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# Tutor.com Client Portal and Reporting Services

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Marcy Melanson, Client Services Manager

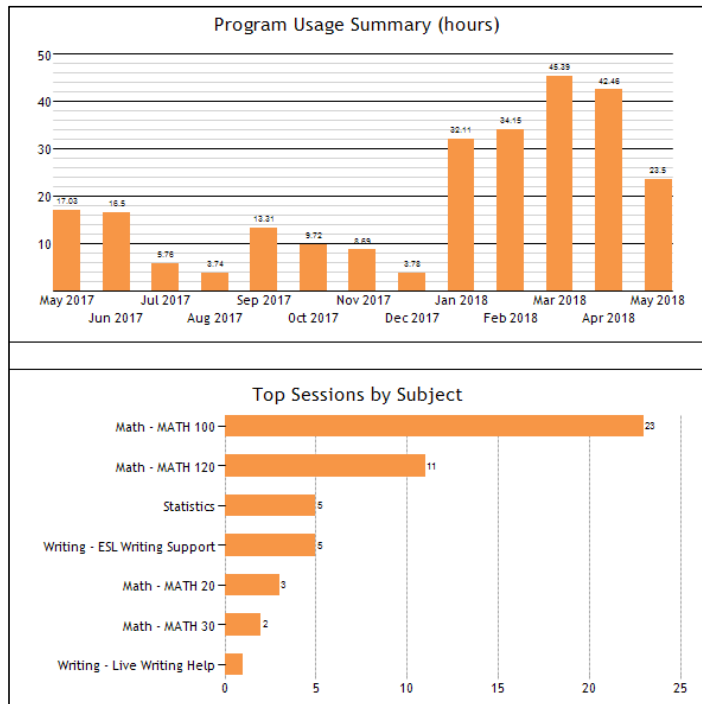
# Agenda

- Types of Tutor.com reports and data available
- Walkthrough of the Client Portal
  - Overview of Administrator Features
  - Overview of On-Demand Usage Reports
- Overview of Predictive Insights Diagnostic Data
- Best Practices: How can you use this information?

# Types of Tutor.com Data

- **Monthly reports:** Auto-generated aggregate report distributed the 3<sup>rd</sup> of each month to designated recipients.
- **On-Demand Reports:** Available through a secured portal, The Client Portal, for running and exporting various usage reports. Work with your Client Services Manager to receive credentials to run reports.
- **Email Alerts:** Notices sent via email to designated recipients when a student is flagged for an early alert.

# Monthly Reports



Live one-to-one Sessions Feedback	
Are you glad your organization offers this service?	✓ 100%
Would you recommend this service to a friend?	✓ 100%
Is this service helping you complete your homework assignments?	✓ 95%
Is this service helping you improve your grades?	✓ 95%
Is this service helping you be more confident about your school work?	✓ 100%
Comments	
Andres O. help was excellent, he was patient and explained well.	
Cleared things up, gave me the tools and info to get through it myself. Good.	
Rihana, she is the best tutor in this program.	
Shoban's help was great, she spot my mistake immediately.	

# The Client Portal

A tool to help you manage your student access, usage and reporting

## Features:

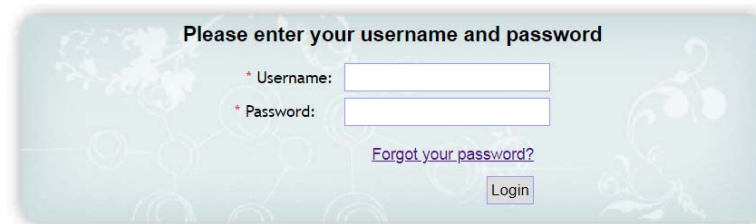
- Dashboard
- User Account Management
- On-Demand Reports
- Monthly Report Archive

# Client Portal: Logging In

For program administrators:

[www.tutor.com/yourschool/admin](http://www.tutor.com/yourschool/admin)

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Please enter your username and password

\* Username:

\* Password:


[Forgot your password?](#)



# User Account Management

Tools for administering and updating student user accounts can be found under the User Accounts tab.

