



Tutoring Without Borders

How to use and
Frequently asked questions

Content

How the project works	2
The registration process	5
Request creation	7
Expertise creation	11
Request status and what to do next	13
Students	13
Status: Unassigned	14
Status: Assigned	14
Status: Request sent to tutor	14
Status: Active	15
Tutors	15
FAQ	17
Registration	17
Requests	18
Contacts. About us	20

How the project works

We collect information from two sides: tutors and students.

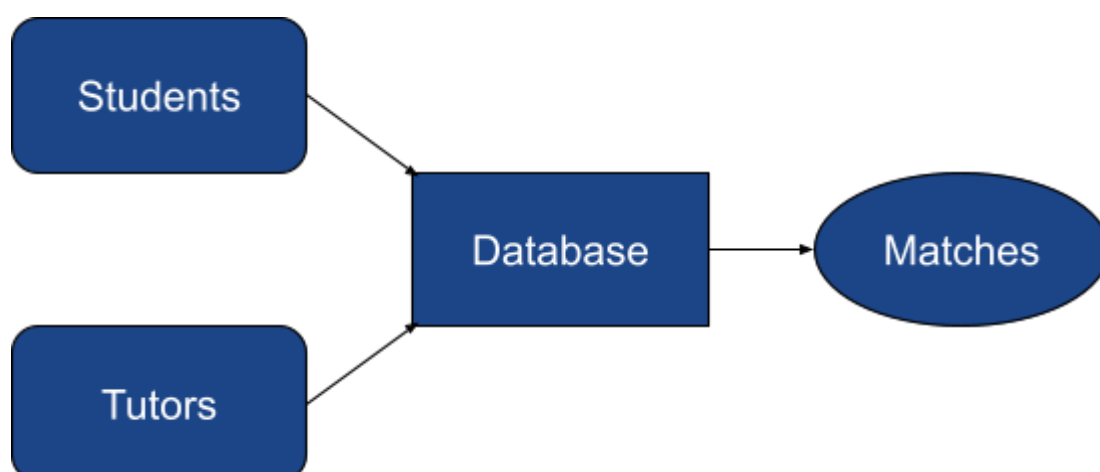
Tutors tell what subject they are ready to teach, what grades they are comfortable to work with, how much time they are ready to devote to the project along with some other personal information.

Students also give us some personal information about their grade and later form requests where they specify what subjects they want to learn.

Then our algorithm tries to match students' wishes with tutors' capabilities and makes assignments. If possible it selects a tutor for each request.

After the assignment a student can accept or decline a tutor. If the student accepts, then the request goes for approval to the tutor, who can also accept or decline the request. If both sides accept then they start to see each other's contact details and the request becomes Active.

Active requests can be modified only by administrators of the website for now, so if you need to unassign a student or a tutor from active request, please send an email to info@tutoringwithoutborders.org

