

**Best Remote Learning Partner K-12/Higher Education** - Recognizes the best education technology product that supports remote learning in a (post) COVID-19 world. This includes all asynchronous and synchronous learning applications, learning management systems network services, hardware, and school administrative applications.

### **Response to COVID-19:**

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.

COVID-19 heightened existing inequities between students who could afford private help and those who could not. Teacher shortages were also exacerbated by the pandemic, amplifying the need for supplemental support as classrooms shifted online. Paper's tutors supported students by offering 24/7 access to unlimited academic help. We also helped teachers by serving as 24/7 virtual teaching assistants to provide feedback and academic support.

As our services have always been offered remotely, we were able to quickly adapt to the shift to distance learning. Our remote tutors have always been trained to adapt to every student's individual needs, and with the onset of COVID-19, we found new ways to support the distance and hybrid learning efforts of our partner schools, such as virtual onboarding, asynchronous tools for teacher and student support, and live sessions for parents (in both English and Spanish).

As the need for accessible academic support grew, Paper experienced a tremendous amount of growth—growing from 50,000 students to over 600,000 in less than a year. Our scalable model meant that we were able to very seamlessly manage this growth.

### **What sets you apart/ how it excels above the competition:**

Paper was created as a 24/7 personalized tutoring service accessible to all students. Districts are able to scale academic support at a fixed cost. [Unlike typical extra help](#) options, Paper isn't constrained by unpredictable demand, the time of day, unmanageable costs, or the availability of teachers or tutors.

Paper is unique for a number of reasons:

- Paper is available 24/7 across all devices. Students need help—and deserve it—any time of day (or night) they're willing to put in the work.
- Paper is available everywhere. Students need help wherever they do their homework: whether it's on break at their job, on a long bus ride, while babysitting siblings, or studying at their classmate's home.

- Paper offers unlimited help 1:1, for as long as a student needs. Whether it's five minutes or five hours.
- Paper is accessible to every learner regardless of socioeconomic status, paid for by the school and not by individual families who may or may not have the means.
- Paper removes the "extra help" stigma. Some learners are reluctant to go to school-provided extra help because they fear being judged negatively by their peers. Our remote system offers privacy.
- Paper offers valuable, actionable insights and feedback for teachers and administrators to help them determine progress, pinpoint challenges and modify instruction.

View a full comparison chart [here](#).

In a post-pandemic world, it's important to note that behaviors are going to continue to evolve. Education technology is here to stay, remote learning will play a bigger role in learning and, with equity in education being heavily spotlighted, the need for Paper's 1:1, scalable, high-dosage tutoring model will continue to be a major focus for the system.

#### **Criteria:**

#### **How well did the product continue to support distance learning throughout the pandemic?**

The shift to distance learning meant that traditional forms of support were no longer available to students. Paper's remote, 24/7 availability allowed students to access support anytime, anywhere and from any device. We also supported educators and parents through the process.

- Teachers were overworked and overwhelmed and unable to provide support like they were used to. Paper's 24/7 supplemental support system alleviated their workloads.
- Students lost the ability to physically connect with teachers in a classroom setting. Paper was the bridge between teachers and students to help maintain those connections.
- Parents had to take on a bigger role in students' academic well-being. Paper's tutors provided support to enable parents to better help their children.
- Our data-driven reports help educators gain more insight into students' progress, challenges and behaviours, even when they couldn't physically meet with them.
- Many of our partners saw the immediate impact of using Paper. For example, within the first month of using Paper, Paramount Unified School District reported the following:



Dr. Ryan Smith  
@PUSDEdServices



.@PAPERlearning has partnered with us to provide live virtual tutoring and essay review 24/7 for a month now. Usage so far:

-2,316 students helped

-4,143 tutoring sessions

-1,518 essays reviewed

-560 weekend sessions

-2,017 sessions outside of normal school hours



1:21 PM · Nov 3, 2020 · Twitter for iPhone

### **How well did the product help facilitate the school's transition to distance learning?**

- Our dedicated customer support teams made the process of implementing and onboarding schools seamless, even when done entirely remotely.
- We built asynchronous tools for teacher and student support and onboarding, replacing our need to introduce the tool to schools in person. This involved setting up a self-service PD platform for teachers, launching [several bilingual how-to videos](#), and providing bilingual articles for students, teachers, and families in our [knowledge base](#).
- We were also able to scale to provide numerous staff, teacher, parent, and student training sessions virtually, as needed by the schools.

