

Tutor.com for U.S. Military Families™

Frequently Asked Questions



TUTOR.COM/MILITARY

What is Tutor.com for U.S. Military Families?

Tutor.com for U.S. Military Families (Tutor.com/military), funded by the U.S. Department of Defense (DoD) and Coast Guard Mutual Assistance (CMGA), is a program that allows eligible students in grades kindergarten through college to connect to a live tutor online at any time (24/7/361) for one-to-one help with homework, studying, test prep and more, at no cost.

Who is eligible to use Tutor.com/military?

All DoD service members, civilian personnel and all dependent family members are eligible.

Those who are currently eligible to use Tutor.com/military at no cost:

DoD or Coast Guard Affiliation	Dependents			Service Member/ Federal Personnel
	Child (Grades K-12)	Child (College)	Spouse	
Funded by the U.S. Department of Defense (DoD)				
Army, Navy, Air Force, & Marine Corps (Active Duty, Reserve, National Guard, Wounded Warrior & Survivor of KIA)	✓	✓	✓	✓
DoD Civilians	✓	✓	✓	✓
Students attending schools operated and funded by DoDEA	✓	n/a	n/a	n/a
Cadets: DoD Service Academies	n/a	n/a	n/a	✓
Cadets: ROTC & NROTC	✓	✓	✓	✓
Funded by Coast Guard Mutual Assistance (CMGA)				
Coast Guard (Active Duty & Reserve)	✓	✓	✓	✓
Cadets and Cadet Candidates: Coast Guard Academy	n/a	n/a	n/a	✓
Coast Guard Civilians	✓	✓	✓	✓

DoD and Coast Guard military service members, civilian personnel, and dependent family members are all eligible to use Tutor.com/military when the service member is in either active/full-time or part-time/traditional drilling status, wherever they are located.

Who can we contact with questions?

Email questions about Tutor.com/military to militarysupport@tutor.com.

Complete and current program eligibility details are available at www.tutor.com/military/eligibility.

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Who are the tutors?

Every Tutor.com tutor is a carefully screened expert. Our team of more than 3,000 tutors includes certified teachers, college professors, and other professionals. We actively recruit military spouses, and many of our tutors are affiliated with the U.S. military, such as retirees and Veterans.

How does Tutor.com work?

Tutor.com has more than 3,000 background-checked tutors that provide expert, on-demand academic support, 24/7. Eligible students worldwide can access the online service from any Internet-enabled device for real-time help in more than 100 subjects, plus standardized test prep and more. Students and tutors work one-to-one in a secure online classroom; that uses text or voice chat, interactive whiteboard, graphing calculator, file sharing, text editor and more.

In addition to receiving real-time tutoring and homework help on demand, students can also choose to schedule future online tutoring sessions and submit papers for offline tutor review. Feedback on papers, essays and other writing projects that a student uploads and submits for tutor review will be available in “My Sessions” in a student’s Tutor.com account within 12 hours. Regardless of how a student works with a tutor, a tutor will not simply provide answers, but will help a student learn how to approach a question and come to an answer.

Is Tutor.com safe for children to use?

Yes. Tutor.com’s commitment to student safety includes a rigorous tutor screening, background check and mentoring process, plus ongoing session reviews. Students and tutors work together anonymously; no personal information is exchanged during tutoring sessions, and webcams are not used. All session activity is recorded for quality control.

Additionally, Tutor.com adheres to Federal Child Online Privacy Protection Act (COPPA) regulations. When a student creates an account, a date of birth (DOB) must be entered. Tutor.com does not store a student’s DOB, but does ask for the DOB to determine whether a student is aged 13 or older. For students who are under age 13, Tutor.com account information, including email addresses, is scrambled and not stored, and some program features are disabled.

Which subjects can students get help with?

Tutor.com/military has expert tutors in over 100 subjects. Access the subject list at www.tutor.com/military.

Can a student use get help regardless of the school a student is attending?

Yes. Tutor.com/military academic support is available to all eligible students, regardless of which school they’re attending or curriculum they are following. Our tutors do not “teach” topics or lessons, but rather help students better understand how to answer the questions students bring to their tutoring sessions.

Who funds the program?

Tutor.com for U.S. Military Families is funded by the Department of Defense (DoD) MWR Library Program and Coast Guard Mutual Assistance (CGMA). Those who fund the program determine eligibility for its use. Long-term availability of the program is not guaranteed and may change.

Which service members are NOT eligible to use Tutor.com/military?

Military retirees and other Federal personnel who are separated from service and no longer employed by the DoD or Coast Guard, and their family members, are not currently funded and eligible to use Tutor.com/military. Those who fund the program determine eligibility for its use. Complete program and current eligibility details and are available at www.tutor.com/military/eligibility.