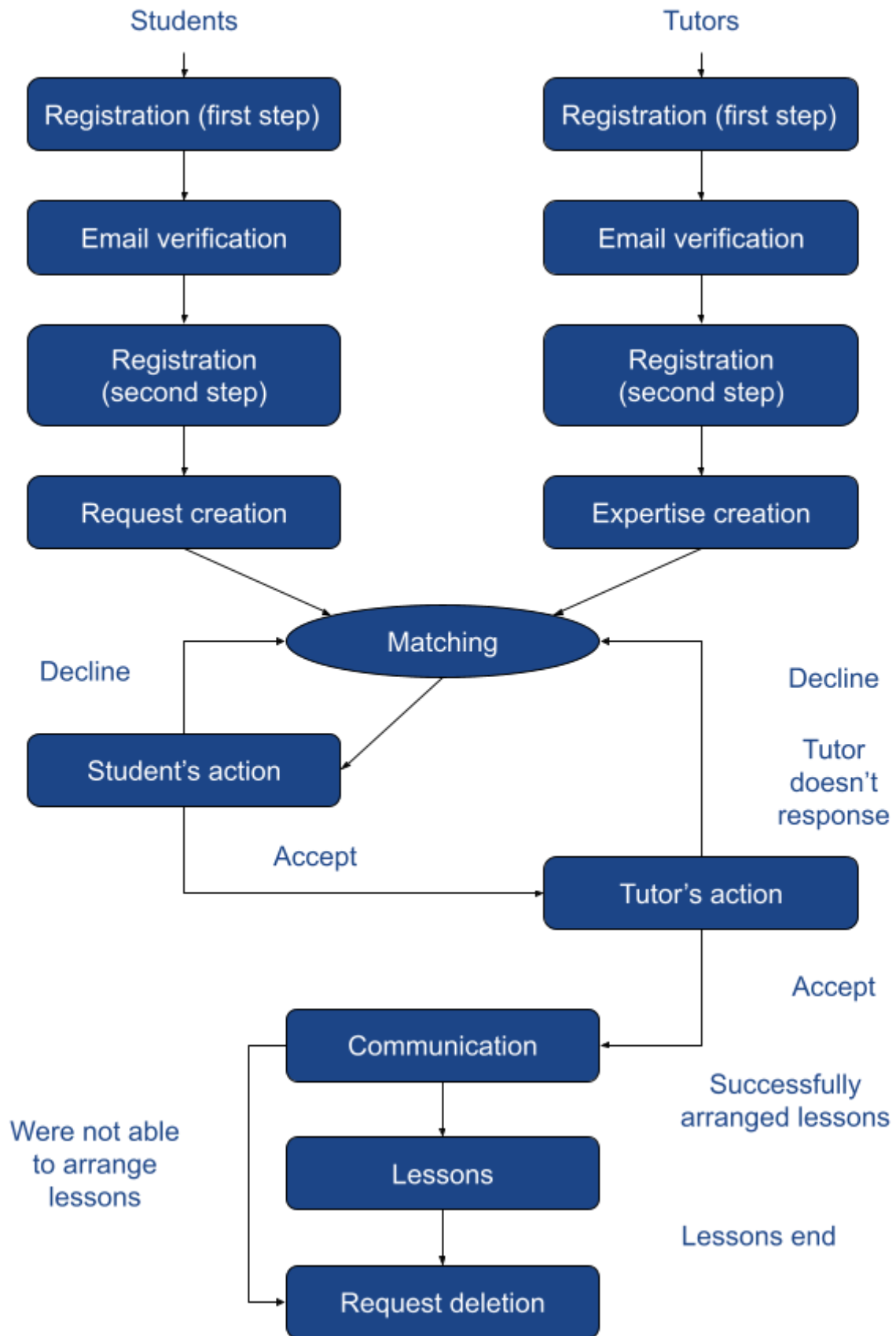


Steps for students:

1. First step of registration
2. Email verification
3. Completion of registration
4. Request creation
5. Accepting or declining a tutor
6. Waiting for the tutor's response
7. Communication with the assigned tutor
8. Deletion of the request

Steps for tutors:

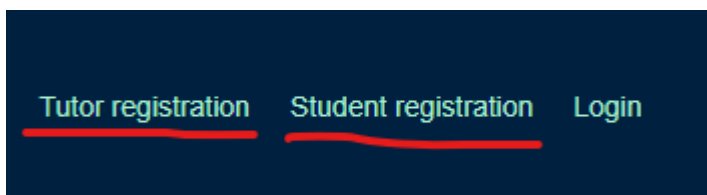
1. First step of registration
2. Email verification
3. Completion of registration
4. Expertise creation
5. Waiting for requests
6. Accepting or declining a student
7. Communication with the student
8. Deletion of the request



