Q&A Expert Answering Guidelines

August 2021
Table of Contents

• Welcome to Chegg
• How to Login?
• Your Journey
• Your Dashboard
• Question Window
• Answering Window
• How to Solve?
• Uploading Images
• How to skip questions?
• Chegg “Honor Code”
• Payments
• How to Contact Us
Welcome to Chegg!

We are excited to welcome you as a candidate for our Expert Answering network!

Being an Expert Answerer is a great privilege, and you are responsible for working directly with our student users. Students post questions every single day on Chegg Q&A. You can help them by providing solutions with clear explanations and step-by-step processes.

Our team is committed to providing the best quality solutions to our students with your help as a Subject Matter Expert. Our In-House team keeps an eye on the quality of your solutions, ensuring that students receive the best solution possible.

This presentation will guide you on how to submit your solutions on Chegg Q&A board.
How to Login?

1. Visit http://expert.chegg.com
2. Enter your Expert Answerer login credentials
3. Click on “Sign In”
Your Chegg Q&A journey starts the day you get your answering rights.

**Trial Period**: You are initially put in trial period where:
- You will have limited answering right.
- Your performance will be closely monitored.
- Regular feedback will be shared with you to help improve your answer quality.
- You will be paid for all valid solutions submitted during this time.
Your Dashboard

This part contains the key tabs present on your dashboard

This part shows your performance stats

Welcome, Expert!
Expert Q&A
Answering is as easy as 1-2-3!
1. Start answering and skip if you can’t answer.
2. Follow our answering guidelines.

Frequently asked questions
Can I change my Q&A subject preference?
Who evaluates my answers? When do I get a feedback report?
Does my CF score or answer quality have any impact on my payment?

My stats
Today: N/A
Answered: 0
Skipped: 0
Stats refresh on 1st of the month

Quick links
Contact us
Answering guidelines
Your Dashboard

Key Tabs

- Go to “Start answering” or “Expert Q&A” to solve questions on Chegg Q&A
- The “My Answers” tab gives you details of the solutions you have submitted on Chegg Q&A board
Your Dashboard

Your Performance Stats

The above tables shows your performance on Chegg Q&A:

- Daily, Weekly and Monthly stats are available in Your Stats table
- “Skipped” count indicates the number of questions you have skipped
- “Answered” count indicates the number of questions you have answered
- “CF Score” is your quality score on Chegg Q&A

These stats reset at the beginning of each month
Question window

Clicking Start answering questions takes you to the following question window

This is your deciding time clock
You get 10 Minutes to decide if you want to answer

Time to answer or skip: 9:47
Sample Question

Answer  Skip  Exit

Click here to start solving the question
Click here to skip the question and move to the next one
Click here to exit

If the expert does not make decision in the allocated 10 mins, the question gets skipped automatically.
Answering window

Clicking the Answer button shows the answering window as follows:

- Click here to Upload Images
- Click here to use symbols, equations, and formulas
- Type your answer here
- Click here to submit your answer

If the expert fails to submit the complete solution in the allocated 120 mins, the question gets skipped automatically without answer submission. Such a solution will not qualify for payment.
How to answer?

You can submit your answer using the following 2 methods:

<table>
<thead>
<tr>
<th>Method</th>
<th>Details</th>
</tr>
</thead>
</table>
| **1. Handwritten / Image Based**| You may write your answer on a plain sheet of paper, click a pic, and upload it as an image.  
 *Answers should:*  
  • Be legible and in clear handwriting  
  • Contain step-by-step solution to the problem  
  • Be properly formatted  
 *Images must:*  
  • Be clear, focused, and properly oriented  
  • Be taken on a white and clear background  
 *Note:* When you submit handwritten/image-based answers, you must TYPE a 3-4 lines summary of your answer in the answering editor |
| **2. Typed (with Proper Formatting)** | While submitting typed answers, please remember the following:  
  • Your answering page contains a built-in editor and math type tool  
  • Work done in word processors or math tools can be copied/pasted into your editor  
  • You can submit screenshots of your work from other tools, spreadsheets, and software as supporting  
  • You can upload images of diagrams, tables, charts, and graphs to better illustrate your answer |
How to answer?