**Client Portal** [Logout](#)

User Accounts

Access Point: Branch A 

Search:  Search : Branch A  

NOTE: If the text field has less than 3 characters, it will reset the grid below

Hide inactive logins

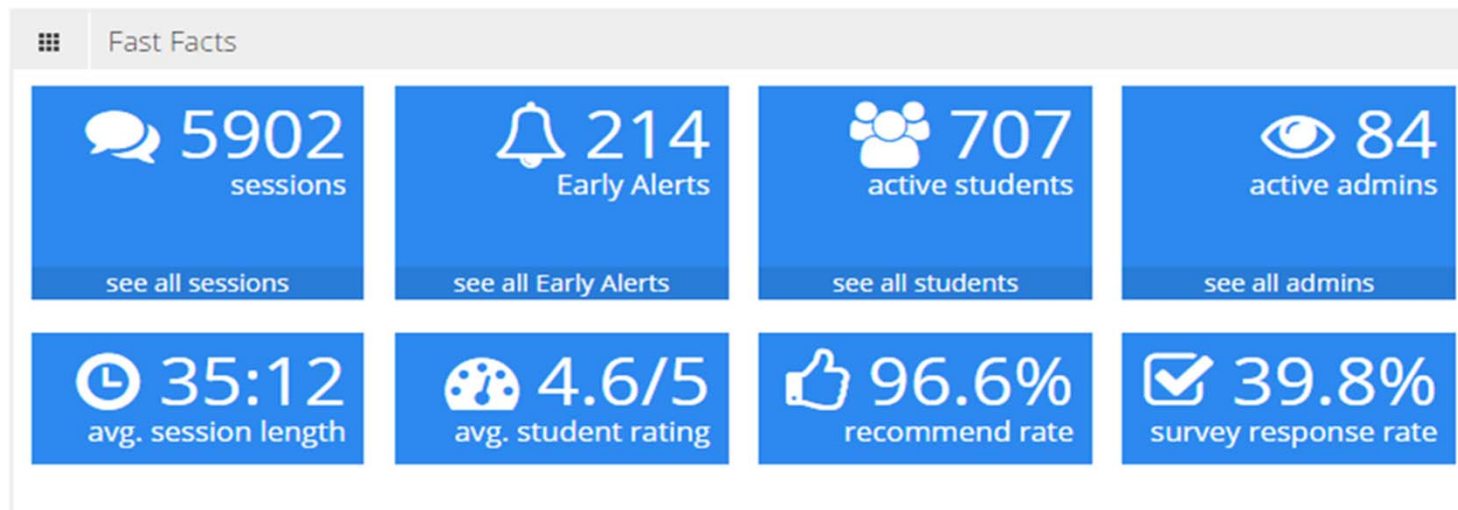
[+ Add Login](#)

Last Name	First Name	Username	Access Point	Email	Save Email	Password	Active	
Davis	Antonio	adavis@hotmail.com	Branch A	adavis@hotmail.com	<input checked="" type="checkbox"/>	*****	<input checked="" type="checkbox"/>	<a href="#">Edit</a>
Jackson	Mark	mjackson@comcast.net	Branch A	mjackson@facebook...	<input checked="" type="checkbox"/>	*****	<input checked="" type="checkbox"/>	<a href="#">Edit</a>
Miller	Reggie	rmiller@gmail.com	Branch A	rmiller@gmail.com	<input checked="" type="checkbox"/>	*****	<input checked="" type="checkbox"/>	<a href="#">Edit</a>
Smits	Rik	rsmits@ymail.com	Branch A	rsmits@ymail.com	<input checked="" type="checkbox"/>	*****	<input checked="" type="checkbox"/>	<a href="#">Edit</a>

