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

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

Tutor.com for U.S. Military Families (Tutor.com/military), funded by the U.S. Department of Defense (DoD) and Coast Guard Mutual Assistance (CMGA), is a program that allows eligible students in grades kindergarten through college to connect to a live tutor online at any time (24/7/361) for one-to-one help with homework, studying, test prep and more, at no cost.

Who is eligible to use Tutor.com/military?

To support DoD-affiliated personnel and their families impacted by COVID-19 disruptions, DoD Military Community and Family Policy (MC&FP) leadership has temporarily expanded eligibility for Tutor.com/military. As of April 2020, all DoD service members, civilian personnel and all dependent family members are eligible. DoD military children in grades K-12, Coast Guard families, and DoDEA students who were eligible to use Tutor.com/military prior to April 2020 will continue to access the program as usual.

Expanded eligibility to address COVID-19 disruptions is currently available through September 30, 2020. Those who are currently eligible to use Tutor.com/military at no cost:

DoD or Coast Guard Affiliation	Dependents			Service Member/ Federal Personnel
	Child (Grades K-12)	Child (College)	Spouse	
Funded by the U.S. Department of Defense (DoD)				
Army, Navy, Air Force, & Marine Corps (Active Duty, Reserve, National Guard, Wounded Warrior & Survivor of KIA)	✓	✓	✓	✓
DoD Civilians	✓	✓	✓	✓
Students attending schools operated and funded by DoDEA	✓	n/a	n/a	n/a
Cadets: DoD Service Academies	n/a	n/a	n/a	✓
Cadets: ROTC & NROTC	✓	✓	✓	✓
Funded by Coast Guard Mutual Assistance (CMGA)				
Coast Guard (Active Duty & Reserve)	✓	✓	✓	✓
Cadets and Cadet Candidates: Coast Guard Academy	n/a	n/a	n/a	✓
Coast Guard Civilians	✓	✓	✓	✓

DoD and Coast Guard military service members, civilian personnel, and dependent family members are all eligible to use Tutor.com/military when the service member is in either active/full-time or part-time/traditional drilling status, wherever they are located.

Who can we contact with questions?

Email questions about Tutor.com/military to militarysupport@tutor.com.

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

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Who are the tutors?

Every Tutor.com tutor is a carefully screened expert. Our team of more than 3,000 tutors includes certified teachers, college professors, and other professionals. We actively recruit military spouses, and many of our tutors are affiliated with the U.S. military, such as retirees and Veterans.

How does Tutor.com work?

Tutor.com has more than 3,000 background-checked tutors that provide expert, on-demand academic support, 24/7. Eligible students worldwide can access the online service from any Internet-enabled device for real-time help in more than 100 subjects, plus standardized test prep and more. Students and tutors work one-to-one in a secure online classroom; that uses text or voice chat, interactive whiteboard, graphing calculator, file sharing, text editor and more.

In addition to receiving real-time tutoring and homework help on demand, students can also choose to schedule future online tutoring sessions and submit papers for offline tutor review. Feedback on papers, essays and other writing projects that a student uploads and submits for tutor review will be available in "My Sessions" in a student's Tutor.com account within 12 hours. Regardless of how a student works with a tutor, a tutor will not simply provide answers, but will help a student learn how to approach a question and come to an answer.

Is Tutor.com safe for children to use?

Yes. Tutor.com's commitment to student safety includes a rigorous tutor screening, background check and mentoring process, plus ongoing session reviews. Students and tutors work together anonymously; no personal information is exchanged during tutoring sessions, and webcams are not used. All session activity is recorded for quality control.

Additionally, Tutor.com adheres to Federal Child Online Privacy Protection Act (COPPA) regulations. When a student creates an account, a date of birth (DOB) must be entered. Tutor.com does not store a student's DOB, but does ask for the DOB to determine whether a student is aged 13 or older. For students who are under age 13, Tutor.com account information, including email addresses, is scrambled and not stored, and some program features are disabled.

Which subjects can students get help with?

Tutor.com/military has expert tutors in over 100 subjects. Access the subject list at www.tutor.com/military.

Can a student use get help regardless of the school a student is attending?

Yes. Tutor.com/military academic support is available to all eligible students, regardless of which school they're attending or curriculum they are following. Our tutors do not "teach" topics or lessons, but rather help students better understand how to answer the questions students bring to their tutoring sessions.

Who funds the program?

Tutor.com for U.S. Military Families is funded by the Department of Defense (DoD) MWR Library Program and Coast Guard Mutual Assistance (CGMA). Those who fund the program determine eligibility for its use. Long-term availability of the program is not guaranteed and may change.

Which service members are NOT eligible to use Tutor.com/military?

Military retirees and other Federal personnel who are separated from service and no longer employed by the DoD or Coast Guard, and their family members, are not currently funded and eligible to use Tutor.com/military. Those who fund the program determine eligibility for its use. Complete program and current eligibility details and are available at www.tutor.com/military/eligibility.

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