The registration process

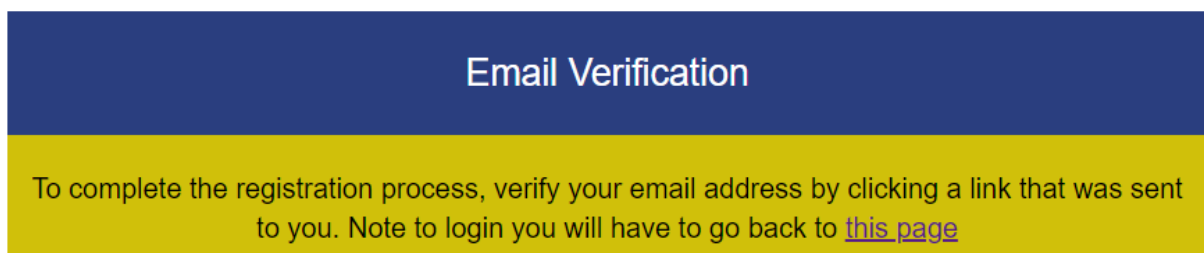
Visit our website <https://tutoringwithoutborders.org/>

At the top of the page you will see two buttons: Tutor registration and Student registration. Click the right one. If you pick the wrong one you will not be able to register the same email twice. If that happens, contact us so we can delete your previous registration and can create a new one.



If you are a parent and you want to register several of your children, use a separate email for every child. This will allow you to create more requests in the future.

After the initial step of registration you will be asked to verify your account. You need to wait for an email from us, which includes a special verification link you need to click.



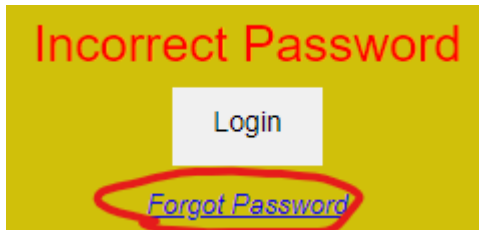
If the email doesn't reach you in a reasonable time (30 minutes) and is not in Spam folder, please let us know. If you don't verify your account you will not receive access to our website:

**Please verify your email through the link in the email we just sent you.
Make sure to check your spam folder**

After you verify your email, if you are not automatically redirected to login page, please use this link:

<https://tutoringwithoutborders.org/loginpage.php>

If you have problems with the password, you may click the “Forgot password” button to change it.



Again, if you don't receive an email at your email address, please, tell us about that.

After you successfully logged in you need to fill out the rest of the registration form. **Please be careful with the languages.**

Once again, our matching system is automatic. It's good because it's powerful, allowing us to match hundreds of students a day. On the other hand, proper matching can be done only if you have filled out the questionnaire correctly. For example, there is a question there: In what languages are you willing to learn? Many of students in response state the foreign language they'd like to learn, like English or French, but this is wrong! If, for example, you have entered only “French” as a response to that question, and you are waiting to be tutored, say, in Math 5-11, **the system will wait until a French-speaking Math tutor registers at our site, which might take months.** Besides, is it truly your intention to study Math in French? Please go back to the site and add Ukrainian and/or Russian to the list of languages you can learn in.

Many of those of you who wish to study a foreign language enter the desired level of that language incorrectly. For example, the parents of a 1-grader often enter the requested level of English as C1-C2. That is the most advanced level, essentially (C2) of a native speaker. Instead, typically a first-grader would need the level A1-A2 at first.

Tutors! Please indicate only those languages in which you are ready to teach.

Request creation

This section is meant for students.

Student home page / Домашня сторінка студента

Each pupil/student can submit requests for tutoring in up to three academic subjects (disciplines) so that we could try to find tutor(s) to better satisfy the most critical of your needs. You will need to prioritize your choices.

Кожен учень/студент може подати до трьох запитів на репетиторство з навчальних предметів (дисциплін), для того щоб ми могли спробувати знайти репетитора(ів), для задоволення найбільш критичних потреб. Вам потрібно розставити пріоритети у ваших запитах.

**Please add tutoring requests using the link below.
Without it we are not able to assign you tutors.**

**Будь ласка, додайте запити на репетиторство за посиланням нижче.
Без цього ми не зможемо призначити вам репетиторів.**

[Add a new tutoring request /Додати новий запит на репетиторство](#)

Please do your own research when communicating with the instructor/tutor. If there is something wrong (inappropriate behavior etc), please report it using the email address at the bottom of the page. Your safety is your own responsibility.