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# Fast Facts Dashboard

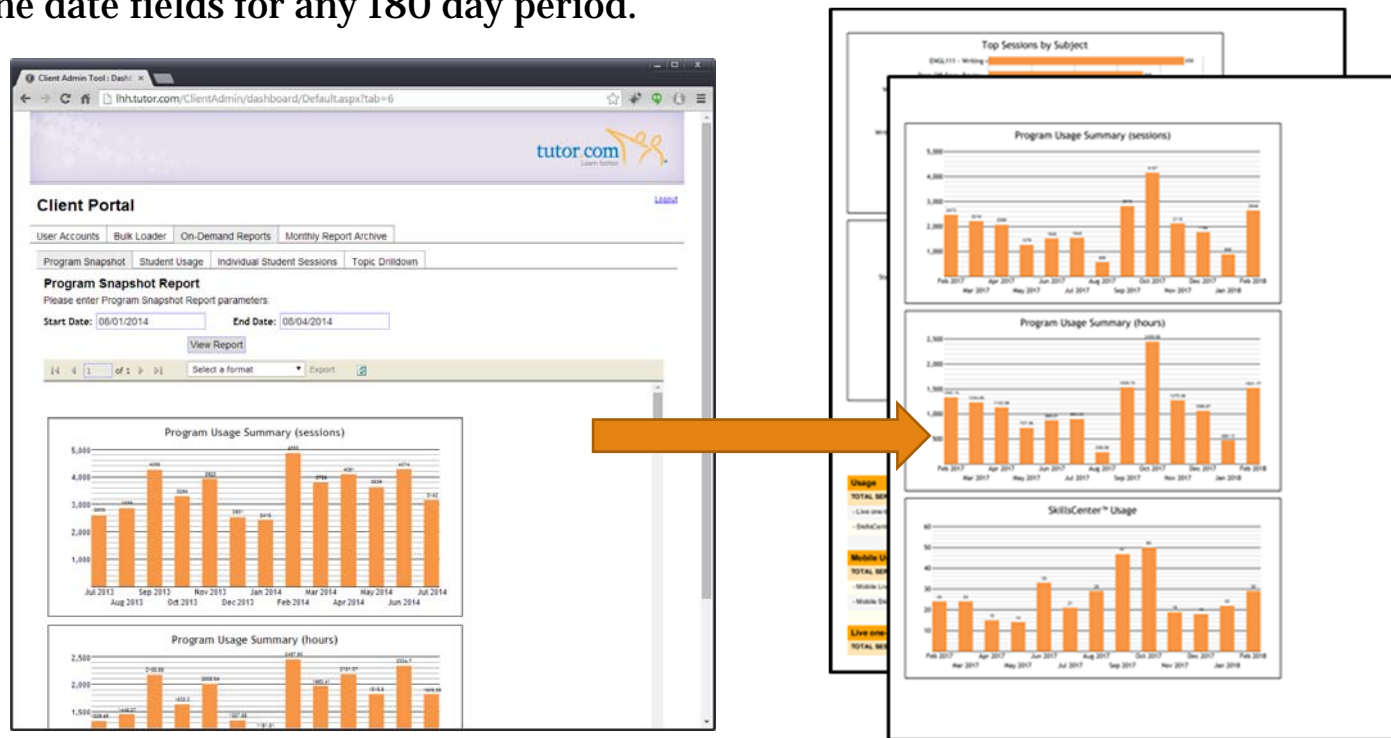
For a quick glance at your school's progress, you can see fast facts on your dashboard. The fast facts can be viewed in 30 day, 90 day or custom increments, which you set to your preferred view on the dashboard homepage.





# On-Demand Usage Reports

You can run four different reports using the on-demand reporting tool: the program snapshot, student usage report, individual student sessions and topic drilldown. The program snapshot is a version of your monthly report that can be generated on the schedule you designate in the date fields for any 180 day period.



# Student Usage Report

Service over time cumulatively and in a designated time frame on the Student Usage Tab.

Student Usage | Individual Student Sessions | Topic Drilldown

**Student Usage Report**  
Please enter Student Usage Report parameters:

Start Date:  End Date:

Student Username:  Student Email:

Student First Name:  Student Last Name:

14 of 1 | Select a format | Export

First Name	Last Name	Email	Username	Access Point	Start Date	Subjects	Total Minutes Used	Minutes Used this period	Total Sessions	Sessions this period
Jake			abacum	Samplertown College	1/24/2013	ALL	1,003.50	62.00	30	1
						Writing	1,003.50	62.00	30	1
Sean			abcarter2	Samplertown College	9/11/2012	ALL	280.41	51.87	14	2
						English - Writing Center	20.72	0.00	2	0
						Grammar	22.12	0.00	2	0

