



Faculty - Access to Tutor.com and Dashboard

Step 1: Enter the course in Blackboard you would like to access for student tutoring information.

Step 2: Click the link *Tutor.com 24/7 Online Tutoring* from your course main menu.

Accessing Tutor.com



Step 3: You will initially be brought to the student view. At the top of the page, click **Take me to the client portal**.

Hi there! Looks like you've signed in to Tutor.com as an administrator or faculty member. You can connect with a tutor below, but if you're looking for data on how your students use Tutor.com, visit our Client Portal now.

[Take me to the Client Portal >>](#)



My Account ▾



Connect
with a tutor now

Schedule
a tutoring session

Submit
a paper for review

Take
a practice quiz

Hi Vicente!

What do you need help with today? English ▾

Please take a moment to review our [honor code](#).

Topic Biology ▾ **Subject** Select a subject... ▾

How would you like to work with your tutor?

Chat Only Chat + Voice

Enter your question

Type your question here.

[Attach a File](#) CONNECT NOW

Step 4: First time access you will be prompted to select if you would like to receive Early Alerts. Make a selection.

- Early Alerts let you know when your students may need more help in a particular topic, so they're an easy way to stay on top of student challenges.

Receive Early Alerts?

Welcome to the Tutor.com Client Portal, Vicente!

If you're looking for data on how your students use Tutor.com, you're in the right place. Before you get started, please let us know if you'd like to receive real-time Early Alert notifications.

Our tutors create these Early Alerts to let you know when your students may need more help in a particular topic, so they're an easy way to stay on top of student challenges.

Yes, send me Early Alerts in real time
 No thanks -- don't send me Early Alerts

Save

Step 5: Once in the Client Portal, your landing page will be the **My Dashboard** where you can access **Fast Facts**.



Client Portal

My Dashboard | On-Demand Reports | Notification Settings

All data current as of: 2/18/2022

View data for: [Last 30 Days](#) | [Last 90 Days](#) | [custom date range](#)

Fast Facts

Location: LTI | Center Name: All | Course ID: MercerOnline - Blackboard Information Session | Update

0 sessions see all sessions	0 Early Alerts see all Early Alerts	0 active students see all students	2 active admins see all admins
0.00 avg. session length	0.00/5 avg. student rating	0.0 recommend rate	0.0 survey response rate

Below is an overview of each of the Fast Facts boxes.

Sessions: Let's you quickly see how many sessions have occurred through **all the data in current date**. If you click **see all sessions** it will take you to the On-Demand report of **Individual Student Sessions**.

Client Portal

My Dashboard | On-Demand Reports | Notification Settings

All data current as of: 9/14/2018

View data for: Last 30 Days | [Last 90 Days](#) | [custom date range](#)

Fast Facts

Location: LTI | Center Name: All | Course ID: [REDACTED] | Update

14 sessions see all sessions	4 Early Alerts see all Early Alerts	4 active students see all students	35 active admins see all admins
37.66 avg. session length	4.38/5 avg. student rating	100.0 % recommend rate	71.4 % survey response rate

Early Alerts: You can receive early alerts for students who have an unusually long session or continually request a frequent subject. If you click **see all Early Alerts** it will take you to the On-Demand report of **Individual Student Sessions**.

Client Portal

My Dashboard | On-Demand Reports | Notification Settings

All data current as of: 9/14/2018 View data for: Last 30 Days | [Last 90 Days](#) | [custom date range](#)

Fast Facts

Location: LTI | Center Name: All | Course ID: [REDACTED] Update

14 sessions see all sessions	4 Early Alerts see all Early Alerts	4 active students see all students	35 active admins see all admins
37.66 avg. session length	4.38/5 avg. student rating	100.0 % recommend rate	71.4 % survey response rate

Active Students: This reflects the number of students who are actively using the service. By clicking **See All Students**, you will be taken to an On-Demand Report of **Student Usage**.

Client Portal

My Dashboard | On-Demand Reports | Notification Settings

All data current as of: 9/14/2018 View data for: Last 30 Days | [Last 90 Days](#) | [custom date range](#)

Fast Facts

Location: LTI | Center Name: All | Course ID: [REDACTED] Update

14 sessions see all sessions	4 Early Alerts see all Early Alerts	4 active students see all students	35 active admins see all admins
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Avg. Session Length: The average session length across active students.

