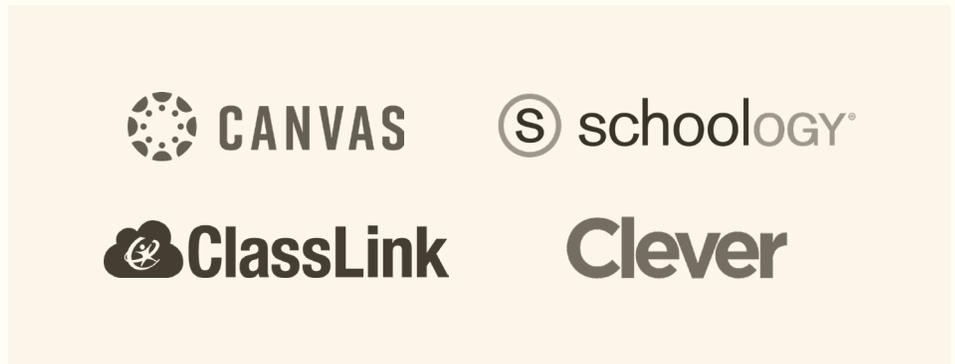


# How to Request a Live Pear Deck Tutor Session

## 1. Log in

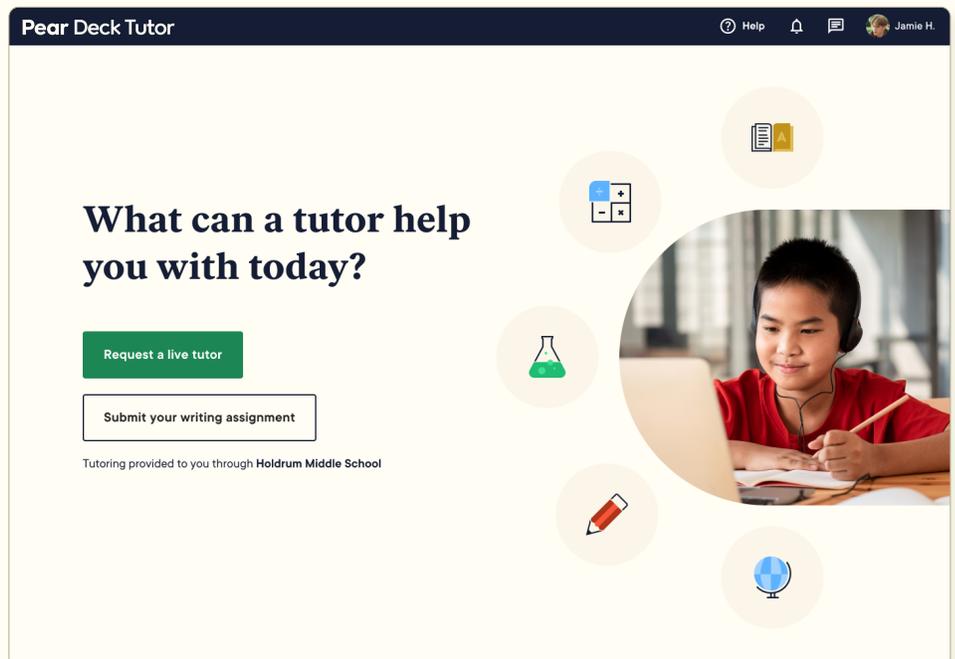
**Students navigate to and log into Pear Deck Tutor:** Students log in through a school-specific link, [tutor.peardeck.com](https://tutor.peardeck.com), or their student portal. The latter is facilitated through a seamless integration with an LMS like Canvas, Clever, Schoology, Classlink, and others.



## 2. Request page

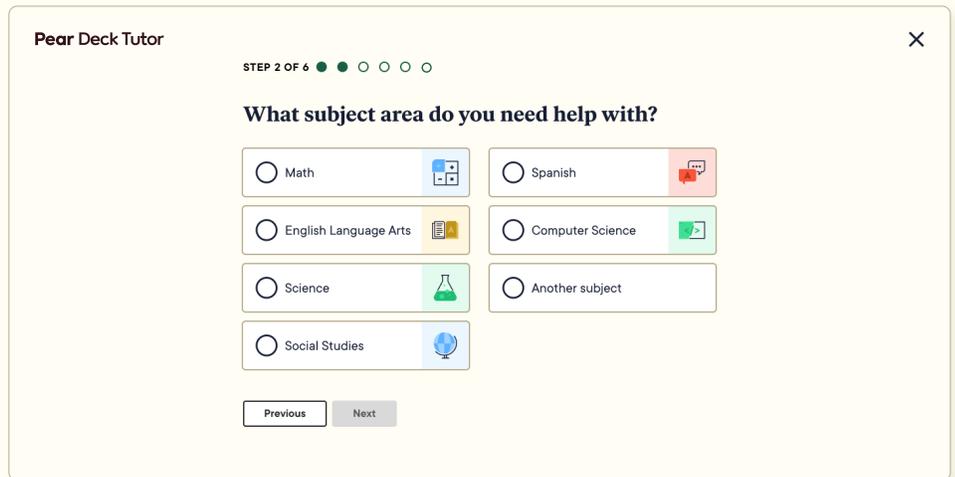
**Students select the type of tutoring they need:** Once they've logged in, students see options to request a live tutoring session on-demand, receive feedback on a writing assignment\*, or browse tutors to request a session with their tutor of choice.