Username	Start Date	Subjects	Total Minutes Used	Minutes Used this period	Total Sessions	Sessions this period
Username 1	12/2/2011	ALL	28.48	0.00	2	0
		Proof Point	28.48	0.00	2	0
Username 2	1/15/2012	ALL	5.47	0.00	1	0
		Math - Statistics	5.47	0.00	1	0
Username 3	5/23/2011	ALL	12.77	0.00	1	0
		Math - Algebra	12.77	0.00	1	0
Username 4	1/18/2012	ALL	263.90	0.00	10	0
		Math - Statistics	5.63	0.00	1	0
		Social Studies	258.27	0.00	9	0
Username 5	1/19/2012	ALL	110.75	0.00	2	0
		Proof Point	110.75	0.00	2	0

# Individual Student Sessions

**Individual Student Sessions Report**

This report returns data on all Tutor.com sessions conducted within your selected date range, with separate columns for each session's start time, student and tutor participants, subject, and more. You may run the report over any date range up to 180 days. If you need usage data over a longer date range, please contact your Client Services Manager at [clientsupport@tutor.com](mailto:clientsupport@tutor.com).

**IMPORTANT NOTE:** All reports generate data from midnight ET on your selected Start Date to midnight ET on your selected End Date. When selecting the Start Date and End Date parameters for your report, please select an End Date after the last day you wish to include in the resulting data set.

Please enter Individual Student Sessions Report parameters:

**Start Date:** 2/18/2018 **End Date:** 3/20/2018 10:46:29 AM **Early Alert Filter:**

**Student Username:**  **Student Email:**

**Student First Name:**  **Student Last Name:**

**Location:** All **Center Name:** All

**Course ID:**

Student Username	Tutor Display Name	Subject	Grade/Course ID	Center Name	Session Start Time	Length	Session Transcript	Early Alert: Prerequisite Knowledge	Early Alert: Content Mastery	Early Alert: Unusually Long Session	Early Alert: Frequent Subject Request
120002709	Liz P	Economics	College - Intro	Economics	02/24/2018 05:46 PM	99.40	<a href="#">Click Here</a>	FALSE	FALSE	TRUE	FALSE
120002709	Benjamin H	Economics	College - Intro	Economics	02/24/2018 09:56 PM	62.07	<a href="#">Click Here</a>	FALSE	FALSE	TRUE	FALSE
130039363	Yamile R	Finance	College - Intro	Finance	03/18/2018 12:49 PM	56.72	<a href="#">Click Here</a>	FALSE	FALSE	TRUE	FALSE
130039363	Munna C	Finance	College - Intro	Finance	03/19/2018 11:27 PM	55.25	<a href="#">Click Here</a>	FALSE	FALSE	TRUE	TRUE
130039629	roopam b	Math	College - Intro	Math	02/20/2018 05:11 PM	51.65	<a href="#">Click Here</a>	TRUE	FALSE	TRUE	FALSE
130039629	Daniel S	Math	College - Intro	Math	02/27/2018 07:36 PM	55.05	<a href="#">Click Here</a>	FALSE	FALSE	TRUE	FALSE
130046995	Karisha K	Business	College - Intro	Business	02/27/2018 03:33 PM	53.93	<a href="#">Click Here</a>	FALSE	FALSE	TRUE	FALSE

► Through the tool, you can also access a raw data file with a line item for each student session. This report can be manipulated by exporting the data to excel by clicking “select a format”. In this report, you can also access individual session transcripts via a link in the report.

# Insights from the Tutor

At the end of each session, we ask our tutors to evaluate the student's progress in the session and the main topics of the discussion. These data points are incorporated into your reporting to provide a more diagnostic assessment of the student's understanding of the content.

Olyh#xwrujqj#vhvrlrq

Srvw0vhvrlrq#ldjqrwlf#dvvhvvp hqw

ASSESSMENT OF  
CONTENT MASTERY

ASSESSMENT OF  
PREREQUISITE KNOWLEDGE

CLASSIFICATION OF  
SESSION CONTENT

STUDENT

TUTOR

**Post Session Survey**

\* Please indicate on the scale below your agreement with this statement:  
**By the end of the session, the student achieved understanding of the concept.**

Strongly Disagree   Disagree   Neither agree nor disagree   Agree   Strongly Agree   Issues, technical or otherwise, prohibit me from accurately answering this question.