Tutor.com for U.S. Military Families is funded by the Department of Defense (DoD) MWR Library Program and Coast Guard Mutual Assistance (CGMA). Those who fund the program determine eligibility for its use. Long-term availability of the program is not guaranteed. Check student eligibility requirements at www.tutor.com/military/eligibility. Tutor.com for U.S. Military Families is a trademark of Tutor.com, Inc. | 2020_MIL_FAQ_Sheet

Last updated April 23, 2020

Email questions about Tutor.com/military to militarysupport@tutor.com.

K-12 through College NO-COST TUTORING

+ HOMEWORK HELP AND TEST PREP

1:1 • Online • On-Demand • 24/7 • Anonymous



100+ SUBJECTS

MATH*

Elementary Math
Middle Grades Math
Basic Math
Pre-Algebra
Algebra
Algebra II
Geometry
Trigonometry
Pre-Calculus
Calculus
Statistics
Discrete Math
Finite Mathematics
AP® and IB® Subjects

SCIENCE*

Basic Science
Earth Science
Biology
Anatomy & Physiology
Chemistry
Physics
Microbiology
AP® and IB® Subjects

ENGLISH

Essay Writing
Vocabulary
Grammar
Literature
AP® and IB® Subjects
Reading

ENGLISH LANGUAGE LEARNERS (ELL)

Reading Help
English Language Use
English Writing
Types of Writing

SOCIAL STUDIES*

Geography
U.S. History
European History
World History
Civics & Government
AP® and IB® Subjects

SOCIAL SCIENCE

Introductory Psychology
Introductory Sociology
Research Methods

WORLD LANGUAGES: SPANISH, FRENCH, GERMAN, ITALIAN

Grammar
Writing
Reading Comprehension

BUSINESS

Accounting
Economics
Finance
Business Law
Principles of Management

COMPUTER LITERACY

MS Excel, PowerPoint, & Word
Programming: Java
Programming: C++

TEST PREP

SAT®
ACT®
PSAT®

NURSING/ALLIED HEALTH

Medical Surgical
Pharmacology
Healthcare/Health Services
Care Plans
Pathophysiology
Medical Terminology
NCLEX Test Prep

STUDENT SUCCESS STUDY SKILLS

Study Techniques
Choosing a Major
Managing Knowledge Gaps
Scholarly Resources
Using Technology

LIFE SKILLS

Organizational Skills
Motivation & Goals
Learning Healthy Habits
Building a Support System

And More!

*Bilingual Spanish-speaking tutors are available for some math, science and social studies subjects.



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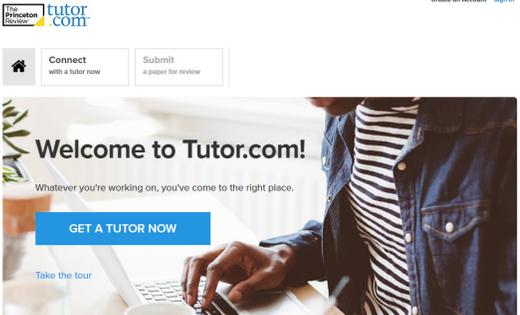
Visit www.tutor.com/military/eligibility for full funding and program eligibility details. The appearance of the U.S. Department of Defense (DoD) visual information does not imply or constitute DoD endorsement. PSAT and SAT is a registered trademark of College Board, which is not affiliated with and does not endorse this product. ACT is a registered trademark of ACT, Inc.

GO TO WWW.TUTOR.COM/MILITARY

How It Works: Tutor.com Classroom

Connecting with expert tutors for on-demand, 1:1 help

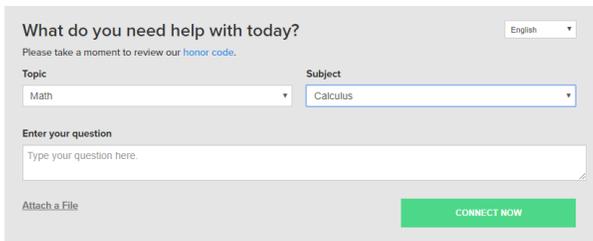
The expert tutors at Tutor.com can help you work through a tough homework problem, improve your writing skills, study for a test, review a difficult concept and so much more!



01

Get Started

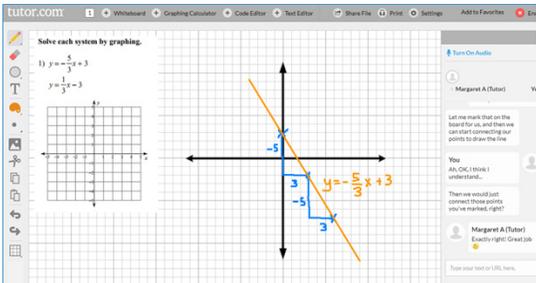
1. Go to: [tutor.com/military](https://www.tutor.com/military).
2. Review eligibility requirements.
3. If eligible, create or sign into your free Tutor.com account.
4. Click on "Connect with a Tutor."