Під час спілкування з викладачем ваша безпека для нас понад усе. Якщо ви вважаєте що щось не так (неадекватна поведінка тощо), повідомте про це, скориставшись електронною адресою нижче. Ваша безпека - ваша особиста відповідальність

After you finish the form you will get to your home page. Here you can create new requests and see the status of previously created requests.

To create a new request, please hit the button “Add a new tutoring request”.

A list of subjects will appear on the screen:

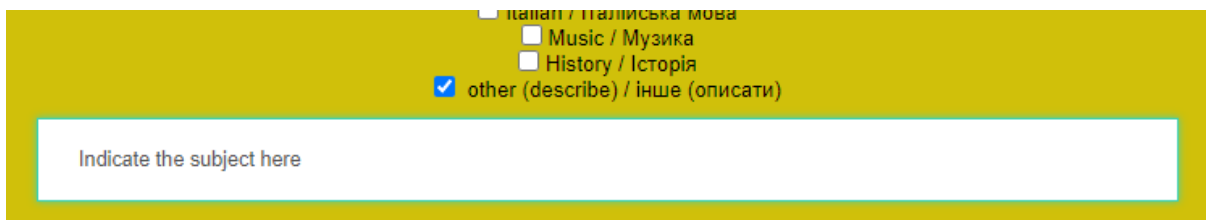
Academic discipline / Навчальна дисципліна*:

- Math / Математика
- Physics / Фізика
- Chemistry / Хімія
- Biology / Біологія
- Computer Science /Інформатика
- English / Англійська мова
- Ukrainian / Українська мова
- Polish / Польська мова
- German / Німецька мова
- French / Французька мова
- Italian / Італійська мова
- Music / Музика
- History / Історія
- other (describe) / інше (описати)

You are allowed to choose only one subject at a time. If you want to study different subjects, you need to create (add) a different request for each subject.

You are allowed to create three requests maximum.

Please pay attention to the “other” subject



It allows you to request subjects that are absent in the list above. For example, you may want to study Art history or Design or something else.

If we have an appropriate tutor with the same expertise we will try to match you. A list of some available “Other” subjects is present on our main page <https://tutoringwithoutborders.org/> ; as new tutors come who propose new topics in the “Other” category, we will periodically post updates in our Telegram channel and on the TWB Facebook page.

specialized areas.

[See list of specialized courses \(click on this text\)](#)

After registration, students would be able to request tutoring in any subject including these more specialized areas by submitting appropriate tutoring requests. For example, tutoring request “Other” with description

математика, природничі науки та звичайні європейські мови, мають також досвід у досить спеціалізованих областях.

[Дивіться список спеціалізованих курсів \(клацніть на цей текст\)](#)

Після реєстрації студенти зможуть подати запити та запросити наставника з будь-якого предмету (включивши більш спеціалізовані

and is currently (as of the 8th of September) includes:

[See list of specialized courses \(click on this text\)](#)

Medical English; Latin language; Lessons on saxophone; Mindfulness, stress relief, food as medicine; Music Theory and Solfeggio; Theory of electronic circuits, analog circuitry, digital circuitry; Finance, management, business economics; Economics; Soft skills management; Management organization; Human resource management; Business Management, Analytics, HR; Media studies; Danish language; Greek; Lithuanian; Dance program for beginners, next to beginners level for all ages; History Grades 5-11 (in English only); Geometry grades 7-9; Introduction to Statistics; Experimental psychology; Linguistics (self-sufficient problem solving); Job interviews help; Help with starting up in Canada; Stage language, acting skills; Cell Biology; Synthetic and Systems Biology; Mathematical Modelling; Regenerative Medicine.