\* Please indicate on the scale below your agreement with this statement:  
**The student had the prerequisite knowledge required to understand the concept.**

Strongly Disagree   Disagree   Neither agree nor disagree   Agree   Strongly Agree   Issues, technical or otherwise, prohibit me from accurately answering this question.

\* Please classify the session

Linear Functions, Equations, and Inequalities  
Solving Problems with Equations and Inequalities

Comments

Request that this session be reviewed? No

Make me 'Available' after completion

Submit



# Early Alerts

If our tutors determine a student is in need of extra assistance, we flag their session record according to the following early alert types. The early alerts are indicators to let you know what is happening with particular students in a specific content area or if they are having larger issues with the overall course work.

## **PREREQUISITE KNOWLEDGE:**

Tutor assessed student as lacking prerequisite knowledge

## **CONTENT MASTERY**

Tutor assessed student as lacking demonstrated concept mastery

## **UNUSUALLY LONG SESSION:**

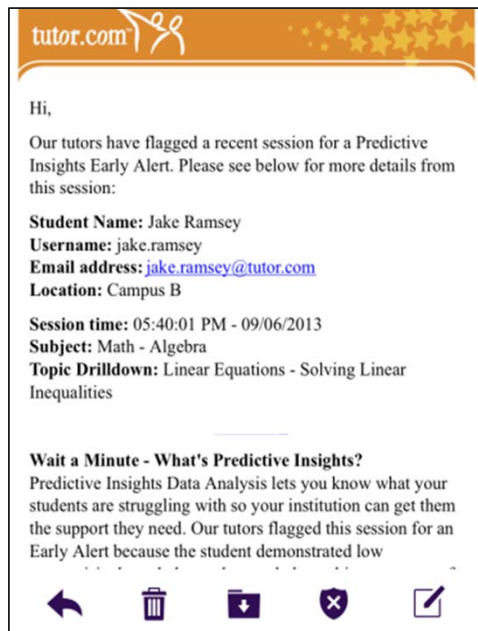
Session lasted at least 75% longer than average for same subject

## **FREQUENT SUBJECT REQUEST:**

Student sought help in same subject at least 7 times in same week

# Early Alerts in Reports and Email

Students in need of extra assistance are flagged by our tutors for an early alert as seen on the previous slide. These alerts can be sent to designated admins via email and obtained in the on-demand reporting tool on the individual student sessions report.



Real-time Email Notifications

Location	Student Username	Subject	Date	Time	Length	Early Alert?
ABC College	<a href="mailto:student@abccollege.edu">student@abccollege.edu</a>	Math - Algebra	06/29/2013	5:41 PM	13.75	True
ABC College	<a href="mailto:student@abccollege.edu">student@abccollege.edu</a>	Math - Statistics	06/12/2013	11:44 AM	44.40	False
ABC College	<a href="mailto:student@abccollege.edu">student@abccollege.edu</a>	Math - Statistics	06/23/2013	7:00 PM	13.80	True
ABC College	<a href="mailto:student@abccollege.edu">student@abccollege.edu</a>	English - Writing Center	06/29/2013	1:06 PM	21.47	False
ABC College	<a href="mailto:student@abccollege.edu">student@abccollege.edu</a>	English - Writing Center	06/08/2013	7:17 PM	12.60	False
ABC College	<a href="mailto:student@abccollege.edu">student@abccollege.edu</a>	English - Writing Center	06/15/2013	9:51 PM	22.00	False
ABC College	<a href="mailto:student@abccollege.edu">student@abccollege.edu</a>	Accounting	06/02/2013	10:28 PM	49.70	False
ABC College	<a href="mailto:student@abccollege.edu">student@abccollege.edu</a>	Accounting	06/11/2013	9:26 PM	14.88	False
ABC College	<a href="mailto:student@abccollege.edu">student@abccollege.edu</a>	English - Writing Center	06/13/2013	3:21 PM	10.65	False

Early Alert Reporting Field on Individual Student Sessions

# Total reviewability of all session transcripts

The image displays three overlapping browser windows from the Tutor.com Client Admin Tool. The leftmost window shows the 'Client Portal' dashboard with a 'My Contract' section indicating 33% usage (4606.13 / 13928 hours used) and a 'My Account Team' section featuring Lauren Lobdell. The middle window shows the 'Individual Student Sessions Report' with a table of sessions and search filters. The rightmost window shows a 'Session Transcript' for a Math - Algebra session on 10/25/2017, with a transcript viewer overlay showing a list of messages.

