

# Client Portal Handbook



Data & analytics to support our  
K-12 partners in education



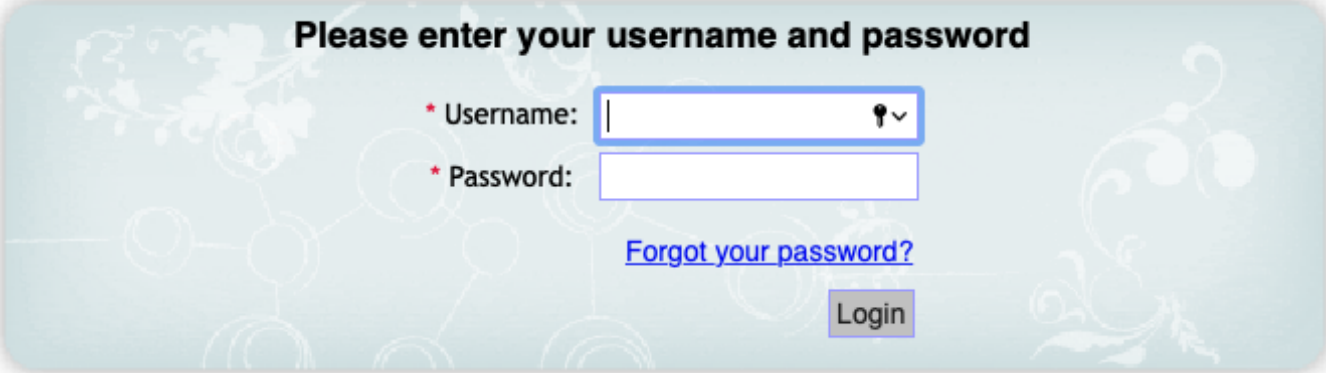
tutor  
.com™

# The Client Portal

Visit your program's Tutor.com admin site to access your Client Portal data and analytics.

## Website

Your program's Client Portal can be found at your specific Tutor.com URL + /admin. For example:  
[www.tutor.com/yourschool/admin](http://www.tutor.com/yourschool/admin)



The screenshot shows a login form with the following elements:

- Title: **Please enter your username and password**
- Username field: Labeled "Username:" with a red asterisk, followed by a text input box and a dropdown arrow.
- Password field: Labeled "Password:" with a red asterisk, followed by a text input box.
- Link: [Forgot your password?](#)
- Button: **Login**

## Access

Each administrator will be provided login credentials. If you have any trouble accessing your account, contact your Client Services Manager (CSM).



# Admin Tools

3 main areas provide administrative support features:

## **Client Portal Dashboard & Account Management**

Get at-a-glance information about your program's usage and manage your student accounts.

## **Automated & On-Demand Reports**

Receive an automated monthly report and run different reports as needed for insight into usage trends.

## **Early Alert Notifications**

View Early Alerts for students and monitor for possible intervention.



# Dashboard

Monitor your contract, find account team information, and view up-to-date **Fast Facts** each time you log in.

## At-a-Glance Information

Pro Tip: Change the Fast Facts date range using these links.



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

[My Dashboard](#) [User Accounts](#) [Bulk Loader](#) [On-Demand Reports](#)

All data current as of: 7/9/2020 View data for: [Last 30 Days](#) | [Last 90 Days](#) | [custom date range](#)

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**My Contract**

Default Contract Group - Contract ID 5016

**80% USED**

2251.14 / 2800 hours used (80%)  
548.86 hours remaining (20%)  
Contract ends 9/25/2024

**My Account Team**

**Meg Sauve**  
Client Services Manager  
Richmond, VA  
✉ [Meg.Sauve@tutor.com](mailto:Meg.Sauve@tutor.com)  
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**Lauren Lobdell**  
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**Fast Facts**

Location:  Center Name:  [Update](#)

