We use service providers to provide and host our Services online. For instance, our Services are hosted on Google Cloud Platform. IT Service Providers may also be used for security purposes, such as for log monitoring.</p> <p>You can find Google Cloud Platform's Privacy Policy <a href="#">here</a>.</p>
Performance Service Providers	<p>We use tools to monitor our online application such as to diagnose, fix and optimize the performance of our Services.</p>
Analytics Service Providers	<p>We use third parties to obtain analytics based on how users are leveraging our Services.</p> <p>We use such analytics to provide reporting capabilities to educational institutions. Our analytic service providers are also used to build interactive and visual analysis for educational institutions or to generate reporting capabilities in accordance with our agreements with educational institutions.</p>
Communication Partners	<p>We use third parties to provide you with e-mail notification. For instance, we use Mailchimp and Mandrill, an add-on to Mailchimp, to provide teachers and students with notifications. You can find MailChimp's Privacy Policy <a href="#">here</a>. We have not</p>

	enabled any marketing functions within MailChimp's additional add-ons.
--	--

Our Services can be integrated with other learning management platforms through Single Sign-On and APIs, such as Clever. Integration Partners are not our suppliers or service providers. Educational institutions enter into separate agreements with integration partners to which we are not party, and plug-ins, APIs or other accesses to Integration Partners are only activated at educational institutions' request. This allows educational institutions to integrate our Services with other educational technologies and services relevant to students such as to simplify education. If required to do so to comply with the instructions of educational institutions, we may share personal information with such integration partners. Educational institutions have full control over which personal information they share.

We may also be required to share personal information with law enforcements if we are legally compelled to do so. We will take all commercially reasonable measures to notify educational institutions prior for doing so, unless we are prevented to do so by law.

If we go through a restructuration, a merger and acquisition or a sale of parts of all of our assets, personal information may also be transferred in such context, subject to any limitations under applicable laws.

#### **9. How long is personal information retained within the Services?**

We retain personal information for as long as we have an active contract with an educational institution, or as required by applicable laws, whichever is longer. Users may delete personal information on their own, and educational institutions may also do so through built-in functionalities or by reaching directly to us.

#### **10. Are there any rights that can be exercised on such personal information, and how?**

Depending on your location, different rights may be applicable. However, students may not be able to exercise their rights on their own and may need a parent to do. For instance, the *Family Educational Rights and Privacy Act* known as FERPA in the United States gives rights to eligible students (i.e., over 18 years old) or parents to request that a school correct records which they believe to be inaccurate or misleading. In many cases, the educational institutions where the student is registered is the best entity to contact to exercise privacy rights, as they have the complete records of students. We may be prevented by law to respond to requests to exercise some privacy rights, such as access to records of students, without the authorization of the relevant educational institution.

We respond to rights found under the *California Consumer Privacy Act*, under which we are a service provider. These rights must be exercised by reaching out to educational institutions which will notify us, such as when personal information should be deleted. We have mechanisms in place to respond to deletion requests.

Applicable laws generally contain a minimum of two rights: (1) the right to access personal information and (2) the right to modify personal information in certain circumstances.

To exercise your rights or your children's rights, you may reach out to us at [privacy@paper.co](mailto:privacy@paper.co). You can also reach out to us by mail at the following address:

Paper Education Company Inc.  
279 Sherbrooke Street West, Suite 410  
Montreal, QC, H2X 1Y2  
Canada

#### **11. Can this Privacy Policy be modified?**

Yes, we may modify this Privacy Policy, such as to reflect additional functionalities. We will also provide an update to users when we do so. However, we will not materially change this Privacy Policy or our practices to make them less protective of students' privacy without the prior written consents of relevant educational institutions.

**PAPER**

Communit(y)  
HIGH SCHOOL District 99



Woodridge, IL

## Case Study

---

# ***From ELL to AP, Chicago's District 99 Boosts Learning for All Students***



“

Paper is right at the center of the bullseye,  
which is student learning.

— Gina Ziccardi, Associate Superintendent for Student Learning, District 99, IL

# About District 99

Located just west of Chicago proper, Community High School District 99 (District 99 for short) includes the densely populated suburbs of Downers Grove and Woodridge, Illinois, as well as portions of five adjacent towns. The mission of this high-performing district is crystal clear—to provide an environment that is both caring and challenging, so that all students will become lifelong learners.

The district serves a diverse set of students. Many come from prosperous homes with a strong social structure that supports their education. At the same time, a large portion of the student body faces greater challenges. For example, there is a rapidly growing population of English-language learners (ELLs), and more than 20 percent of students come from economically disadvantaged backgrounds.