**Client Portal Dashboard:**

- My Dashboard | User Accounts | Bulk Loader | On-Demand Rep
- All data current as of: 9/26/2017
- My Contract**  
Default Contract Group - Contract ID 3836  
33% USED  
4606.13 / 13928 hours used (33%)  
9321.67 hours remaining (67%)  
Contract ends 4/14/2018
- My Account Team**  
Lobdell, Lauren  
Client Service Manager  
Denver, CO  
lauren.lobdell@tutor.com  
(646) 619-8201
- Fast Facts**  
Location: All | Center Name: All  
775 sessions  
27 Early Alerts  
35.52 avg. session length  
4.59/ avg. student rating

**Individual Student Sessions Report:**

Student Username	Tutor Display Name	Subject	Grade/C ID
130016267	Atanas K	Math - MATH510	College
130016267	Atanas K	Math - MATH510	College
130052870	Lynn S	Writing - Live Writing Help - All Courses	College
130067932	Zoe 289 F	Writing - Live Writing Help - All Courses	College
130098421	William P	Math - MATH200 - Statistics	College
130098421	Olubayode A	Math - MATH200 - Statistics	College
130098421	David B	Math - MATH200 - Statistics	College
130098421	Gonzalo D	Math - MATH200 - Statistics	College
130098421	Michelle H	Math - MATH200 - Statistics	College
130130783	Jamie P	Math - MATH104	College

**Session Transcript - Math - Algebra, 10/25/2017 12:33PM:**

Session Date: 10/25/2017 12:33PM ET  
Length: 4.2 minute(s)  
Subject: Math - Algebra

Print Transcript  
Replay Session  
Review Audio of Voice Session 1  
View Voice Transcript

**SYSTEM (System)**  
[00:00:00] \*\*\* Please note: All sessions are recorded.

**Jake (Customer)**  
[00:00:00] \*\*\* The student has 99 minutes remaining.

**SYSTEM (System)**  
[00:00:00] Tool Added > Whiteboard

**Jake (Customer)**  
[00:00:00] test test tets

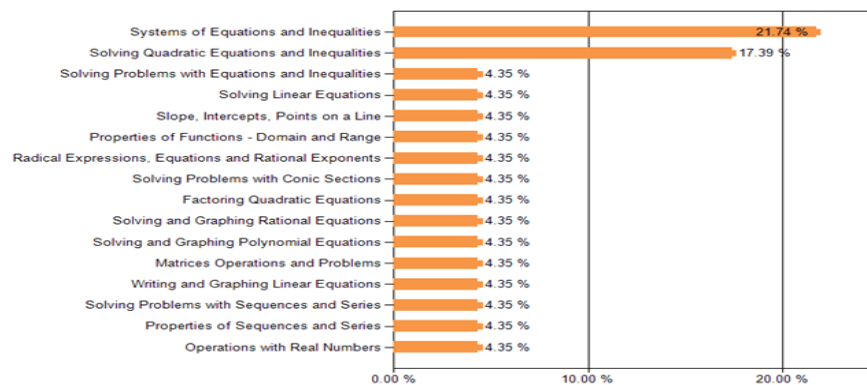
**Transcript Viewer:**

- [Student] How about now
- 7 00:00:47,104 --> 00:00:53,248
- [Tutor] Let me just
- 8 00:01:19,872 --> 00:01:26,016
- [Student] Okay Alka-Seltzer Plus with acetaminophen for pain relief
- 9 00:01:26,272 --> 00:01:32,416
- [Student] Phenylephrine HCl nasal decongestant and antihistamine
- 10 00:01:32,672 --> 00:01:38,816
- [Student] Honey lemon zest

# Topic Drilldown Report

If you would like to take a deeper look at areas of greatest need for your students, you can generate topical reports by subject and/or course on the Topic Drilldown tab.

