APPENDIX B
EVALUATION FORM
Online Tutoring Services
RFP 21165

Vendor Name: _____

1. References and qualifications:

    a. The company must have at least three years' experience in providing online tutoring services at the collegiate level and must supply names of at least four higher education institutions that are or have been clients in the following format: (1) contact person; (2) institution; (3) mailing address; (4) telephone number; and (5) Email address.

    b. Tutors must have the necessary credentials to be effective. In your proposal, please list the percentage of tutors with Doctoral, Master's and Bachelor's degrees.

EVALUATION – Did vendor meet this requirement?

POOR	MARGINAL	ACCEPTABLE	GOOD	OUTSTANDING	RAW SCORE
2	4	6	8	9	

2. The company must offer tutoring services in the areas of collegiate mathematics and writing with the following stipulations:

    a. Mathematics must include basic math, algebra, calculus, geometry, and trigonometry. In your proposal, list the types of collegiate mathematics in which your tutors have expertise and how many tutors are available.

    b. Writing must include the review of papers in all subject areas. Please provide the credentials and number of tutors available.

EVALUATION – Did vendor meet this requirement?

POOR	MARGINAL	ACCEPTABLE	GOOD	OUTSTANDING	RAW SCORE
2	4	6	8	9	

3. All interactive tutoring sessions, whether synchronous or asynchronous, are to be archived for future reference by the individual student for the duration of the semester. Proposals must indicate the following:

    a. For synchronous tutoring, students must be able to check a schedule of times when tutors are available during the course of a day/evening /night and enter the site for immediate synchronous tutoring via the internet. Each session must have a mechanism or vehicle to allow for sequential display of problems and steps between the tutor and student to reach a solution. Each session should be able to be recalled at a later date during the semester by the student for use as a review. In your proposal indicate:

        i. How students who are waiting for a synchronous session are informed of their wait period?

        ii. Does your system limit a synchronous session to a pre-determined time limit if there is a waiting list during high peak hours?

iii. How do you allocate students to a waiting list and advise them of approximate wait time (based upon pre-set time limits for all students during high peak hours)?

iv. How the student can access his/her previous tutoring session for study purposes.

b. For asynchronous tutoring, the student must be able to submit a question(s) to the tutor site and expect a response and guidance within 24 hours. Please indicate in your proposal how a student may access his/her previous tutoring session for study purposes.

c. Please indicate in your proposal the length of time tutoring sessions are archived after a semester is completed.

d. Please indicate in your proposal how access is achieved and available to archived tutoring sessions in the event of a dispute.

EVALUATION – Did vendor meet this requirement?

POOR	MARGINAL	ACCEPTABLE	GOOD	OUTSTANDING	RAW SCORE
2	4	6	8	9	

4. The company must offer a writing lab where student papers can be uploaded to tutors for critique. Please indicate in your proposal how you intend to accomplish this.

EVALUATION – Did vendor meet this requirement?

POOR	MARGINAL	ACCEPTABLE	GOOD	OUTSTANDING	RAW SCORE
2	4	6	8	9	

5. The company must offer pedagogical training, in addition to technical training for tutors. Please indicate in your proposal how this will be provided.

EVALUATION – Did vendor meet this requirement?

POOR	MARGINAL	ACCEPTABLE	GOOD	OUTSTANDING	RAW SCORE
2	4	6	8	9	

6. Each student must have access to a transcript of every interaction that the student has had. Also, each college must have access for its students in the event of a dispute.

EVALUATION – Did vendor meet this requirement?

POOR	MARGINAL	ACCEPTABLE	GOOD	OUTSTANDING	RAW SCORE
2	4	6	8	9	

7. The company must guarantee that service will be provided 24 hours a day, 7 days a week in math and writing. In your proposal, explain how this will be accomplished.

EVALUATION – Did vendor meet this requirement?

POOR	MARGINAL	ACCEPTABLE	GOOD	OUTSTANDING	RAW SCORE
2	4	6	8	9	

8. Explain in your proposal how your technology provides human support synchronously, asynchronously and allows prescheduled sessions.

EVALUATION – Did vendor meet this requirement?

POOR	MARGINAL	ACCEPTABLE	GOOD	OUTSTANDING	RAW SCORE
2	4	6	8	9	

9. There is a budget established for online tutoring services that cannot be exceeded. Each college must have access to reports that will allow monitoring of usage by each of its students. From July1, 2015 through June 30, 2016, approximately 1816 students used the current online tutoring services for a total of approximately 2596 hours. The Council Office must have access to usage records of all students participating in the program. At a minimum, the following shall be provided. Please indicate in your proposal how you will comply with this requirement.

        a. Student ID (name, unique student identifier ID, email, class/session)
        b. Date, time and duration of session
        c. Type of session (synchronous, asynchronous or scheduled)
        d. Type of tutoring (subject area)
        e. Course/schedule
        f. Tutor's name or unique identifier

EVALUATION – Did vendor meet this requirement?

POOR	MARGINAL	ACCEPTABLE	GOOD	OUTSTANDING	RAW SCORE
2	4	6	8	9	

10. Student access to tutoring and hourly usage is an important element in controlling costs. Only authorized students shall have access and to set a predetermined ceiling on the amount of hours that each student has access to online tutoring per semester under this contract. Indicate in your proposal how access will be controlled and this ceiling per student will be achieved. Also, indicate if it is possible, to set an auto warning.

EVALUATION – Did vendor meet this requirement?

POOR	MARGINAL	ACCEPTABLE	GOOD	OUTSTANDING	RAW SCORE
2	4	6	8	9	

11. Provide a proposed dollar amount per hour charge for online tutoring services that covers all services specified for year one, year two, year three, year four, year five and year six. Also, provide a proposal for the one-day virtual training session for community and technical college faculty staff.

EVALUATION – Did vendor meet this requirement?

POOR	MARGINAL	ACCEPTABLE	GOOD	OUTSTANDING	RAW SCORE
2	4	6	8	10	

Total Composite Raw Score _____

Each proposal will be independently evaluated on the Criteria by three or more qualified individuals. The raw scores will be averaged to obtain a total composite raw score. This total composite raw score will then be converted to a true score by use of the following formula:

<u>Total composite raw score of this proposal</u> _____ x 100 = True Score _____
Highest total composite raw score of all proposals