However, the district refuses to draw lines when it comes to serving students. “We don’t divide our students into the haves and the have-nots,” adds Gina Ziccardi, Associate Superintendent for Student Learning. Rather, the district’s goal is to provide the support every student needs to succeed. The same spirit of inclusion informs administration and staff.


“

We don't divide our students into the haves and the have-nots.

— Gina Ziccardi

The school has won accolades for its ability to serve both struggling and high-performing students. At its North High School, more than half the students are enrolled in advanced placement (AP) classes, and 44% have passed at least one AP exam. At Downers Grove South High School, the students, nearly three in 10 of whom are from economically disadvantaged homes, far outperform state averages in both math and reading proficiency, according to U.S. News & World Report.

### District 99 at a glance

	Enrollment	English Learners	Socioeconomically Disadvantaged
	4,890	3.3%	24.1%

# ***The Dilemma***

## Reaching students who can't take advantage of traditional extra help services

Though already a high-performing district, CSD 99 was determined to provide students the extra help they needed. However, the traditional after-school model was just not working for many students.

"Kids have sports. They work. They have all these extra commitments. So in terms of interventions, we were looking for a solution that would work on the student's time versus our time," says Ziccardi. "We needed something that was available 24/7."

Ziccardi also didn't think it was fair that some kids had private tutoring or extra support from family members in the home, while others were on their own. "We were looking for a solution that could really benefit all learners," says Ziccardi.

In their commitment to reach every student, the district even considered transporting teachers out into the community to serve students who could not attend extra help sessions on school grounds. But they lacked the resources to provide services at that scale. Teachers were already stretched thin, and private tutors in Chicagoland were prohibitively expensive.

Still, the district was determined to provide help where help was needed, whether students were high achievers in AP classes or struggling just to get by.



**We were looking for a solution that would work on the student's time versus our time. We needed something that was available 24/7.**

— Gina Ziccardi

# The Solution

## A 1:1 tutoring program that reaches every single student

The learning challenges created by COVID forced District 99 to become creative in meeting its long-term commitment to provide 1:1 learning experiences for any student who needed it. By chance, Ziccardi heard about Paper from a colleague who had successfully rolled out the solution in his district. When she began investigating Paper's platform, she realized that it was "in the center of the bullseye—which is student learning."

Paper provides learners with unlimited 24/7 homework help, writing feedback and study support at a predictable fixed cost. Specialized tutors deliver on-demand, 1:1 academic support in English, Spanish, Mandarin and French across more than 200 academic subject areas—so students can access expert extra help whenever and however they need it.

"Very often, learning interventions are targeted to a certain set of students that meet a certain set of criteria," says Ziccardi. By contrast, Paper was a single solution that could reach all students. "Paper could help everyone from AP students to English learners and special education students," she says.

"We know that students are busy. We know that families are busy," says Ziccardi, so 24/7 availability was "really what led us to Paper." Paper's commitment to the Socratic method was also critical, since it harmonized with the school's commitment both to care for and to challenge students.

Teachers are constantly encouraging students to "learn less helplessness and become more independent," says Marjorie Thomas, an English teacher and literacy coach at District 99. And Paper helped teachers reinforce that goal. "That's one of the things that I absolutely loved about using Paper," says Thomas.

Lisa Lichtman, an instructional coordinator specializing in technology, also singled out the Socratic approach of Paper's tutors. Paper provides "actual partnership in learning, not just someone who gives students the answer," says Lichtman.



**Paper could help everyone from AP students to English learners and special education students.**

— Gina Ziccardi

# Results

A tool that serves everyone, from students and teachers to parents and administrators

Despite rolling out Paper in the middle of a pandemic, student adoption of the platform steadily grew because students recognized its value. “We have the data from the students saying how great Paper is and thanking their teachers for it,” says Lichtman

“The only complaint I’ve heard from students is that they would like the tutor to just give them the answer,” says Ziccardi. “As an educator, I think that’s a wonderful complaint.”

Thomas, who teaches English, was particularly enthusiastic about Paper’s writing and revision services. By making Paper a required element of writing assignments, she got “much, much better products. All the kids who used Paper at least once did very well.”



**Once teachers started experiencing Paper, they were coming back to me saying, ‘Holy cow, wow, this is awesome.’**

— Lisa Lichtman,  
Instructional Coordinator,  
District 99, IL

## Learning Moments

**5,759**

Learning Moments

**3,531**

Sessions

**2,228**

Essays

**1,834**

Students Active

But Paper didn’t just help students turn in one good writing assignment. Students also gained a deeper understanding of the fact that writing is a multi-step process, Thomas says, and the sense that there is “a standard of excellence and that we’re all working toward it.”

