

## FAQ for Parents

By partnering with Tutor.com, every eligible student can access no-cost, personalized online tutoring in English and Spanish, along with drop-off writing review, self-paced test prep from The Princeton Review®, and other learning resources.

### How do students access high-quality tutoring with Tutor.com?

Every eligible student in the family may create their own account by visiting **[www.tutor.com/military](http://www.tutor.com/military)**. Click on your branch of service, or DoD Civilian from the purple drop-down and follow the prompts. Note: If your child is under the age of 13, please use a parents' DOB when creating the account.

Students who are enrolled in DoDEA schools, can access Tutor.com via ClassLink. Just look for the purple Tutor.com icon in their list of apps.

### Are sessions safe?

Yes. Tutor.com complies with all applicable safety and security regulations. Tutors are rigorously vetted, and the quality specialist team ensures the integrity of sessions, which take place in our secure virtual classroom. Tutors do not receive any personal information about students.

### How are tutors selected?

The selection process is rigorous. Tutors take subject-matter exams; get education verification; undergo background checks at the county, state, and federal level; participate in interviews; and engage in ongoing quality control.

### What should students expect from a session?

Tutors provide encouraging, empowering support. They follow a Socratic method of teaching that helps guide students through the learning process. Tutors work with students to help them understand how to solve problems on their own. After each session, your student will be equipped with knowledge to help with future assignments.

### How often can students connect with a tutor? Is there a limit?

Students can connect with a tutor anytime—there is no limit. Through the DoD and CGMA funded program, students have 24/7 access to personalized tutoring and homework help.

### Can students work with the same tutor again?

Absolutely! Students can add tutors to their Favorites list so that they can schedule a future time to work together—or check to see if those tutors are available for on-demand tutoring.

### Can students review previous sessions?

Yes again! Students can click “View your previous sessions” on their account page to see transcripts of or replay previous sessions.

### How does Tutor.com help address learning gaps?

The availability of 24/7 homework help, test prep, and concept review for every student allows students to accelerate their learning and get support—anytime, anywhere, on any internet-connected device.

### How does Tutor.com support socio-emotional learning?

In addition to our academic subjects, our tutors also offer tutoring in study skills subjects that help drive student success. These include notetaking, organizational skills, stress management, healthy habits, and more—available in both English and Spanish.

**Questions? Please contact  
[militarysupport@tutor.com](mailto:militarysupport@tutor.com)**