<b>11</b> sessions <a href="#">see all sessions</a>	<b>5</b> Early Alerts <a href="#">see all Early Alerts</a>	<b>4</b> active students <a href="#">see all students</a>	<b>4</b> active admins <a href="#">see all admins</a>
<b>24.24</b> avg. session length	<b>4.50/5</b> avg. student rating	<b>100.0 %</b> recommend rate	<b>18.2 %</b> survey response rate



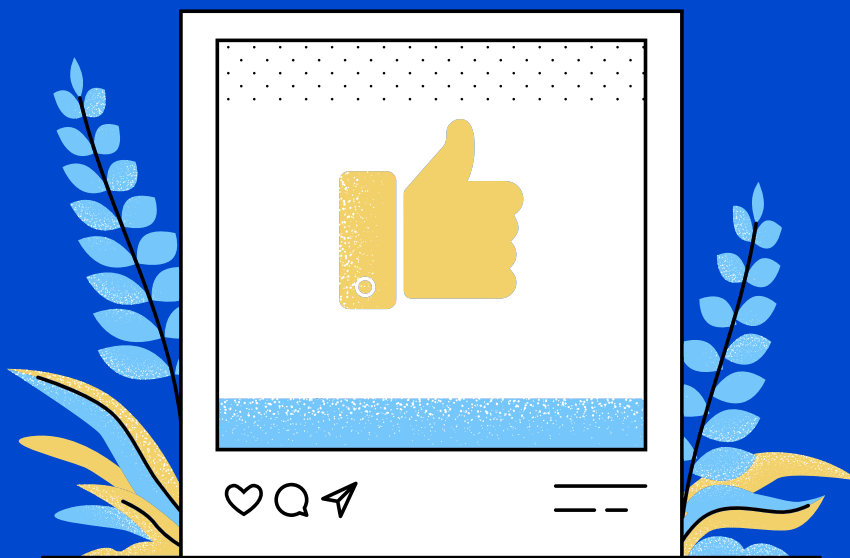
# User Accounts

Add, edit, activate, and deactivate users whenever you need.

## How-to Video

Confused on how to make an addition or edit an account?

[Check out this 2-minute video](#) to learn more.



## Pro Tip:

When adding a new login, select "Administrator Sets Password."