After registration, students would be able to request tutoring in any subject including these more specialized areas by submitting appropriate tutoring

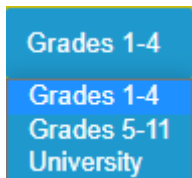
[Дивіться список спеціалізованих курсів \(клацніть на цей текст\)](#)

Медицина англійська; Латинська мова; Уроки гри на саксофоні; Уважність, зняття стресу, їжа як ліки; Теорія музики та сольфеджіо; Теорія електронних схем, аналогова система, цифрова система; Фінанси, менеджмент, економіка підприємства; Економіка; Управління софт-скілз; Організація управління; Управління людськими ресурсами; Управління бізнесом, аналітика, HR; Медіа дослідження; Данська мова; грецька; литовська; Танцювальна програма для початківців (поряд з початківцями для будь-якого віку); Історія 5-11 класи (тільки англійською мовою); Геометрія 7-9 класи; Вступ до статистики; Експериментальна психологія; Лінгвістика (розв'язування задач); Підготовка до співбесіди; Допомога зі створенням бізнесу в Канаді; Сценічна мова, акторська майстерність; Біологія клітини; Синтетична та системна біологія; Математичне моделювання; Регенеративна медицина.

Medical English; Latin language; Lessons on saxophone; Mindfulness, stress relief, food as medicine; Music Theory and Solfeggio; Theory of electronic circuits, analog circuitry, digital circuitry; Finance, management, business economics; Economics; Soft skills management;

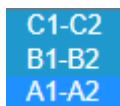
Management organization; Human resource management; Business Management, Analytics, HR; Media studies; Danish language; Greek; Lithuanian; Dance program for beginners, next to beginners level for all ages; History Grades 5-11 (in English only); Geometry grades 7-9; Introduction to Statistics; Experimental psychology; Linguistics (self-sufficient problem solving); Job interviews help; Help with starting up in Canada; Stage language, acting skills; Cell Biology; Synthetic and Systems Biology; Mathematical Modelling; Regenerative Medicine.

After you choose the subject you will need to select your grade



A vertical dropdown menu with four options: 'Grades 1-4', 'Grades 1-4', 'Grades 5-11', and 'University'. The first two options are highlighted in blue.

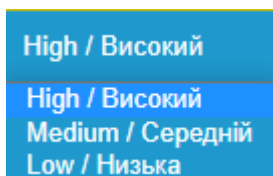
If you selected a language, instead you will be asked to indicate your language level



A vertical dropdown menu with three options: 'C1-C2', 'B1-B2', and 'A1-A2'. The first option is highlighted in blue.

Important! Select your CURRENT level, not the level you want to achieve!

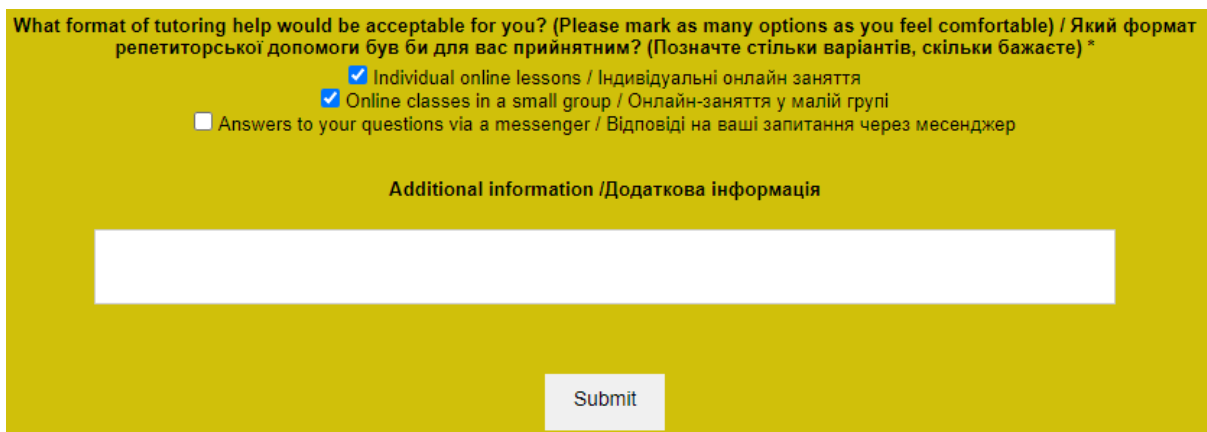
And after that you select the priority for the subject



A vertical dropdown menu with four options: 'High / Високий', 'High / Високий', 'Medium / Середній', and 'Low / Низька'. The first two options are highlighted in blue.