*\*if enabled for the account*



### 3. Subject selection for on-demand tutoring

When a student selects “Request a live tutor”, they are prompted to answer a few questions about the kind of tutoring they need. The student follows steps to fill out information about their grade (K–12 students only) and their curriculum area and subject of choice.

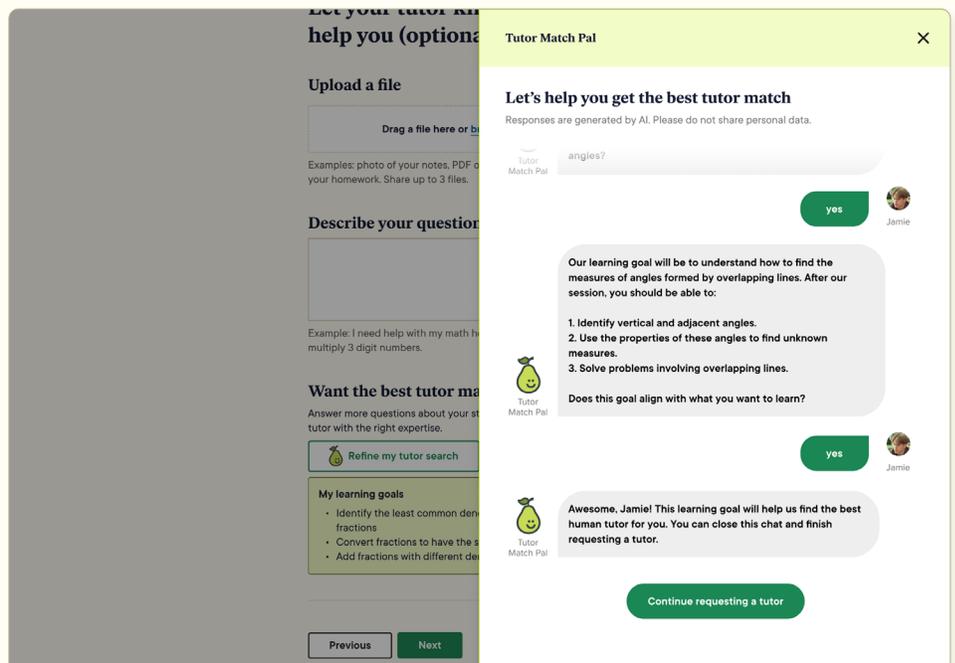
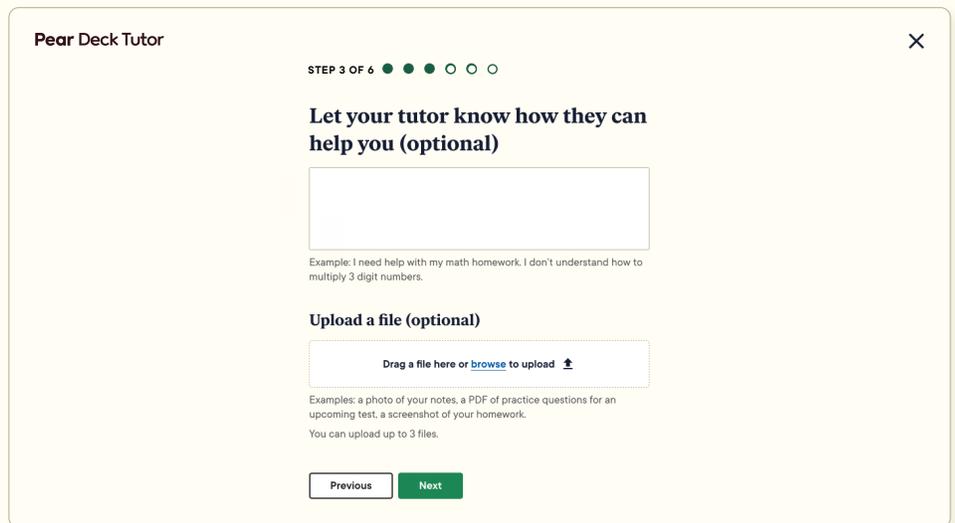


### 4. Assignment details to prepare the tutor

In this step of the request process, the student is asked to describe the specific problem or assignment they need help with. Most students copy and paste text from an assignment into the text field, or upload a worksheet or screenshot/photo of their assignment.

The field for more information is optional, but highly recommended. The information entered here is used to find the right-match tutor for the student’s request, as available tutors use the description to discern if they are a good fit. A clear, detailed description at this step of the process helps ensure a high-quality match while also allowing the tutor to hit the ground running when the live session starts.

Depending on grade level and school preferences, students may have the option to chat with Tutor Match Pal during this step. This AI-powered chat helps students define clear learning objectives.