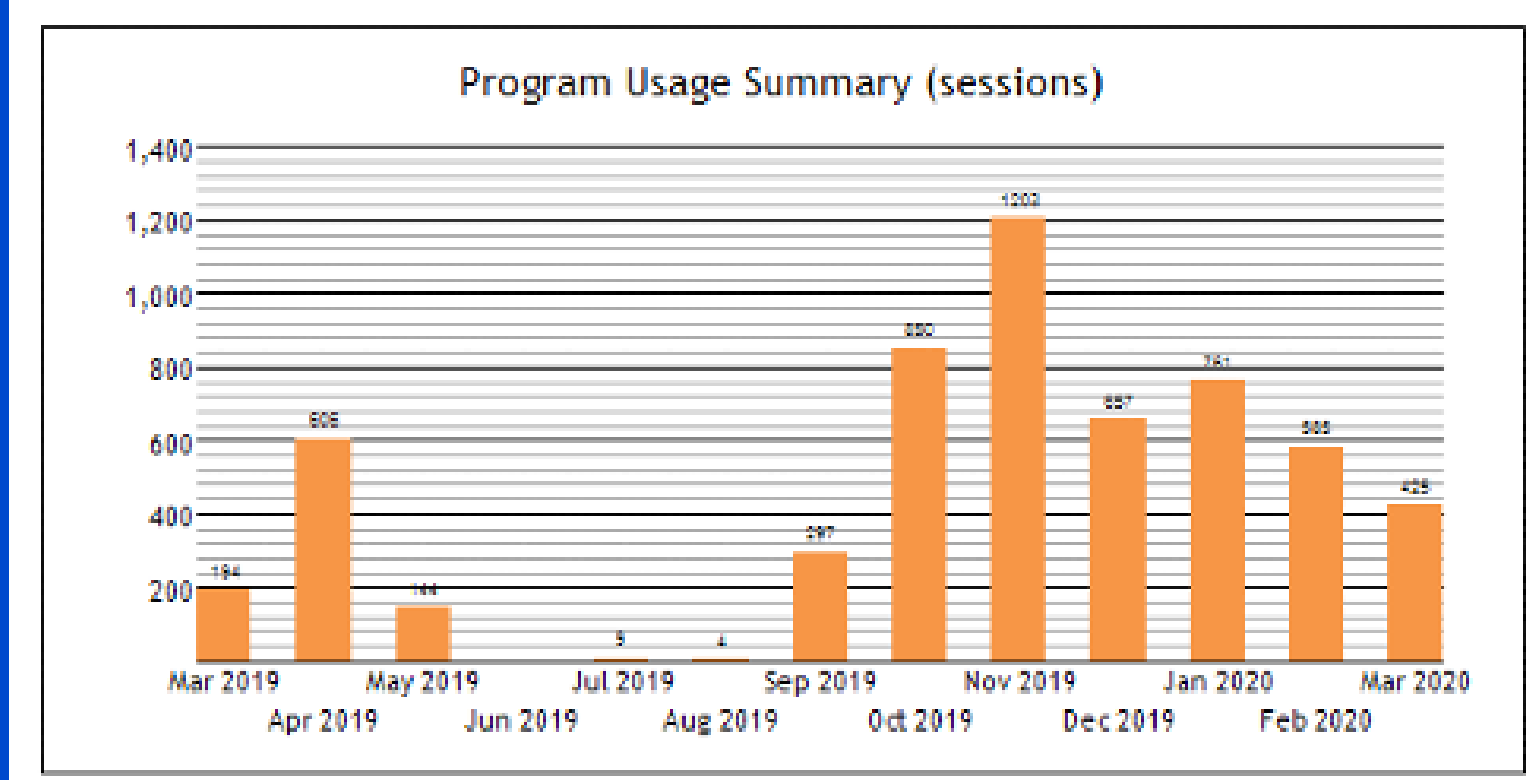


# Monthly Report

- Provides a month-to-month look at your Tutor.com usage, including session numbers, hours used, locations, subjects, and feedback
- Delivered automatically to designated recipients



# On-Demand Reports



## Data at Your Fingertips:

- **Program Snapshot:** Similar to the monthly report, run for any date range up to 180-days
- **Student Usage:** Summary of usage per student with subjects and hours
- **Individual Student Sessions:** Detailed breakdown of each session in the reporting period
- **Topic Drill-Down:** View topics and subtopics of sessions
- Use *date range*, *student name*, and *location* filters as needed
- All reports can be exported into Excel or PDF format



# Program Snapshot

- Get the same data as the monthly report, including student feedback, for any date range up to 180 days
- Great for month-to-month usage comparisons!

This report provides a high-level overview of overall program usage, including subjects accessed, tutoring hours used, and aggregate student-satisfaction feedback. Unedited student comments are also included. 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).