The priority affects only the order we deal with requests, so don't be afraid to choose any of it. You will not feel the difference most likely.

And the final details:



A yellow form titled 'What format of tutoring help would be acceptable for you? (Please mark as many options as you feel comfortable) / Який формат репетиторської допомоги був би для вас прийнятним? (Позначте стільки варіантів, скільки бажаєте) *'. It contains three checkboxes: 'Individual online lessons / Індивідуальні онлайн заняття' (checked), 'Online classes in a small group / Онлайн-заняття у малій групі' (checked), and 'Answers to your questions via a messenger / Відповіді на ваші запитання через месенджер' (unchecked). Below the checkboxes is a section for 'Additional information / Додаткова інформація' with a large white text input area and a 'Submit' button.

You are able to select multiple options here

If you have specific requirements or you want to indicate additional information for the tutor, please use the empty field.

Press the Submit button to finish the request creation.

If you see the message

Fields marked with an asterisk (*) are required./Поля, позначені (*), обов'язкові для заповнення.

No new tutoring requests are allowed at this time

That means you were attempting to exceed the maximum number of requests (currently three). If you want to create a new request, you need to delete any of the existing ones. The information about deleting Active requests is located in the How to finish the request section.

The next steps are described in the section Request status and what to do next.

Expertise creation

This section is meant for tutors.

The process is trivial. You select the subject you are ready to teach and you select the grade levels of pupils.

Attention! If you want to teach different grades you need to create multiple expertises for them like in the example below:

Your area(s) of expertise:			
Subject	Level	Additional info	
Chemistry	Grades 5-11		Delete
Chemistry	Grades 1-4		Delete
Chemistry	University		Delete

[Add a new area of expertise / Добавьте новую область знаний](#)

If you want to teach multiple subjects, you also need to create multiple requests!

Your area(s) of expertise:			
Subject	Level	Additional info	
Chemistry	Grades 5-11		Delete
Chemistry	University		Delete
Physics	Grades 5-11		Delete
Math	Grades 5-11		Delete

[Add a new area of expertise / Добавьте новую область знаний](#)

In additional info you may write some information about yourself, requirements or restrictions.

IMPORTANT! If you want to take a break or you want to stop tutoring on our website, please hit the button “Stop accepting new requests” at the top of your homepage

You are currently accepting new students

[Stop accepting new students](#)

At any moment you can resume accepting new requests by clicking the same button.

You may receive some requests even after you stopped accepting new requests. It happens if a student’s request was created earlier than you

made changes. Please decline those requests, otherwise the student will keep waiting, without any help!

You may also create Other expertises, for subjects absent in the list. We also would like to encourage you to teach subjects out of the standard curriculum. For example, we have tutors who offer their services in teaching Art history, Music, Latin, Greek, and other subjects. Feel free to submit such expertises.

Request status and what to do next

Students

After the creation of a request, the system will right away try to automatically match it with a tutor with the corresponding expertise, if one is available. Automatic matching doesn't take into account your or tutors' additional notes! Due to this fact before accepting the tutor you need to carefully study the information in the Assigned tutor column.

If the system matched the request with a tutor, a student should see the request on the homepage:

Tutoring requests:				
Status	Subject	Level	Assigned tutor	
Assigned	Chemistry	Grades 1-4	Name: Test Tutor Place of work: Private tutor Title: Professional tutor / професійний репетитор Additional info: Don't match me!	<input type="button" value="Прийняти"/> <input type="button" value="Відхилити"/>
Add a new tutoring request /Додати новий запит на репетиторство				

If the system was unable to find a tutor, a student will see

Tutoring requests:				
Status	Subject	Level	Assigned tutor	
Unassigned	Chemistry	Grades 1-4	Awaiting assignment	<input type="button" value="Delete"/>
Add a new tutoring request /Додати новий запит на репетиторство				

Requests have different statuses (left column). It's time to clarify their meaning.

