

# Using the Tutor.com Client Portal

Through your institution's partnership with Tutor.com, your students have 24/7 access to expert tutors—providing them with personalized help, so they can stay on track in your class.

As an instructor, this service can also be an asset to you via the Tutor.com Client Portal. The Client Portal gives you access to valuable information about your students who use the Tutor.com service. In the Portal you'll find key info like number of student sessions, student ratings and the specific topics within your course where students are requesting support.

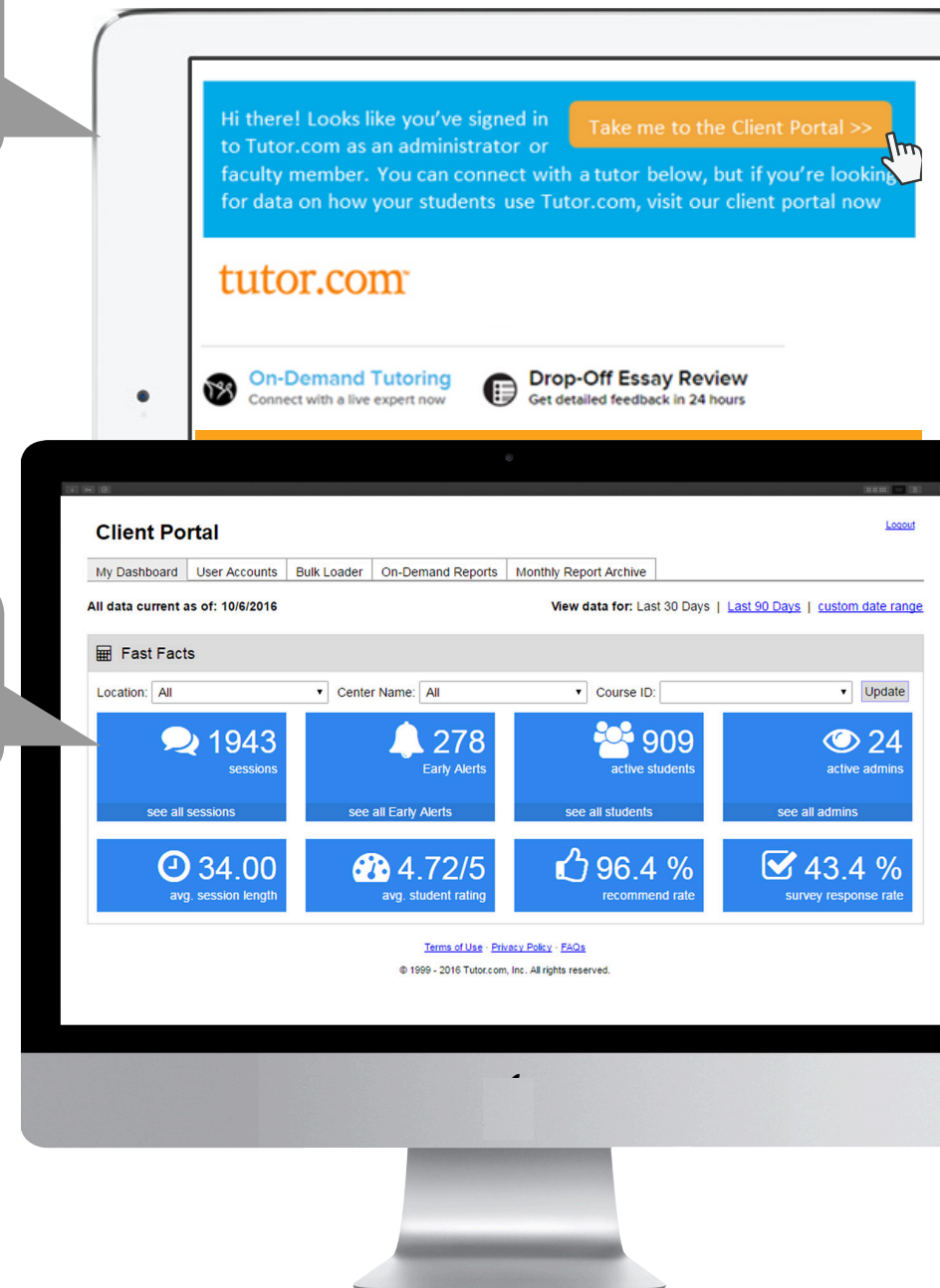


## 1 How do I access this data?

After logging in to Tutor.com through your course page, the site will recognize you as an instructor and give you access to the Client Portal, where your Dashboard will be visible.

## 2 What can I find on my Dashboard?

Here you can view fast facts about your program like number of sessions, average session length, and average student rating.