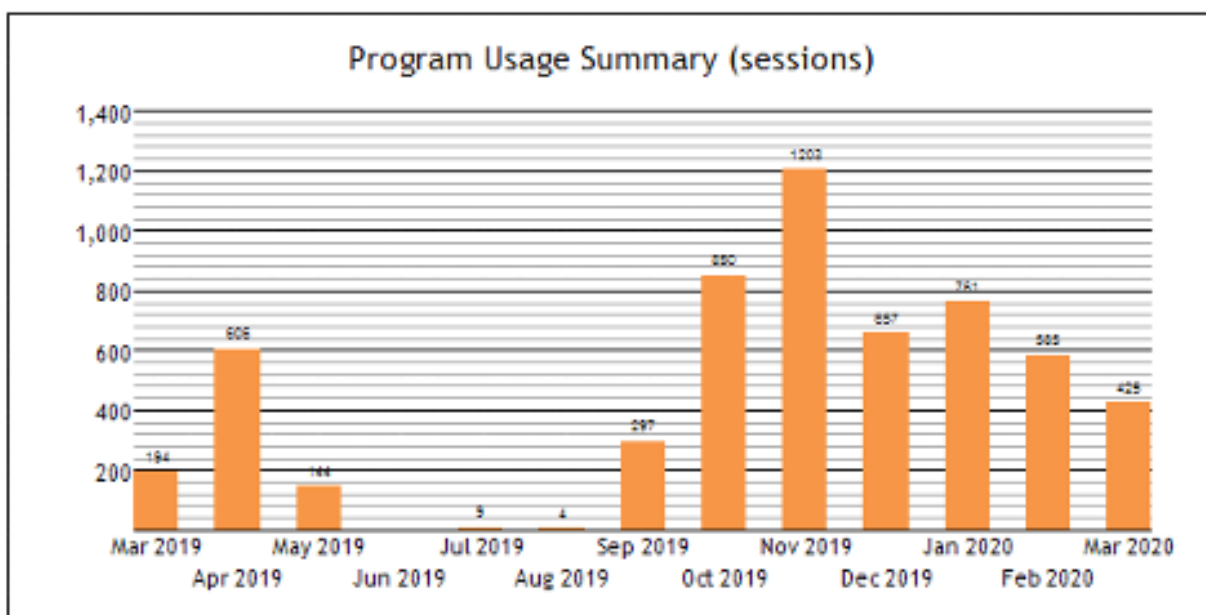
**IMPORTANT NOTE:** All reports generate data from midnight ET on your selected Start Date to midnight ET on your selected End Date. When selecting the Start Date and End Date parameters for your report, please select an End Date *after* the last day you wish to include in the resulting data set.

Please enter Program Snapshot Report parameters:

Start Date:  End Date:

[View Report](#)

1 of 1 | Select a format | Export



## Usage by Location

### TOTAL SERVED

- Live one-to-one Session (Kennedy High School)
- Live one-to-one Session (Northridge High School)
- Live one-to-one Session (Northridge High School)
- Live one-to-one Session (Northridge High School)
- Live one-to-one Session (Northridge High School)

2483
321
...

### 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.
- Rhiana, she is the best tutor in this program.
- Shoban's help was great, she spot my mistake immediately.





# Student Usage

- Reflects individual students' use of the service over time
- View cumulative tutoring usage as well as time used during a specific reporting period

## Student Usage Report

This report breaks usage down by student, showing the number of sessions and number of minutes each student used in various subjects. Data is returned for both the date range you specify and the lifetime of each student's account. 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 Student Usage Report parameters:

Start Date:	<input type="text" value="09/01/2019"/>	End Date:	<input type="text" value="12/01/2019"/>
Student Username:	<input type="text"/>	Student Email:	<input type="text"/>
Student First Name:	<input type="text"/>	Student Last Name:	<input type="text"/>
Location:	<input type="text" value="Daniel High School"/>	Center Name:	<input type="text" value="All"/>

[View Report](#)

1 of 1 | Select a format | Export

UserID	First Name	Last Name	Email	Username	Access Point	Start Date	Subjects	Total Minutes Used	Minutes Used this period	Total Sessions	Sessions this period	Total Early Alerts	Early Alerts this period
11234	Robert	Jackson		robjackson.2025	Daniel High School	2/12/2019	ALL	46.34	6.87	9	3	4	1
							ACT Test Prep - Math - Trigonometry	1.67	1.67	1	1	0	0
							Math - Middle School Math	40.84	1.37	7	1	3	0
							Math - Statistics	3.83	3.83	1	1	1	1
34761	Laura	Lopez		lauralopez.2024	Daniel High School	2/12/2019	ALL	64.12	1.05	6	1	3	0
							Math - Geometry	8.15	0.00	1	0	1	0
							Math - Middle School Math	55.97	1.05	5	1	2	0
39001	Sara	Smith		sarasmith.2024	Daniel High School	2/12/2019	ALL	90.89	12.53	8	1	2	0
							English and Writing - Reading	12.53	12.53	1	1	0	0
							English and Writing -	38.88	0.00	1	0	1	0