02

Get the right tutor

Fill in the quick pre-session questionnaire. Using this information, we will match you with the first available tutor best qualified to assist you.



03

Communicate

You can use our chat box or an audio connection to either instant message or speak with your tutor once in the online classroom. You and the tutor may also use the interactive whiteboard to share work and ideas. All activity in the classroom is recorded for review and quality control.



04

Share a file

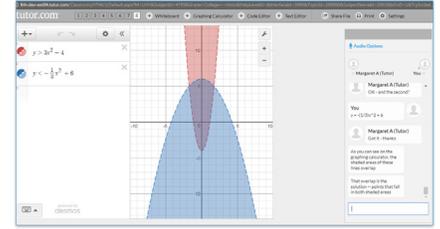
You can share many types of files with your tutor in the classroom. Upload an essay, your lab report, a PowerPoint presentation and more. You and your tutor will be able to view the file together in the classroom.

www.tutor.com/military

05

Use special tools

The classroom includes a graphing calculator, text editor and code editor when working on subject material that may require these special tools. Open these tools using the buttons above the whiteboard.



Please answer this survey.

Rate & Review Your Session

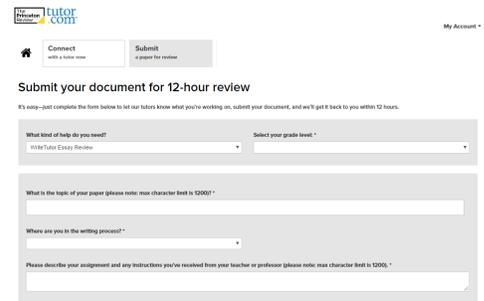
After each session, be sure to let us know how we did. Complete the survey and share your comments. Then, you'll have the option to play a video of your session, and email or print the chat log and whiteboards.

06

07

Submit your paper

Our drop-off review service allows you to get expert help from a tutor without having to connect for a real-time session. Drop off your writing assignment and get detailed feedback and explanations within 24 hours. Retrieve your tutor's review under "My Sessions."



08

Practice for a test

Use our practice quizzes to assess your level of knowledge and practice for upcoming tests or quizzes in math, science and English. Take a quiz, review your results and connect with a tutor to discuss any missed questions.



09

Use "My Account"

- Review previous sessions and retrieve drop-off reviews from "My Sessions." Be sure to tag your favorite tutors when reviewing your sessions.
- Reconnect with your favorite tutors or see when they are next scheduled from "My Favorite Tutors."
- Access files you have saved or files you have shared with your tutors in session from "My Locker."

My Account ▾

- My Sessions
- My Favorite Tutors
- My Locker
- Account Settings
- Sign out

www.tutor.com/military

Visit www.tutor.com/military/eligibility for full funding and program eligibility details. The appearance of the U.S. Department of Defense (DoD) visual information does not imply or constitute DoD endorsement.



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Top 10 Facts for Parents about Tutor.com™ for U.S. Military Families



1

Safe and Anonymous

All tutors must pass a rigorous application process including an extensive background check. No personal information is shared between student and tutor. All work is completed in our recorded classroom.

2

FREE for Eligible Students

There is NO cost to eligible students to use Tutor.com for U.S. Military Families and you will not be asked to purchase anything.

3

Personalized Learning Sessions

Every Tutor.com session is personalized to meet the needs of your student, from remedial to advanced levels. It focuses on conceptual learning and critical thinking—not just quick answers.

4

Covers 100+ Subjects

Students can get help in math, science, English, writing, social studies, Spanish, computer literacy, AP® courses, and more. We also provide job search assistance.

5

More than Just Homework Help

Tutors assist students with specific homework problems but can also help with concept review, writing assignments, test prep, and more.

6

Extends the Learning Day

With over 3,000 tutors on board and 24/7 access, Tutor.com can help students at their moment of need, no matter when that may be.

7

Supports Student Achievement

95% of students who use Tutor.com say it helps them complete their homework and improve their grades.* Students come to class better prepared and ready to learn.

8

Builds Confident Learners

Students of all skill levels can get help from a tutor. In fact, 97% of students responding to our post-session surveys have said that using Tutor.com makes them feel more confident in their learning.

9

Is Easy to Use and Accessible from Anywhere

Wherever students have online access—at home, at school and anywhere in between—they can connect to a tutor using any computer or mobile device. Sign up is quick & easy!

10

Endorsed by Parents

“This service has been excellent and wonderful. My 7-year-old son is actually motivated to do his HW because of it. Thank you so much!”

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*Based on 2018 post-session Tutor.com student surveys.



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