Paper also got great reviews from teachers. “Once teachers started experiencing Paper, they were coming back to me saying, ‘Holy cow, wow, this is awesome,’” says Lichtman.



# Results

Thomas was one such teacher. She particularly liked the fact that, by removing some of the hard work of marking up drafts of writing assignments, she had more time to spend one-on-one with students who were really struggling.

Parents were also quick to get on board once they saw the benefits. “Once math teachers told parents about Paper, they saw more engagement, increased learning and increased achievement,” says Lichtman. “I think the parents have been blown away by this resource.”

Likewise, school administrators were very pleased with the rollout. “I work with a lot of different providers,” says Ziccardi. “Paper goes that extra step. I think that’s really important and speaks to their commitment.”

## **What’s Next: Deepening Relationships Among Students, Teachers and Tutoring**

Now that the initial rollout is complete, the district wants to expand Paper’s reach. While much of the activity on Paper was concentrated on writing and math, Ziccardi wants to expand adoption across all subjects.

To help achieve this, Ziccardi says the district is planning a bigger rollout in their second year, including requiring teachers to embed Paper in their syllabi.

Word of mouth among teachers is another factor that will lead to increased adoption across subjects. For example, instructional coaches have been critical in spreading the word, Lichtman says. And she expects more organic growth in the coming year because, as she puts it, “This product is amazing.”

# PAPER

*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 (ESS) 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—so students always have access to expert extra help exactly when, where, and how they need it.*

LEARN MORE





**EQUITY IN  
ACTION**

## **Paper Tutors**

Every member of our culturally diverse and multilingual team of certified tutors is carefully selected to make sure students get the very best help on demand. We hire high-performing college students or graduates out of top colleges and universities across North America, experts across K-12 subject areas. After undergoing a background check, screening and aptitude-test, our tutors are trained to be efficient and clear communicators in our chat-based virtual classrooms as well as being approachable, supportive and patient. Most importantly, our tutors are committed to helping students succeed.

Paper's expert tutors provide 24/7 homework help, writing feedback, and study support for every subject, at every level. We use the Socratic method making the platform curriculum agnostic. Never giving away answers, Paper tutors ask students guiding questions to solidify fundamental concepts and promote long-term academic success.

Briefly, the process starts with a student accessing Paper with a question or challenging concept. A tutor identifies what the student knows and pinpoints knowledge gaps. The tutor then guides them through the problem by asking questions to help them progress. Along the way, the tutor clarifies points of confusion for strong conceptual understanding. In success, students leave each session more confident and independent.

## **PAPER Tutor Certification**

All tutor candidates go through a rigorous [5-Step Certification Process](#) in order to ensure we hire only the best tutors available.

### **In-Depth Interview**

Each candidate is interviewed in a multi-step process to ensure they have the social and communicative skills required to be a tutor. We only hire personable, charismatic people who are committed to our mission of advancing educational equity, and proficient in the languages and subjects our students need help in.

### **Rigorous Background Check**

All candidates must undergo a complete background check, which they must successfully pass, before being hired. North American background checks include the following checks/searches: Social Security Number Validation, Sex Offender List, Address History, Terrorist Watchlist, National Criminal Search, and Country Criminal Search.



***EQUITY IN  
ACTION***

### **Language Proficiency and Aptitude Testing**

Each candidate must complete a series of language proficiency and subject-specific aptitude tests, demonstrating their subject matter expertise. These tests have been specifically designed to identify tutors with a mastery of the material our students need help with. If a candidate is applying to be an Essay Reviewer, they are required to demonstrate their ability to apply the Socratic method to essay review, through a series of specially designed “test essays”.

### **Verified Paper Tutoring Skills**

All candidates are required to complete mock tutoring sessions, in which a manager acts as a student, while the candidate acts as a Paper Tutor. The applicant’s performance in these test sessions is graded based on approach to the subject material, student care (support, encouragement, and personability), and application of the Socratic method.

### **Training For Our Online Platform**

Once hired, Paper Tutors go through a series of rigorous training modules and coaching sessions. These trainings cover every aspect of being a Paper Tutor, from using Paper platform tools effectively, to responding to a student in a crisis situation; we’ve seen it all, and we make sure our Tutors are equipped to deliver the highest quality of tutoring, while keeping student safety top of mind.