# Individual Student Usage

- Get the nitty-gritty detail
- Access each individual session your students conduct
- Review the individual session transcripts
- View Early Alerts

## 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:	<input type="text" value="01/01/2019"/>	End Date:	<input type="text" value="06/30/2019"/>	Early Alert Filter: <input type="checkbox"/> Prerequisite Knowledge <input type="checkbox"/> Content Mastery <input type="checkbox"/> Unusually Long Session <input type="checkbox"/> Frequent Subject Request
Student Username:	<input type="text"/>	Student Email:	<input type="text"/>	
Student First Name:	<input type="text"/>	Student Last Name:	<input type="text"/>	
Location:	<input type="text" value="All"/>	Center Name:	<input type="text" value="All"/>	
<input type="button" value="View Report"/>				

1 of 1 | Select a format | Export

Location	Userid	Student First Name	Student Last Name	Student Email	Student Username	Tutor Display Name	Subject	Grade/Course ID	Center Name	Session Start Time	Length
East River High School	36718	Jarrold	Riley		jarrodriley.2024	Robin S	Math - Middle School Math	6th	Math	04/18/2019 01:42 PM	6
East River High School	36718	Jarrold	Riley		jarrodriley.2024	LAVEEN K	Math - Middle School Math	6th	Math	04/18/2019 01:57 PM	12
Daniel High School	26498	Lisa	Yang		lisayang.2024	SirishChand P	Math - Middle School Math	6th	Math	04/18/2019 02:10 PM	6
Kennedy High School	66753	Juan	Lopez		juanlopez.2025	Judy W	Math - Middle School Math	6th	Math	04/18/2019 02:25 PM	3



# Topic Drill-Down

View specific topics and subtopics as identified by the tutor

*Example: A math session can be further labeled as Algebra, and then Graphing Linear Equations*

## Topic Drilldown Report

This report shows the specific topics and subtopics students requested help with in your selected subject. 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 Topic Drilldown Report parameters:

Start Date:  End Date:  Early Alert Filter:  
 Prerequisite Knowledge  
 Content Mastery  
 Unusually Long Session  
 Frequent Subject Request

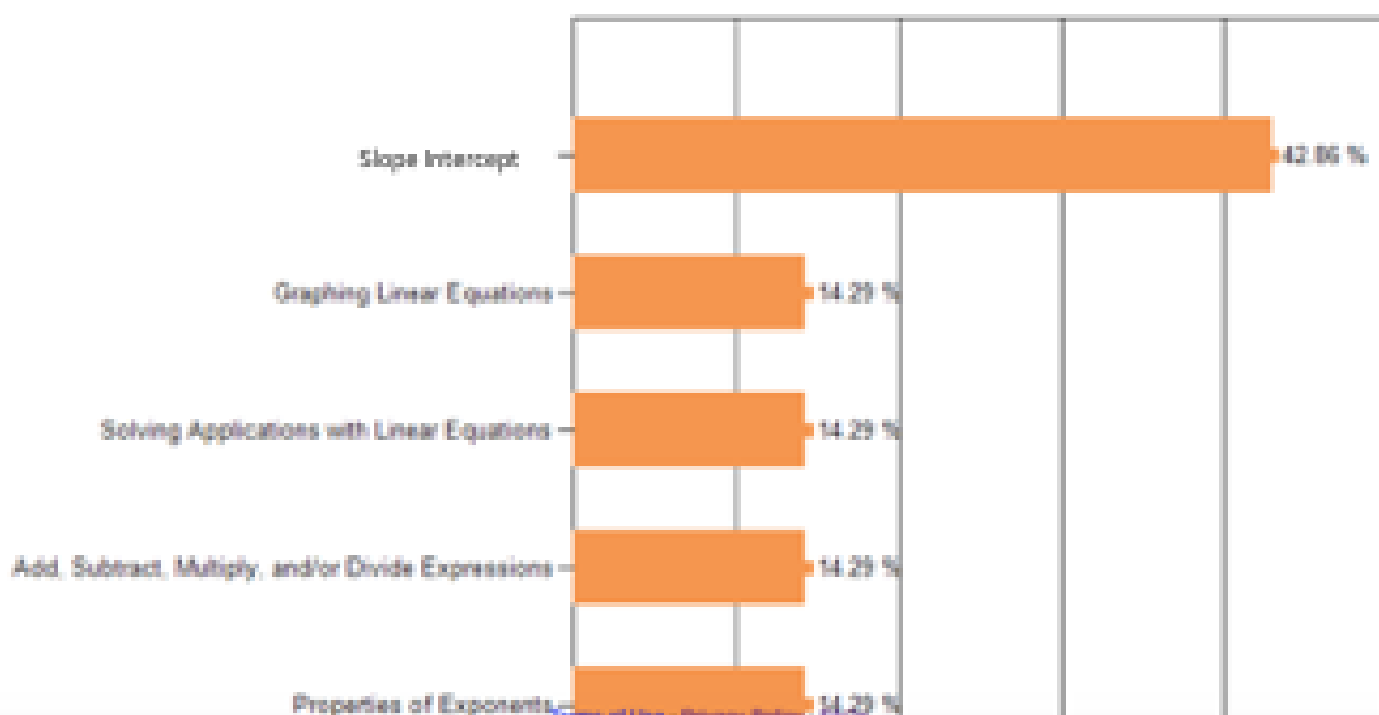
Location:  Center Name:

