



My Private Professor - Code of Conduct

We are delighted to have you on our platform of tutors at My Private Professor!

To help MPP provide exceptional tutoring to our students and excellent customer service, we have developed a code of conduct for all tutors on our platform.

We expect each tutor to adhere to the following rules in this Code of Conduct as well as the Terms & Conditions to which you agreed in order to maintain your profile in good standing.

Failure to abide by any rule set forth in the Code of Conduct &/or Terms & Conditions will be grounds for hiding the tutor's profile from search results and/or removal of the tutor's profile from the platform.

Please note that MPP is a tutoring platform of select independent contractors & while we aim to provide opportunities for tutors to be featured in our social media & to take on additional paid & volunteer opportunities, there is no guarantee of any minimum number of hours of tutoring or clients on this platform. Thank you.

❖ Tutors shall maintain an up-to-date calendar of availability.

It is the tutor's responsibility to maintain an updated calendar of availability on his/her profile on the MPP platform in a manner to ensure that every day & time designated as available for tutoring is in fact when the tutor is available for tutoring.

Tutors are welcome to modify their hours of availability, & add or remove their availability, on their profile as often as needed for any time slots that have not yet been booked in the future.

If a tutor is uncertain about his/her availability at a future time or date, the tutor shall not designate such windows as available until the tutor can guarantee that he/she will be available at such time.

If the tutor is no longer available to tutor at any time, the tutor shall promptly notify MPP Admin at support@myprivateprofessor.com so that MPP Admin can put tutor's profile on pause or remove the profile until a time when the tutor becomes available for tutoring again.

❖ Tutors shall promptly confirm bookings.

When a client books a session with a tutor, it is important that the tutor (1) confirms the booking on the MPP platform & (2) confirms the booking via email to the client as soon as possible & no later than 12 hours from the time of booking.

Since tutors are responsible for setting their availability, it is expected that all sessions booked will be promptly confirmed. If for any reason you are unable to attend a booked session or need to reschedule the session for another time (due to an emergency), please contact MPP Admin immediately at support@myprivateprofessor.com so we can help reschedule or cancel the booking.

❖ **Tutors shall introduce themselves to new clients & set up zoom sessions.**

If a session is booked by a “new client” (a client with whom the tutor has not yet worked before), tutor, the tutor shall promptly email the client to introduce himself/ herself, learn more about the student’s needs, & ascertain what the student would like to work on at the first session.

For all sessions, the tutor is responsible for creating a Zoom session at the day & time of the booking & sharing that link with the client.

The tutor is responsible for being proficient in all aspects of running a tutoring session competently via Zoom, including mastering the host features of running a zoom session, admitting the student to a waiting room, sharing a screen, utilizing the white board, utilizing the chat function, & any other features to make the session run smoothly & productively.

❖ **Tutors shall promptly respond to MPP staff.**

Tutors shall respond to MPP Admin communications relating to bookings or clients as soon as possible & no later than 12 hours after receiving the MPP Admin communications via email, text, or call.

We expect tutors to respond to MPP Admin communications relating to topics other than bookings or clients that request tutor responses as soon as possible & no later than 24 hours after receiving the MPP Admin communications via email, text, or call.

MPP Admin usually communicates with tutors via text message or email. Please check your email regularly, including your spam box, for any messages from MPP Admin regarding time-sensitive updates & tutoring opportunities.

❖ **Tutors shall promptly update MPP Admin regarding sessions.**

Once a session is completed, tutors are required to notify MPP Admin by email that the session was completed & note any adjustment of the session length if needed.

If a session is cancelled or rescheduled by the client or tutor, the tutor shall promptly notify MPP Admin by email so that MPP can account for it accordingly.

Whenever tutors work with a new client, tutors shall provide MPP Admin with feedback about their first session, including the following: (1) How did the session go? (2) Did the client have any concerns? (3) Did the client indicate he/she would book you for another session? (4) Anything else that you would like us to know.

❖ **Tutors shall maintain the highest level of conduct with clients.**

All tutors on the MPP platform shall maintain the highest level of moral, ethical, & professional conduct while engaging with clients.

❖ **Tutors shall be paid 60% of their posted tutoring rate unless otherwise specified.**

Tutors are welcome to select their own tutoring rate.

Tutors will receive 60% of the rate posted on the website, unless a special circumstance such as a corporate education initiative or other opportunity applies. For example, if a tutor wants to take home \$30/hour, his/her posted tutoring rate will be \$50/hour.

The remaining 40% will be used towards operating expenses, fees, outreach, supporting resources in the community, & other costs.

Tutors can adjust their rates at any time as long as they continue to maintain the rate at the time of booking for any current clients. If the tutor adjusts his/her tutoring rate, he/she shall promptly notify MPP Admin of the change. In the event that the tutor has multiple tutoring rates for past clients & new clients, the tutor is responsible for notifying MPP Admin of such arrangement.

❖ **Tutors are not paid if the client is unsatisfied with the session.**

If a client notifies MPP Admin that the session they had with the tutor was not productive, MPP Admin will notify the tutor. In such circumstances, the client will not be charged for the session & the tutor will not be paid for the session.

❖ **Tutors may only list subjects in which they have expertise.**

Tutors may only list subjects for tutoring in which they are proficient in the subject matter & proficient in teaching the material to students.

In order to teach K-12 subjects, tutors need to have (1) an academic focus in college/ graduate school that is in alignment with the tutoring subject listed & (2) exceptional grades (equivalent to an "A" grade) in the tutoring subject.

In order to teach test preparation (SAT, ACT, GRE, GMAT, LSAT, MCAT, etc.) on the MPP platform, tutors need to have earned a top score on the test (equivalent to at least top 10%) on

that exam. A waiver to the top score requirement may be made for tutors with extensive experience tutoring these exams.

In order to teach AP classes on the MPP platform, tutors need to have earned a 4 or 5 on the exam. A waiver to the AP score requirement may be made for tutors with extensive experience tutoring these classes.

If a tutor has the requisite expertise to tutor a subject that does not currently appear on the list of tutoring subjects on the MPP platform, the tutor may create a new tutoring subject on the profile as needed. Tutors may ask MPP Admin for assistance with this as needed.

If a tutor is uncertain about whether or not he/she is able to proficiently tutor a particular subject, or does not have the expertise or experience to tutor , the tutor should not list that subject as one that he/she can tutor on his/her profile.

MPP Admin reserves the right to modify tutoring subjects listed on a tutor's profile based on tutor's application materials.

❖ **Tutors may not modify with the coding, settings, or background of their profile.**

Tutors may only modify the content of the information included in their profile as needed. Tutors may not manipulate or edit the web code or any background settings on their profile.

Thank you for adhering to the above Code of Conduct.

- The MPP Team