

Consider Approval of Proposal for On-Demand Tutoring Platform

A Request for Proposal (RFP) for an online tutoring platform was distributed to four vendors and advertised locally. Four proposals were received and reviewed by the committee. The proposals are available for board review upon request.

Staff recommends approval of the proposal submitted by Upswing, 11801 Domain Blvd, Austin, TX 78758. Upswing offers comprehensive, unlimited online tutoring services aligned with Galveston College's academic needs.

Note: Upswing will replace Pear Deck Tutor, our current provider whose contract concludes in May. Pear Deck Tutor was funded through HEERF resources but is now discontinuing its tutoring services division, prompting the need for a new long-term partner.

The total cost for Upswing's services is \$33,700 per year under a three-year contract, which includes unlimited usage. The one-time implementation fee has been waived. Over the course of three years, the total projected cost amounts to \$101,100. While other vendors proposed hourly or per-student pricing models, Upswing was the only provider that offered a flat-rate, unlimited access plan that met all our instructional and scheduling needs—particularly for evening, weekend, and hard-to-staff subject areas.

Upswing offers:

- ☐ **Unlimited Tutoring Access:** 24/7 availability for Galveston College students in over 300 subjects
- ☐ **Integrated with GC Systems:** Streamlined onboarding, reporting, and Canvas-compatible
- ☐ **Supports Nursing, Allied Health, and STEM Courses**
- ☐ **Multilingual Support:** Sessions available in English and Spanish; translation tools available
- ☐ **Student Engagement Tools:** Includes nudging, analytics, and student success coaching
- ☐ **Fast Implementation:** Fully operational within 14 days of contract execution

Funding for this contract will be the Education and General Fund.

On-Demand Online Tutoring Platform

Vendor	3-Year Total	Notes
Upswing	\$101,100	Unlimited access, best value
Brainfuse	\$103,500+	\$23/hour initial rate, limited usage
Tutor.com	\$117,000	1,000-hour cap, flat rate available but more expensive
Skooli	\$255,777.75	Per-student pricing model, not fully 24/7, limited subject offerings