Client Portal

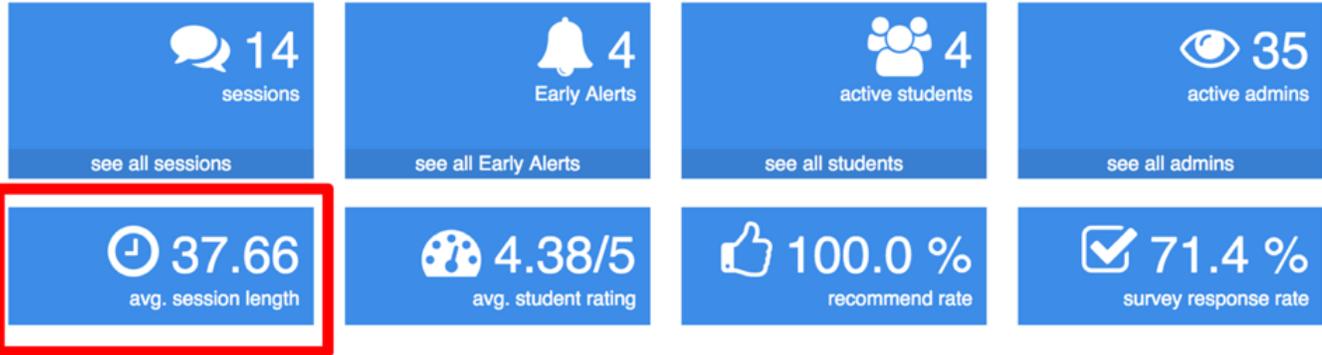
My Dashboard On-Demand Reports Notification Settings

All data current as of: 9/14/2018

View data for: Last 30 Days | [Last 90 Days](#) | [custom date range](#)

Fast Facts

Location: LTI Center Name: All Course ID: [REDACTED] Update



Avg. Student Rating: Students are given the opportunity to complete a quick survey at the end of a tutor session. This is the average rating across all responses.

Client Portal

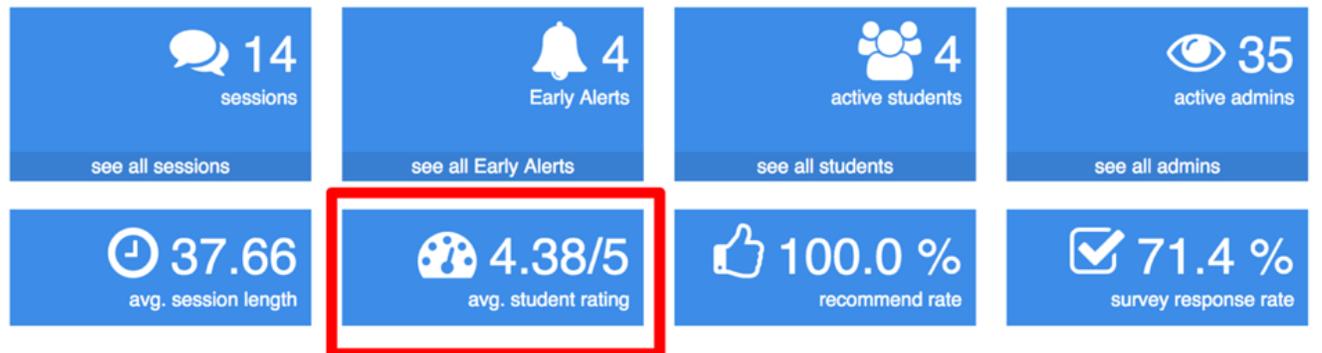
My Dashboard On-Demand Reports Notification Settings

All data current as of: 9/14/2018

View data for: Last 30 Days | [Last 90 Days](#) | [custom date range](#)

Fast Facts

Location: LTI Center Name: All Course ID: [REDACTED] Update



Recommend Rate: The % of students users that would recommend this service.

Client Portal

My Dashboard | On-Demand Reports | Notification Settings

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Fast Facts

Location: LTI | Center Name: All | Course ID: [REDACTED] | Update

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Survey Response Rate: The % of responses from all students offered the survey.

Client Portal

My Dashboard | On-Demand Reports | Notification Settings

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Fast Facts

Location: LTI | Center Name: All | Course ID: [REDACTED] | Update

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Any questions please don't hesitate to contact Tutor.com at clientsupport@tutor.com or MercerOnline at merceronline@mccc.edu