Topics	Percentage of Total
<b>Conic Sections</b>	4.35%
Solving Problems with Conic Sections	4.35%
<b>Exponential and Logarithmic Functions</b>	4.35%
Radical Expressions, Equations and Rational Exponents	4.35%
<b>Functions</b>	4.35%
Properties of Functions - Domain and Range	4.35%
<b>Linear Functions</b>	39.13%
Slope, Intercepts, Points on a Line	4.35%
Solving Linear Equations	4.35%
Solving Problems with Equations and Inequalities	4.35%
Systems of Equations and Inequalities	21.74%
Writing and Graphing Linear Equations	4.35%
<b>Matrices</b>	4.35%
Matrices Operations and Problems	4.35%
<b>Polynomials</b>	8.70%
Solving and Graphing Polynomial Equations	4.35%
Solving and Graphing Rational Equations	4.35%
<b>Quadratic Functions</b>	21.74%
Factoring Quadratic Equations	4.35%
Solving Quadratic Equations and Inequalities	17.39%
<b>Real Numbers</b>	4.35%
Operations with Real Numbers	4.35%
<b>Sequences and Series</b>	8.70%
Properties of Sequences and Series	4.35%
Solving Problems with Sequences and Series	4.35%





# Monthly Reports Archive

For monthly report recipients, you can access all archived monthly reports on the monthly report archive tab.



## Client Portal

User Accounts Bulk Loader On-Demand Reports **Monthly Report Archive**

### Monthly Report Archive

If you have any problems viewing these reports, please [contact us](#) at your convenience.

2016 April Report By Location With Summary	 <a href="#">.pdf</a>	 <a href="#">.xls</a>
2016 March Report By Location With Summary	 <a href="#">.pdf</a>	 <a href="#">.xls</a>
2016 February Report By Location With Summary	 <a href="#">.pdf</a>	 <a href="#">.xls</a>
2016 January Report By Location With Summary	 <a href="#">.pdf</a>	 <a href="#">.xls</a>
2015 December Report By Location With Summary	 <a href="#">.pdf</a>	 <a href="#">.xls</a>
2015 November Report By Location With Summary	 <a href="#">.pdf</a>	 <a href="#">.xls</a>
2015 October Report By Location With Summary	 <a href="#">.pdf</a>	 <a href="#">.xls</a>
2015 September Report By Location With Summary	 <a href="#">.pdf</a>	 <a href="#">.xls</a>
2015 August Report By Location With Summary	 <a href="#">.pdf</a>	 <a href="#">.xls</a>

# Course Data for Instructors

01 > ACTG101: Accounting Principles

Hi there! Looks like you've signed in to Tutor.com as an administrator or faculty member. You can connect with a tutor below, but if you're looking for data on how your students use Tutor.com, visit our Client Portal now.

[Take me to the Client Portal >>](#)

tutor.com

 **On-Demand Tutoring**  
Connect with a live expert now

 **Scheduled Sessions**  
Pick the tutor & time you need

 **WriteTutor™ Essay Review**  
Detailed feedback in 24 hours

 **Assessment Quizzes**  
Take a quiz to assess your skills

[My Account](#) ▾

Hi Jake!

What do you need help with today?

English ▾

Topic

Writing Center ▾

Subject

Select a subject... ▾

Enter your question

Type your question here.

Attach a File

[CONNECT NOW](#)

I want to use the Beta Classroom with audio options.

[Want to use voice chat?](#)

*Requires a microphone and speakers or a headset.*

► In course-integrated implementations of Tutor.com, faculty will have access to review their students' usage data and tutoring transcripts by visiting Tutor.com from their online course page. Once an instructor clicks over to the Tutor.com site, he/she will be recognized as the instructor for the course and they can go into the Client Portal to access reports for their section.

# Best Practices

- Visit the Client Portal regularly to check in on usage, early alerts and transcripts
- Sign leaders up for monthly reports or forward to them each month
- Share Topic Drilldown Reports with course designers and faculty
- Develop procedures to follow up with students flagged for an early alert
- Determine extra resources to help students with challenging topics and courses

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# Questions?

Contact: Marcy Melanson

[marcy.melanson@tutor.com](mailto:marcy.melanson@tutor.com)