TUTR Tuscaloosa Mobile App
Frequently Asked Questions

General FAQs

1. How do I use the TUTR Mobile App?
   a. Search "TUTR Mobile App" in the App Store or Google Play and install the app. Afterwards, complete your profile including your payment information. ** Be sure you agree to turn on your location services, without the location services you won't be able to use the TUTR Mobile App. IF you are a student you can view the local tutors in your area that are available and request them on-demand. If you are a tutor then you can go Online and wait for a student to request your services.
2. Is there any cost?
   a. TUTR is free to download. Students pay only the tutor's rate. Tutors pay a Service Fee only after a completed session.
3. How do I report an issue with another user?
   a. Firstly, trust your instincts and use your best judgement when engaging with new users, especially In-person. If you ever feel you're in an emergency situation, call 911 immediately.
   b. Block users on the TUTR app *(using the 'Report' button)*
   c. Rate and Review Tutors
   d. Personally contact our TUTR Representative

Student FAQs

1. How does it work?
   a. Open the TUTR map. Select a tutor. Send a request. Receive a price. Confirm a session.
2. When do I request a tutor?
   a. TUTR is on-demand & students should request tutors only at the moment they need them.
3. How do I pay the tutor?
   a. Students should immediately pay tutors through the Stripe Payment Page in the TUTR Mobile App after a completed tutoring session.
4. Do I travel to the tutor?
   a. NO. Tutors will come to you. Please complete all in-person sessions in a public place.
5. What if I cannot find a tutor?
   a. No worries. We are new but growing fast and doing everything in our abilities to increase available tutors. TUTR is 24/7 and available through Text so try anytime you have a spare 30 minutes. Also, let us know if you couldn't find the tutor you were looking for, and we'll increase our recruitment in that area.

Tutor FAQs

1. How many hours a day can I tutor?
   a. There is no limitation on hours. You can tutor as many hours a day as you want. You can and should be Online as much as possible, you create your own schedule, and you can accept or deny any student's request.
2. Can I still be a tutor if I didn't graduate college?
   a. Yes; as long as you meet our requirements outlined on our website (https://tutr.co/tutors)
3. How do I become a Verified/Endorsed/Scholar Status tutor?
   a. Review the requirements for each TUTR Status on our website (https://tutr.co/tutors) and upload the appropriate documents to your TUTR Profile in the TUTR Mobile App.
4. Getting Paid as a Tutor:
   a. How often? Stripe will direct-deposit your earnings into the bank account associated with your TUTR account within 1-7 business days.
   b. How much? Tutors set their own rate based on each individual request. Tutors should accompany all TUTR Service Fees (20-40%) and Stripe Payment Processing fee ($0.30 per session) for each successful session into their requested rate. For example, a Scholar Status tutor who requests $100 for a session will earn $79.70.
5. How do background checks work?
   a. Tutor users will upload their background check documentation to their TUTR Profile. ***TUTR requires that users obtain Background Checks from one of the following background check services; SentryLink, GoodHire, Verified Credentials (Qualified First).
6. Do I travel to the student?
   a. YES. Tutors should include travel expenses into individual rates.
7. Do I have to complete an interview to be a tutor?
   a. NO. Tutors must state their education and background and upload supporting documents to their TUTR Profile to prove their claims. Review TUTR Status requirements (https://tutr.co/tutors).
8. What are the requirements for the TUTR Statuses?
   a. The TUTR Status depends on the education and experience of the tutor as well as the supporting documents the tutor uploads to the TUTR app. Please review all TUTR Statuses and requirements (https://tutr.co/tutors)
9. Where do I upload my documents?
   a. All documents should be uploaded to your TUTR profile in the TUTR Mobile App.
10. What if I do not get a tutoring request?
    a. No worries. We are new but growing fast. Being an On-demand service, the more you are Online, the better chance you will have to receive request. Also, make sure your credentials are clearly stated in your bio and upload as many supporting documents as possible to strength your profile.