

# Frequently Asked Questions about Paper™



For students and administrators in TN ALL Corps school districts

## What is Paper™ online tutoring?

Paper has partnered with the Tennessee Department of Education to provide districts participating in the Tennessee Accelerating Literacy and Learning Corps (TN ALL Corps) with 1:1 tutoring that is equitable, scalable, and cost-effective. Students in grades nine through 12 receive unlimited 24/7 Live Help in math and ACT® test preparation. They can also access writing feedback by submitting assignments to Paper's Review Center.

Paper's multilingual tutors add an extra layer of support outside the classroom—students always have access to expert help when, where, and how they need it.

## Who are Paper's tutors?

Paper carefully selects every member of our diverse, multilingual team of tutors to ensure students get the very best academic support. We hire a variety of educational experts, from high-performing college students to Ph.D. candidates and teachers with expertise across K-12 subject areas.

Paper's tutors never give students the answers—they are trained to use an inquiry-based method that reinforces classroom instruction and supports students in ways that elicit prior knowledge, guide discovery, and support metacognition. This learner-centered framework empowers students to build confidence, pursue lifelong learning, and prepare for college and career success.

Paper does not hire any subcontractors or freelancers; all tutors are employees of the company. That means each tutor goes through an extensive set of screening, background checks, aptitude tests, and training to ensure consistency and quality of service for every student.

## How do I log in to Paper?

A district administrator will provide students with a unique username and password. Students may log in to Paper.co at any point to request free tutoring in math and ACT® prep (math, science, and reading) or to get in-depth writing feedback via our Review Center.

In order to use these services, students should log in using the following steps:

- 1 Navigate to the Paper tutoring platform: <https://app.paper.co/login/student>
- 2 Enter the name of your school
- 3 Enter your username and password:  
**Username:** TN[StateStudentID] (example: TN12345678)  
**Password:** [first 3 letters of last name][First Name Initial] (example: jonS)

## How can I access Paper?

A student or administrator can access Paper on any internet-connected device through Wi-Fi or a data plan. This includes Apple or Android smartphones, laptops, Chromebooks, and tablets.

## How does Paper tutoring work?

Paper offers free 24/7 chat-based tutoring in English, Spanish, French, and Mandarin across subjects. Tutors are available on-demand to provide unlimited 1:1 support for students in grades nine through 12, offering extra help in math, writing review, and ACT® prep (for math, science, and reading).

Based on the student's question, grade level, and language preference, Paper intelligently pairs students with the best tutor to meet their needs within 30 seconds. Transcripts of every tutoring session are also saved so that students and educators can refer back to important learning moments.

Along with Live Help, Paper also offers a Review Center: an asynchronous writing review tool that allows students to submit written assignments and receive annotated feedback on content, grammar, and structure.

## Which content areas does Paper help Tennessee students with?

All ninth through 12th graders in participating TN ALL Corps districts will have access to 1:1 tutoring in math and ACT® prep (for math, reading, and science). Students can also get in-depth writing feedback by submitting written assignments to Paper's Review Center.