### **How well did the product help the school address equity issues during that transition?**

- Paper was uniquely positioned to tackle the inequities exacerbated by the pandemic. We partner with school districts to offer live, on-demand academic support 24/7 to all students, regardless of socioeconomic background—and help monitor and bridge learning gaps.
- Many families turned to using private pods and tutors to help their children academically during the pandemic. But this option was not affordable or accessible to many. Paper's model of partnering with school districts to offer academic support to all students made us a compelling choice for districts looking to provide equitable solutions to their community. We help level the playing field for all students with equal access to academic support.

### **How well did the product offer any unique solutions that made the transition easier?**

- From its inception, Paper has offered services remotely 24/7 across all devices. We offer scalable, equitable access and unlike typical extra help options, are not constrained by unpredictable demand, the time of day, unmanageable costs, or the local availability of teachers, tutors, or parents.

- Paper was able to increase support to parents, [teachers](#) and administrators by providing synchronous and asynchronous PDs and tools, all delivered virtually.
- We introduced 24/7 multilingual services to help ELL students and parents who may not be fluent in English.
- We shifted focus to help district leaders ensure that the entire community was adopting the solution and using the platform to maximum effectiveness.
- We helped districts stay connected to parents through webinars in [English](#) and [Spanish](#).

### **How well did the product respond to the transition to distance learning in Spring 2020?**

Our scalable operating model helped us manage the exponential growth caused by distance learning—we were able to pivot and support students, parents, teachers and administrators at a very rapid pace, going from serving 50,000 students to over 600,000.

- Paper's large team of tutors, smart tutor matching system, tech integration, and intelligent capacity planning [capabilities](#) allow us to be responsive to a steep rise in demand in Spring 2020. As we were built for seamless adoption, we were able to give learning help to all the students who needed it—quickly and effectively.
- Our smart matching system automatically pairs students with the best available tutor based on the student's question, language preference, and other attributes.
- Through our intelligent capacity planning, Paper's predictive analytics forecast usage to determine exactly the right amount of tutors needed.
- Paper easily integrates with existing tech infrastructure for single sign-on and student rostering. Access is easy and intuitive for students across multiple devices.
- [Read](#) how using Paper during school closures increased student engagement by 503% across Sequoia Union High School District.

### **Testimonials:**

- *"This service will be a valuable resource for all of our students during distance learning, and when we return to in-person learning."* - [Vivian Hansen, President, Paramount Unified School District, CA](#).
- *"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. That's something I believe is a big step forward in terms of equity. Covid or not, the needs for something like this have been there."* - [Dr. Ryan Smith, Assistant Superintendent, Paramount USD, CA](#)
- *"The feedback we receive from parents often indicates that their students need more personalized support. Paper meets this need perfectly."* - [Dr. Ruth Perez, Superintendent, Paramount Unified School District, CA](#).

- *“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 Unified School District, CA](#)*
- *“What I like most about Paper is the opportunity to extend access to all students in our district. A service like Paper helps level the playing field for all learners. In this challenging time, it’s super important to rally and provide resources that meet our district’s needs for parents, families, students, and teachers. We believe Paper will be that resource by offering on-demand instructional support when students need it most.” - [Jamie Lewsadder, Chief Technology Officer, La Cañada Unified School District, CA.](#)*
- *“We’ve got to make sure we’re not penalizing kids for not having support at home.” - [Dr. Gudiel Crosthwaite, Superintendent, Lynwood Unified School District, CA](#)*
- *“We did some research into why kids fail in online classes, and there were some things that stuck out to me, and we are trying to address them. One of them was that students fall behind and they get lost. That’s one thing Paper addresses. [...] Another reason is some kids aren’t quite sure how to get online help. So that plays into Paper as well.”  
*“Our district is in a pretty wealthy area, but there are some students that don’t have the ability to get a tutor and I always felt like this was an unfair advantage. A lot of our kids can easily afford a tutor, but some kids have no way of affording that. So we thought that Paper would even the playing field for them and give everybody a tutor and help.”  
 “I just think that they’re open and have the right philosophy. They focus on equity and on students and not on money.” - [Michael Morrison, Chief Technology Officer, Laguna Beach Unified School District, CA.](#)**