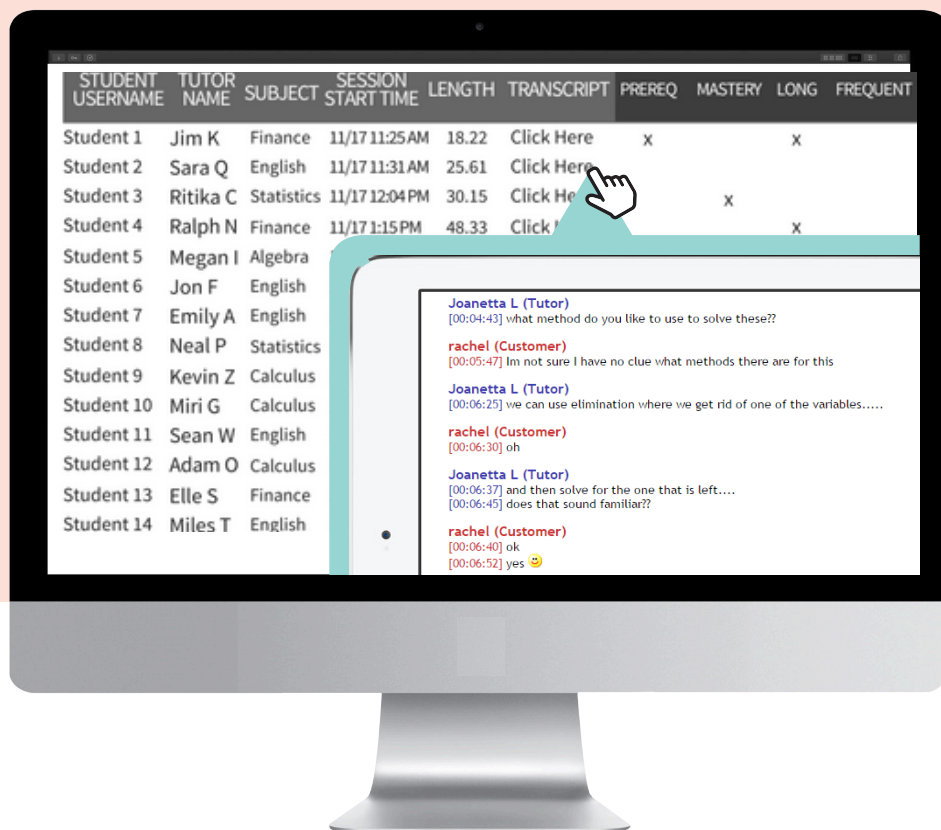


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## 3 What data is available?

You have access to a variety of on-demand reports. Click the “On-Demand Reports” tab to review reports on individual sessions and a list of topics your students have sought help for. Reports can help identify which students are taking advantage of tutoring and could use extra help.

You can see information about specific students who've accessed tutoring services as well as the topics in which they are seeking help. You may learn, for example, the students in your Algebra 101 class are requesting help most often in solving linear equations.



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Want instant notifications on students that are struggling? Opt in to **Early Alerts** to receive information on students that may be having trouble in your course. At the end of each session, tutors diagnose the student's performance and will initiate an Early Alert notification if he/she meets a set of criteria. You can also view Early Alerts via on-demand reports (shown on previous page).



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What **Early Alerts** are available?



## Low Prerequisite Knowledge

When the tutor determines a student lacks foundational knowledge in the session's topic.



## Low Content Mastery

When the tutor determines a student failed to demonstrate mastery of key content.



## Unusually Long Session

When a student spends 75% longer than the average student in the same content area.



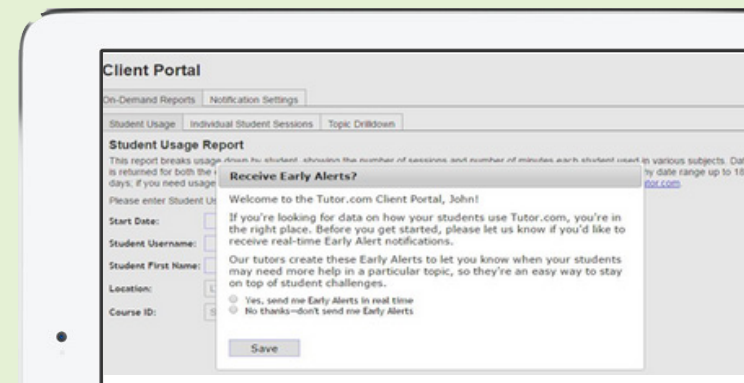
## Frequent Subject Request

When the student connects for tutoring help 7+ times in the same subject over a 7 day period.

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How do I receive **Early Alerts**?

Opt in when you connect to the Client Portal for the first time or select your email options from the notification settings on your account page in your dashboard.



## What's Next?

Log in to the portal regularly to see where your students are seeking help. Leverage the data available to you so you can better help students progress through your course successfully. We also encourage you to spread the word to your students about this valuable resource embedded within the course.