

## Audio-based Tutoring

The TutorMe Lesson Space provides text chat, audio, and video chat to facilitate live interactions between the tutor and student. The video and audio are powered by Twilio, the premier cloud communications platform used by 40,000+ organizations including Airbnb, Dell, UC San Diego, Twitter, and the American Red Cross. The video quality and stability depend on each student's network connection but usually are equal or superior to that of any other video conferencing solution.

We require tutors to utilize earbuds and/or headphones that are noise cancelling to promote a positive hearing and talking exchange with the student.

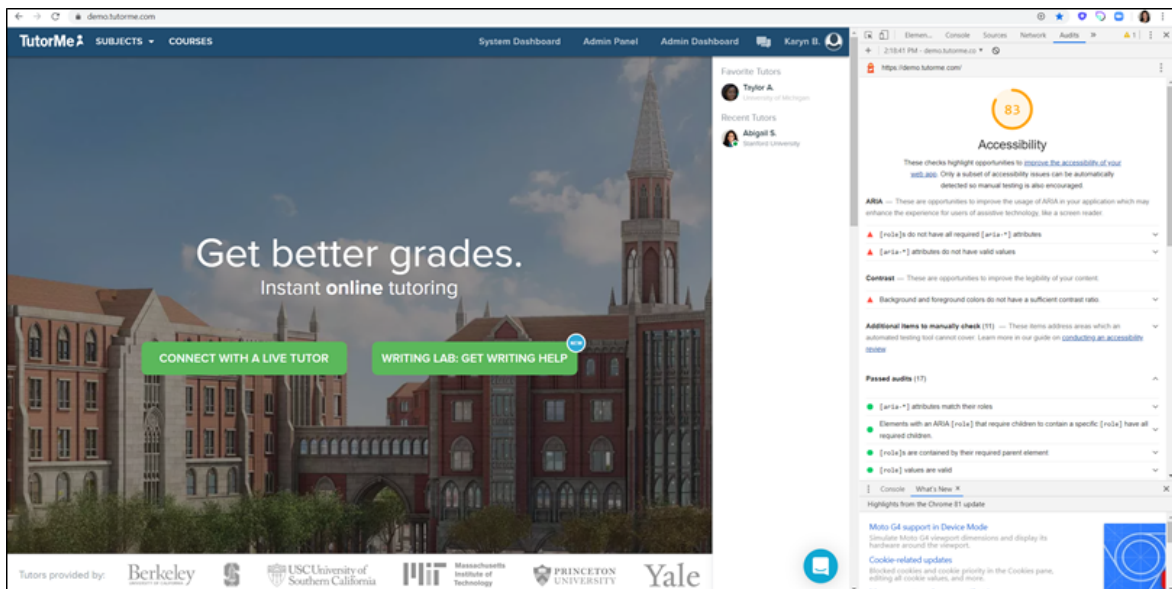
## ADA Compliant

TutorMe ensures accessible tutoring for all learners. Grounded in Universal Design for Learning (UDL) principles, the Learning Space has been developed and reviewed to ensure it meets Americans with Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG) compliance requirements.

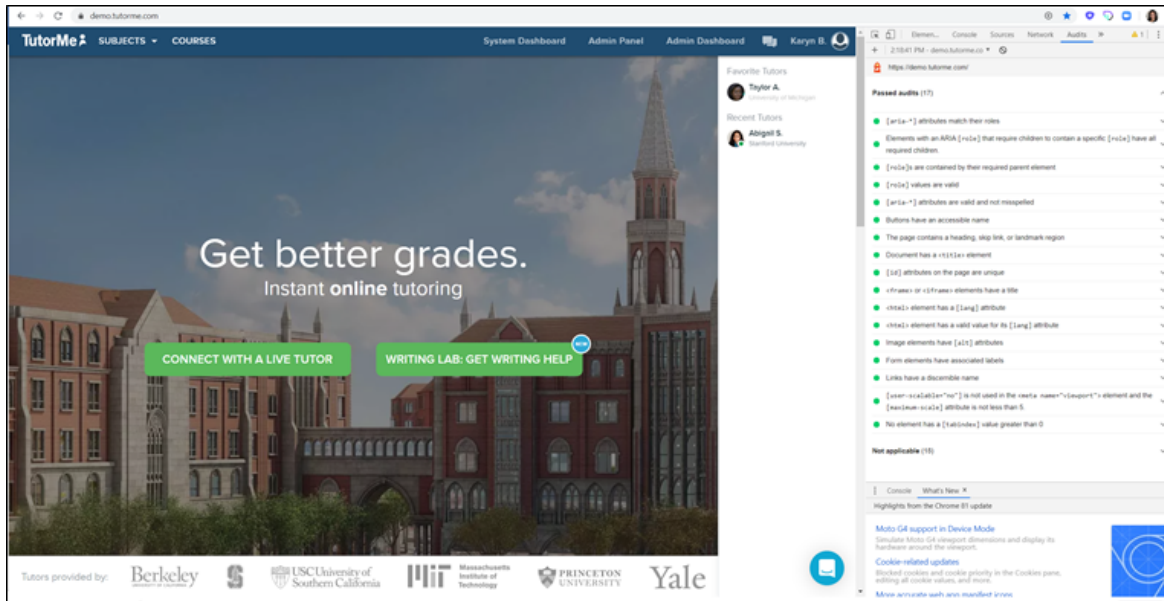
The images below show an audit of TutorMe's lesson space website relative to ADA compliance guidelines and Lighthouse scoring. Lighthouse has a success scale indicated by three levels:

- 0 to 44 (poor)
- 45 to 74 (average)
- 75 – 100 (good)

Our latest audit conducted on 5/5/20 resulted in a Lighthouse score of 83 based on Accessibility. Please see the screenshot of audit score below.



The screenshot below shows the “passed” performance audits of our lesson space website.



As an example of formatting per ADA guidelines, we utilize the recommended font of Sans Serif (Proxima Nova) which does not have additional strokes as Times New Roman incorporates. In addition, TutorMe is fully WCAG 2.0 AA compliant. Our most recent Voluntary Product Accessibility Template (VPAT), completed on July 8, 2019, is included and attached to this Response.