



Tutor.com To Go™ FAQs

1. What is Tutor.com To Go™

Tutor.com To Go™ is the mobile companion for Tutor.com's online tutoring and career services. It is the only education app that makes personalized anytime, anywhere learning a reality by connecting a student to a professional tutor for a high quality learning session from their iPhone, iPod Touch or iPad.

2. How does Tutor.com To Go™ work?

Tutor.com To Go works very similarly to our web-based online tutoring service but it has been optimized for the mobile environment. Students must have an account through the institution that offers Tutor.com (their school, library, corporation or military) or a consumer account. Then the student simply logs in and can connect to a tutor during their institution's program hours. All students have 24/7 access to their saved sessions, resources in their locker and over 9,000 vetted materials from the SkillsCenter™ Resource Library.

3. Can a student connect to a tutor?

A student can connect to a tutor for math, science, English or social studies help. Job seekers can connect to a career tutor for help with resumes, interview prep and more. At this time, Tutor.com does not offer our En Espanol tutoring from the mobile app.

4. When can students access a tutor using Tutor.com To Go?

Students can connect to a tutor during their Tutor.com program hours. Libraries and schools set their own hours. The military service and consumer service is available 24/7. All students can access their sessions, locker and the SkillsCenter 24/7.

5. How is the learning experience different than what a student gets from the web-based product?

Students receive the same high quality learning experience that they have come to expect from our web-based service. Tutors work the same way with students – assessing what they already know and what skill they need to master to address their question. The iPhone and iPad have learning environments that are optimized for the respective devices. For example, in the iPad the student has a simplified whiteboard which includes a pencil tool, square and circle tool and eraser to help illustrate problems.

6. Can a student see their past sessions?

All sessions a student has with a tutor are automatically saved and available to review 24/7 from their mobile device as well as computer. Students simply login to their account to access the sessions.

7. Can a job seeker get career help?

Job seekers can connect to a career tutor to receive help with a resume, prepare for an interview and much more. Job seekers can easily share their resume from their locker in a mobile session or even take a picture of their resume or cover letter to share with their tutor.

Tutor.com To Go™



8. Is there any difference between the iPhone/iPod Touch experience and the iPad experience?

The quality of the tutoring experience is not different. The overall experience is quite similar. The key difference is the whiteboard functionality. Here's how they compare:

iPhone/iPod Touch	iPad
<ul style="list-style-type: none">• Connect to a tutor• Review past sessions• Keep resources in your locker• Take pictures with your device and keep them in your locker• Access the SkillsCenter	<ul style="list-style-type: none">• Connect to a tutor• Review past sessions• Keep resources in your locker• Take pictures with your device and keep them in your locker• Access the SkillsCenter
<ul style="list-style-type: none">• Session environment<ul style="list-style-type: none">- Use text-chat- Share files from your locker- Tutor sends "picture" of the whiteboard to the student. The student does not have the ability to draw on the whiteboard. The student views what the tutor sends him/her.-	<ul style="list-style-type: none">• Session environment<ul style="list-style-type: none">- Use text-chat- Share files from your locker- Student has access to a simplified whiteboard with pencil, square, circle, color picker and eraser. Can interact on the whiteboard with the tutor. The student can use the touch screen to use all the tools.
<ul style="list-style-type: none">• Complete a brief survey<ul style="list-style-type: none">-Rate the tutor-Recommend to a friend- Leave a comment	<ul style="list-style-type: none">• Complete a brief survey<ul style="list-style-type: none">-Rate the tutor-Recommend to a friend- Leave a comment

9. Can a student access their account on any device?

A student can login to their personal account from their computer, iPhone, iPod Touch or iPad. Tutor.com is working on developing an Android app.

10. Are the tutors on a mobile device?

No. Tutors will continue to use computers to connect with students.

11. Does the tutor know that the student is on a mobile device?

Yes. The tutor knows that the student is connecting to them from a mobile device. This information is automatically sent to the tutor along with the student's question.

12. Is there tech support for Tutor.com To Go?

Tutor.com offers phone and email tech support for Tutor.com To Go. A link to support information is available on the login screen.

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13. Where do students go to download the app?

Students can go to www.tutor.com/togo to download the app. It is available in the Apple iTunes store.

14. How is a student authenticated?

Every student must login to their personal account. This account is associated with their Tutor.com program either from a library, school, the military or a consumer account.

15. Will mobile sessions be included in my reports?

All mobile sessions will be counted in reports but not called out as coming from a mobile device. If necessary, Tutor.com can report the number of sessions that came from a mobile device by request.

16. When will you have an app for Android?

Tutor.com plans to develop an app for Android.



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