## 5. Answer two questions

In this section, students will fill out their communication preferences and current confidence level. On a scale of 1-5, students will be asked how confident they feel about the assignment or topic at hand.

Second, students will inform us of their chat preferences; do they prefer face time with video chat, audio only, or perhaps they just want to text in the chat space.

Pear Deck Tutor

STEP 5 OF 6 ● ● ● ● ● ○

How confident are you feeling about this assignment or topic?

1 🙄 I am so lost <input type="radio"/>	2 😞 I don't really get it <input type="radio"/>	3 😐 I'm starting to get it <input type="radio"/>	4 😊 I got this! <input type="radio"/>	5 😎 I could teach it! <input type="radio"/>
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How would you prefer to communicate with your tutor?

Sometimes your tutor won't be able to use the same communication type as you.

<input type="radio"/> Audio and video	🔊 📺
<input type="radio"/> Audio only	🔊 🗑️
<input type="radio"/> Chat only	🗑️ 🗑️

Previous Next

## 6. Match with the best-fit tutor

Pear Deck Tutor looks for an available tutor whose subject-matter expertise aligns best with the student's request.

This matching process typically takes around 2-3 minutes.

Once the student and tutor are matched, they enter the Waiting Room, where the student and tutor can introduce themselves before entering a live tutoring session.

Pear Deck Tutor

Finding you a tutor...

We typically find a right-match tutor within minutes.  
Get ready for your live session by finding a quiet place and preparing to share your questions or materials with the tutor.



Cancel request  Pause animation

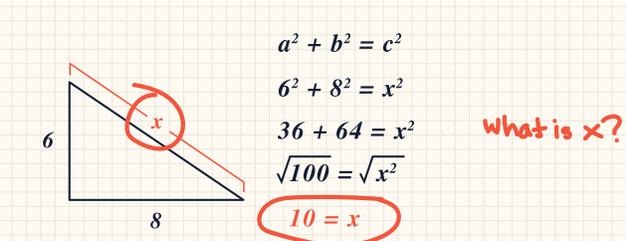
## 7. Live, 1:1 tutoring session

Once the student is matched with a tutor, they enter the Lesson Space to start their live tutoring session. Pear Deck Tutor's interactive Lesson Space replicates all the best parts of in-person learning; including face-to-face collaboration via opt-in audio and video chat. Students and tutors work together using learning tools like virtual whiteboards and a text editor to reach a deeper understanding of course material and achieve academic goals.

Pear Deck Tutor

Whiteboard Calculator Text Editor Code Editor Google Docs File Sharing Screen Sharing

Board 1 + Add board



10 = x

What is x?

Michael V. Export

All communication including audio/video is monitored. Do not share any personal information.  
OCT. 19TH, 9:15AM

Help! I need help with my assignment about the pythagreon theorem.

Please type out the problem in the Lesson Space. Thanks!

Type message...

## 8. Session rating and review

When the student exits the session, they will have the option to rate the session and leave an optional review. They can “favorite” the tutor and find their session back in the “My tutoring history” tab.

Favoriting a tutor adds that expert to a list on the student’s request screen, allowing the student to easily connect with that tutor in the future for repeat sessions.

Our platform automatically flags any sessions that receive ratings of three stars or fewer. Our Customer Experience Team reviews all low-rated sessions and follows up with tutors and students to resolve any issues.

Students can easily review their lightbulb moments in any past session by clicking on their name in the right corner and navigating to “My tutoring history”.

✓ How was your session with Kathryn?

 Kathryn R. 

Excellent

★ ★ ★ ★ ★

Please let us know how Kathryn did as a tutor  
We'd love to know whether this tutor supported you with your request, how this session impacted your confidence about this topic or problem, and if you enjoyed learning together with Kathryn.

Leave feedback here

Session details

- Subject: Writing
- Duration: 4 minutes

Submit

### Bonus: Browse tutors

Students also have the option to browse tutors of their selected subject to find one that matches their preferences.

Through the Browse tutors page, students can search for a subject, apply any filters, and review the profiles of the tutors. They can send the tutor of their choice a message to ask a question or discuss a day and time for a future session. When the tutor is online, they can click on “Start a session” to enter the Lesson Space for live, one-on-one support.

Students can use these filters to find a tutor that speaks their language!

Pear Deck Tutor

Browse tutors / Physical Sciences / Basic Chemistry

## Basic Chemistry tutors

Filter by:

CURRICULUM AREA OR SUBJECT

Search subjects

All subject areas

Physical Sciences

**Basic Chemistry**

TUTORING LANGUAGE

Hmong (1)

Spanish (2)

Vietnamese (1)

AVAILABILITY

Online now (37)

FAMILIARITY

Tutors I've worked with before (2)

 **Sean M.**  
Professor of Psychology and Part-time Counselor at Bunker Hill Community College

SUBJECT AREAS

Spanish Social Sciences Math

English Language Arts

TUTORING LANGUAGES BESIDES ENGLISH

Spanish Hmong Vietnamese

 **Skylar T.**  
Knowledgeable Harvard student

SUBJECT AREAS

Physical Science