GO TO WWW.TUTOR.COM

Tutor.com for U.S. Military Families™
Frequently Asked Questions

What is Tutor.com for U.S. Military Families™?

Tutor.com has developed a program specifically designed for military families and those who are being relocated by DoD for Overseas, Temporary Duty (TDY), or Contingency Operations. Tutor.com’s program is designed to support military families and those who are being relocated by DoD for Overseas, Temporary Duty (TDY), or Contingency Operations.

Who is eligible to use Tutor.com/military?

To be eligible for Tutor.com/military, students and their families must be who are being relocated by DoD for Overseas, Temporary Duty (TDY), or Contingency Operations. Tutor.com will work with DoD to accommodate as many students and families as possible.

Go to military.tutor.com to register for the program.

Who can we contact with questions?

Email military_support@tutor.com or call 1-844-629-7883 for help.

Complete and current program eligibility details are available at www.tutor.com/military/eligibility.

What are the tutors?

Every Tutor.com tutor is carefully screened and tested. Our team of more than 2,000 tutors includes certified teachers, professional and paraprofessional educators, and military spouses. Many of our tutors are affiliated with the U.S. military, as active-duty personnel, veteran, or dependents.

How do I contact the tutors?

For your convenience, you may contact a tutor via phone or email. Tutor.com supports both traditional methods of communication, including email, phone calls, and sessions via the Tutor.com software.

How many sessions can I schedule in a day?

You may schedule up to three sessions per day, per child. Each session is 30 minutes long. However, a minimum of one hour’s notice is required to cancel any appointments.

How will the tutoring sessions take place?

Tutor.com uses a proprietary online tutoring platform that enables students and tutors to connect for tutoring sessions. Sessions are conducted through the Tutor.com platform, which allows students to have access to their own learning materials, and tutors to monitor progress.

What happens if the internet connection is interrupted during a session?

If the internet connection is interrupted during a session, the tutor will notify the student and resume tutoring as soon as possible. Tutoring will be resumed from the point of disconnect until the session concludes.

What happens if the student is absent from school?

Tutor.com will work with the school to ensure that the student does not fall behind in their studies. Tutor sessions can be scheduled during absences or at other times when the student is available.

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For more information, please visit www.tutor.com/military/eligibility.