Status	Meaning	Possible next steps
Unassigned	We haven't found a matching tutor for that request yet.	Wait until the matching tutor is found or delete the request
Assigned	We've found a matching tutor. A student must decide either to accept the tutor or to decline	Accept the tutor (read tutor's information carefully) or decline the tutor

Request sent to tutor	A student accepted the tutor. Now the tutor must decide either to accept the student or not.	Wait until the tutor accepts the request or request a different tutor
Active	Both the student and the tutor accepted each other and see each other's contact details	Communicate with the other side using provided contact details. Arrange lessons or terminate the request.

Status: Unassigned

We haven't found a matching tutor for that request yet. We will do that as soon as possible. All you can do is to wait until the matching tutor is found or to delete the request. You may want to do this to create the new one with updated parameters or with another subject. Remember that there is a limitation on the maximum number of requests (currently three).

Status: Assigned

We've found a matching tutor. Now you must decide either to accept the tutor or to decline him/her. Please read the information about the tutor carefully. Automatic matching system doesn't take into account additional notes of either the student or the tutor. If you decline the tutor, the status of the request changes to Unassigned. If you accept the tutor, the request status changes to Request sent to tutor.

Status: Request sent to tutor

This status means that the request is now awaiting for the tutor's approval. You can see the tutor's name, but you don't see his contact details, so you can't get in touch with him/her yet. You need to wait until the tutor accepts your request.

Unfortunately, some tutors at some point in time stop visiting our website and don't react to incoming requests. In such cases, we recommend you to wait a reasonable amount of time (7 days) and then press the button "Request different tutor" as shown below. After you do this, the status will change to Unassigned which will launch the matching process once again.

Tutoring requests:

Status	Subject	Level	Assigned tutor	
Request sent to tutor	Chemistry	Grades 1-4	Name: Test Tuutor Place of work: Private tutor Title: Professional tutor / професійний репетитор Additional info: Don't match me!	Request different tutor
Add a new tutoring request /Додати новий запит на репетиторство				

If the tutor declines your request, the status also changes to Unassigned.

Status: Active

This status means that both the student and the tutor accepted each other. Now you should see the tutor's contact details.

Status	Subject	Level	Assigned tutor	
Active	Chemistry	Grades 1-4	Name: Test Tuutor Place of work: Private tutor Title: Professional tutor / професійний репетитор Additional info: Don't match me! Contact info: my email, my phone numbet, etc. Email: [REDACTED] Phone: Phone number	Active
Add a new tutoring request /Додати новий запит на репетиторство				

The next step for you is to use those contact details to get in touch with the tutor as soon as possible and try to arrange lessons. We recommend using multiple channels (e.g. email, Viber, and Telegram) in this initial contact, in order to shorten the wait time.

If you didn't agree on starting lessons with a tutor you need to delete that request and create a new one.

Tutors

When you receive a notification that a matching student was found for you, you need to login to our website and visit your homepage. There you see the list of all requests to which you were assigned to.

The next step is to accept or decline a student. Please read the information about the student carefully. Our automated matching system does not take into account additional information indicated by the student.

If you received a notification, but didn't find any requests in your list, that means that the student changed his/her mind and declined you.

If you accept a request, it becomes Active. After that you should see the contact details of the student.

List of tutoring requests:					
Subject	Level	Format	Additional info	Student Info	
Chemistry	Grades 1-4	Individual, Group,		Name: The One, TESTER, Grade: 9th grade School School: , Additional info: TEST ACCOUNT DON'T MATCH ME Before war: Ukraine After war: Zimbabwe, Contact info: Don't contact me Email: [REDACTED] Phone: [REDACTED]	Active

The next step is to use those contact details to get in touch with the student as soon as possible. Try to arrange lessons. We recommend using multiple channels (e.g. email, Viber, and Telegram) in this initial contact, in order to shorten the wait time.

If you fail to contact the student on time, he/she might decide that you accepted their request by mistake and delete the request.

IMPORTANT! If you want to take a break or you want to stop tutoring on our website, please hit the button “Stop accepting new requests” at the top of your homepage

You are currently accepting new students

At any moment you can resume accepting new requests by clicking the same button.