Subject:

[View Report](#)

1 of 1 | Select a format | Export

Topics	Percentage of Total
<b>Algebraic Expressions</b>	<b>14.29 %</b>
Add, Subtract, Multiply, and/or Divide Expressions	14.29 %
<b>Linear Equations</b>	<b>28.57 %</b>
Graphing Linear Equations	14.29 %
Solving Applications with Linear Equations	14.29 %
<b>Slope Intercept Equations</b>	<b>42.86 %</b>
Slope Intercept	42.86 %
<b>Radical, Exponential and Logarithmic Equations and Functions</b>	<b>14.29 %</b>
Properties of Exponents	14.29 %



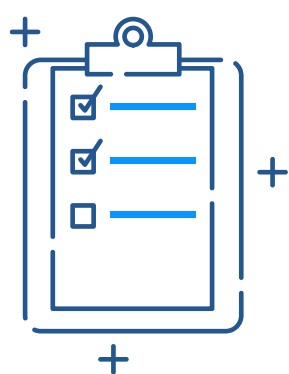
# Early Alerts

Taking insight from the tutors, admins may receive up to four unique Early Alerts if it appears that a student needs additional academic support.



## Prerequisite Knowledge

Tutor assesses student as lacking in essential knowledge for the concept or question.



## Concept Mastery

Tutor assesses student as lacking concept proficiency during the course of the session.



## Unusually Long Session

Session lasts at least 75% longer than average for the same subject.



## Frequent Subject Request

Student seeks help in same subject at least 7 times in the same week.

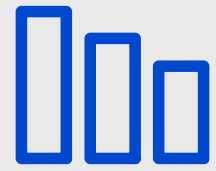


# Tips & Tricks

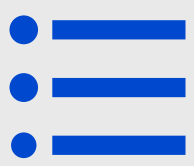
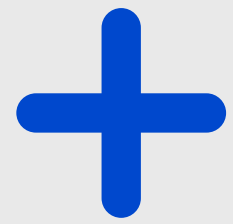
Log in to your Client Portal weekly to stay up to date on usage trends



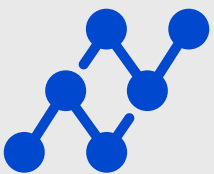
Export the Individual Student Sessions Report for pivot data in Excel



Ask your CSM to add team members or teachers to Early Alerts Notifications



Keep your CSM up to date on who needs Admin/Client Portal access and reports



Filter out Inactive Logins on User Accounts tab to hide them from view



Contact your CSM if you need reports for >180-day timeframe



# Contact Us

