

The Tutoring KPI & At-Risk Checklist

The 5 signals that predict retention — from "Session Counts Are a Vanity Metric" (classquill.com/blog)

Run signals 1–3 weekly, signal 4 monthly, signal 5 continuously (every session).

WEEKLY

1. Mastery movement, per student

Has at least one topic moved forward — shaky to solid, or a new topic touched — in the last two weeks?

Flag: no movement in 3+ weeks → check in with the tutor before the next session.

☐ Reviewed this week for every active student

WEEKLY

2. The at-risk list

Flag a student when **2 or more** of these are true: no mastery movement in 3+ weeks · homework completion under 50% over the last 2 sessions · two consecutive assessments trending down · the tutor has manually flagged a concern.

Action: follow up with the tutor within the week; if unresolved, a direct parent check-in within 7 days.

☐ At-risk list reviewed and actioned this week

WEEKLY

3. Parent visibility

Has this family actually opened or been shown the progress view in the last 30 days?

Flag: not viewed in 30+ days → have the tutor walk the parent through it live at the next session. Visibility only counts if it's been seen, not if it exists.

☐ Every active family has viewed progress in the last 30 days

MONTHLY

4. Tutor consistency

Compare each tutor's roster average mastery-progress rate against the company average.

Flag: a tutor trending 20%+ below average for 2 consecutive months → schedule a training or pairing conversation, not a warning on the first instance.

☐ Tutor-vs-tutor comparison run this month

ONGOING

5. Review signal

Every session is rated by the parent or student, feeding the tutor's public profile rating.

Flag: any session rated 3 stars or below → same-week personal follow-up call with the family — not an automated email.

☐ Low-rated sessions followed up within the week