You may receive some requests even after you stopped accepting new requests. It happens if a student’s request was created earlier than you made changes. Please decline those requests!

FAQ

The questions are divided into groups by topic.

Registration

Q: I registered as a tutor/student by mistake and now the system doesn't allow me to create new registration with the same email.

A: You need to contact us and tell us about your situation. We will delete your old registration.

Q: I didn't get the verification email. Please, help!

A: Check your spam folder first. If you don't see the verification email there, you need to contact us, we will verify you manually.

Q: I used the verification email successfully and registered. What should I do now?

A: You need to login to our website and complete the registration. <https://tutoringwithoutborders.org/loginpage.php> After that you can create a request (student) or an expertise (tutor).

Q: I have several children. How do I register all of them?

A: Please create a separate account for every child.

Q: I can't restore my password. What can I do?

A: Check your spam folder first. If you don't see our email there, you need to contact us.

Q: Is it worth registering? My area of inquiry is so narrow that you probably don't have tutors for it.

A: You might be surprised. With nearly 1000 tutors on our site, very specialized areas of expertise are not uncommon (please see a list of these more specialized areas on the main page).

Requests

Q: We received a notification that a matching tutor/student was found for me. How to accept him? What to do next?

A: You need to login to our website <https://tutoringwithoutborders.org/loginpage.php> and visit your homepage. There you can accept or decline the tutor/student.

Q: I accepted the tutor, but I don't see his/her contact details. How to get in touch with him/her?

A: You can't contact him/her right now. At first, a tutor must accept your request. Only then you will see his contact information.

Q: I accepted the tutor long ago, but he doesn't react. What should I do?

A: You may hit the button "Request different tutor". That will unassign the current tutor, and we will try to find you a new one.

Q: After I requested a different tutor, the same exact tutor as before was assigned to me again. How can I change that?

A: Please contact us, so we can assign a different tutor manually. Please explain what exactly qualities you are looking for that were missing in the tutor we assigned you. It will help us to find a better match for you.

Q: The system doesn't allow me to create new requests. What should I do?

A: There is a limit on the maximum number of requests you can simultaneously have. You can only have three at once. To create new requests you need to delete one of the old ones.

Q: I want to get a tutor in math, and I don't want to accept a tutor from Russia. Does it make any sense for me to indicate Russian as one of the languages I am willing to learn in?

A: Yes, it likely does. You see, many of our 1000 volunteer tutors are refugees like many of you are, but not from Ukraine. They left Russia (sometimes many years ago, sometimes recently), and their typical set of languages in which they can teach is English plus Russian. They are not living in Russia, and they want to help you, but if you choose only Ukrainian as an acceptable language of instruction, you often can't get a tutor. Same thing for some other volunteers from Europe, Canada, and USA, often natives of those countries, who know only English and Russian. In our semi-automatic matching system we match students and tutors particularly by the language of instruction, and those tutors wouldn't even show up on your matching page. If we don't happen to have a Ukrainian-speaking tutor of the subject you requested, your request will remain unmatched.

So, just keep in mind please: you definitely can choose an option to not accept a tutor from Russia, and we absolutely respect this choice (that's why we introduced it as a standard question in the questionnaire you all filled out). But please consider adding Russian as a possible language of instruction, i.e. to use Russian as a practical tool to learn the subject you desire. If you do decide to add it, please login to your homepage on our platform and add it in the corresponding response to the questionnaire question.

Contacts. About us

Website: <https://tutoringwithoutborders.org/>

Email: info@tutoringwithoutborders.org

If you have any questions or problems, please let us know via email

Telegram: <https://t.me/tutoringwithoutborders>

Tutoring Without Borders project was launched by US professors Dr. Michael Waxman and Dr. Vitaly Vanchurin.

Tutoring Without Borders is an independent platform helping to connect Ukrainian citizens in need of academic help with potential instructors or tutors. Besides improving academic knowledge, we have data showing that this activity significantly improves the student's mental state and reduces anxiety.