

Tutor.com Learning Suite presentation FAQs

1- What is the Tutor.com Learning Suite?

The Tutor.com Learning Suite offers one-to-one tutoring and homework help, real-time writing assistance and 24/7 access to subject-specific resources for K-12 students, college students and adult students. The Suite includes three services:

K-12 Student Center - Help from expert tutors in academic subjects, preparing for tests, writing essays, completing homework assignments and much more.

College Center - Help from expert tutors or career specialists with schoolwork, GED prep or resume writing.

Adult Career Center - Help from expert tutors or career specialists for resume and cover letter writing, job searching, GED prep, Citizenship test prep or with school work.

2- How do I connect to the Tutor.com Learning Suite?

Visit www.myarmyonesource.com/cyss_tutor and complete the one-time registration process. Once you've received your password via email, return to login.

To receive one-to-one live assistance from an expert tutor, select the subject you want help in and complete the pre-session questions. You'll be connected to the appropriate tutor in the online classroom.

If you want to use one of the subject-specific resources in the SkillsCenter™ Resource Library, simply click on the subject you want help in or enter a keyword to search for materials.

3- What hour are live tutors available?

Live tutors are available 24 hours a day, 7 days a week.

4- Who is eligible?

For families and spouses of: Active, Wounded, Reserve Component, National Guard and Army civilians (including Survivors).

5- Who are the tutors?

The tutors are certified teachers, professors, graduate school students, professionals, and undergraduate students attending accredited universities. Every tutor is background checked by a third party security firm and certified through Tutor.com

6- Who helps with resumes?

The career specialists are either certified resume writers or they have completed professional development seminars created by a certified career counselor. The career specialists can help write or review resumes and cover letters.

7- Can I print or email my session?

Yes. At the end of your one-to-one session, you may print the session which will include all of the chat between you and your tutor or career specialist, all of the whiteboard content and links to any websites you used. You may also email a link to a transcript of your session that you can save and replay. Tutor.com does not store any email addresses.

8- Do I need to have Silverlight installed to use the Learning Suite?

We recommend that you use Silverlight with the Learning Suite. It is available for free at: <http://www.microsoft.com/silverlight/resources/install.aspx>. If you do not have Silverlight, you can still use the Learning Suite with Adobe Flash.

9- Does Tutor.com collect any personal information? What about when emailing a session?

No. Tutor.com never collects any personal information. The sessions are private and anonymous. Tutor.com does not collect email addresses.

10- What is Live Homework Help® and Live Tutor?

Live Homework Help is an award-winning service that connects a K-12 student to a certified tutor for a one-to-one learning session in an online classroom. Live Tutor connects a college student or an adult to a certified tutor or career specialist for a one-to-one learning session, resume writing session, GED prep or to prepare for the Citizenship test in an online classroom. The online classroom includes live chat, an interactive whiteboard with tools including drag and drop shapes, math formulas, eraser tool and much more. Tutors and students may also browse the web and share files back and forth.

11- What is the ProofPoint™ Real-Time Writing Center?

ProofPoint is a unique real-time writing center that enables a student of any age to connect to a tutor to get real-time writing assistance. Tutors can help proof read and/or review essays, papers, book reports, creative writing assignments and much more in real-time. Tutors offer writing strategies and help students with their writing skills.

12- What is the Skills Center™ Resource Library?

The SkillsCenter Resource Library which includes thousands of vetted, subject-specific resources such as worksheets, tutorials, practice exams, standardized test information, resume templates, tips for helping kids with homework, financial literacy tools and much more.

13- What subjects and grades are covered?

Students of any age including K-12, college students and adult students can get help in:

Math: Elementary, Basic, Mid-Level (Middle Grades), Algebra I, Algebra II, Geometry, Trigonometry, Calculus, Statistics

Science: Elementary, Earth Science, Biology, Chemistry, Physics

English: Vocabulary, Grammar, Writing Center, Literature
Social Studies

14- Which services are available in Spanish?

Students of any age may receive help in any math, any science or social studies from bilingual tutors. Students preparing for the GED or Citizenship test may receive help from bilingual tutors. Resume help is not provided in Spanish at this time.

15- What is the average length of a Live Homework Help/Live Tutor session? What if I still have more questions?

The average length of a one-to-one session is about 20 minutes. Tutors will work with you until the question at hand as come to an educationally sound conclusion. Tutors will help you with 1-2 questions. If you have more than 1-2 questions, we ask you to log back in and connect to another tutor.