(Typed Solutions)

Example of a good typed solution

**Question:** Calculate the area of the triangle with height 12cm and base 10cm.

**Sol:** The values provided in the question are as follows:

- Height of the triangle = 12cm
- Base of the triangle = 10cm

The formula to calculate the Area of the triangle is as follows:

Area of the triangle = \( \frac{1}{2} \times \text{Height of the Triangle} \times \text{Base of the Triangle} \)

Using the values provided in the question,

Area of the triangle = \( \frac{1}{2} \times 12 \times 10 \)

= 60 sq. cm

Hence, the Area of the triangle with Height 12cm and Base 10cm is 60 sq. cm.
Example of a good handwritten solution

Question: Calculate the area of the triangle with height 12cm and base 10cm?

Sol:

The values provided in the question are:
Height of the triangle = 12 cm
Base of the triangle = 10 cm

The formula to calculate the area of the triangle is as follows:

Area = \( \frac{1}{2} \times \text{Height} \times \text{Base} \)

Using the values provided in the question:

Area = \( \frac{1}{2} \times 12 \times 10 \)

= 60 sq. cm

Hence, the area of the triangle with height 12 cm and base 10 cm is 60 sq. cm.
How to Upload Images?

• You can upload any number of images as a part of your answer via the Answering Window.
• Each image should be less than 2MB in size and should be in JPEG/PNG format only.
• By clicking on “Image Upload” button, you can upload 1 image at a time. To upload multiple images, you’d have to repeat the process OR
• You can drag and drop multiple images in the answering window for 1-step upload.
You may also come across the following types of questions while answering on the Q&A board

<table>
<thead>
<tr>
<th>Type of Question</th>
<th>How to Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiple Choice</td>
<td>Provide detailed reasoning for the correct option, <strong>along</strong> with an explanation - Why the remaining options are incorrect</td>
</tr>
<tr>
<td>Multiple Questions</td>
<td>Answer the first question, <strong>unless</strong> the student has asked for a specific question to be answered, subject to a min. of 1 question</td>
</tr>
<tr>
<td>Multiple Sub-part</td>
<td>Answer <strong>all the sub-parts</strong> in a multiple sub-part question, unless the student has asked for specific sub-parts to be answered.</td>
</tr>
</tbody>
</table>
How to Skip Questions?

You can choose to skip a question whenever you want, provided you select the correct skip reason. Here’s a summary of what reason you must select while skipping a question:

• **It doesn’t belong to this subject**- Choose this if the question belongs to some other subject and you know the subject it belongs to

• **I need more information**- Choose this if the information provided is insufficient to provide a solution to the question (You must specify what additional info is required)

• **It contains inappropriate content**- If the question belongs to any Exam, Test or is copyrighted content and belongs to a third party, or if it contains terms like “Final Exam”, “Examinations Institute”, “Div. Ched”, “ACS” or any external website link, select this option.
  (Exam Review/Test Review/Quiz Review questions can be attempted and are not abusive)

• **I don’t have the subject knowledge**- In any other scenario please skip the question under this reason
How to Answer?

Dealing with:
Questions posted by students from outside the US

You are a part of our global community that helps students not just from the United States, but from many other countries across the globe.

• There is no difference between the questions that are posted by students in the US, or from any other country. Hence, you should follow the same approach for all questions.

• Some Qs may require country specific knowledge, for example – Tax laws, country data, etc. Please attempt such Qs only if you’re sure about the answer, else skip under “I don’t have subject knowledge”

• Some Qs may contain words/phrase in non-English language – Attempt such Qs only when you know the language and are confident that you’ll be able to provide an accurate solution.

    If you are unable to understand or translate the language, skip in the question as “Need more information” and ask the student to upload the Qs in English language.

• Your answer should be in English language only
How to Answer?

Dealing with:
Questions posted by students from outside the US

Example #1

Here, the question is in English, the header text is in Arabic.

If you can understand or translate the text, please go ahead and provide the solution using standard Q&A guidelines in English.

Else, skip the question under “need more information” and ask the student to upload the complete question in the English language.
How to Answer?

Dealing with:
Questions posted by students from outside the US

Example #2

Here, a non-English phrase is written below the two algebra equations.

Similar to the previous example, if you understand the foreign language and are confident of providing an accurate solution, please attempt the question and help the student.

If however you do not understand the language mentioned in the Q, please skip the question under “need more information” and ask the student to upload the complete question in the English language.
Chegg “Honor Code”

Our Experts help students with their toughest questions while maintaining the highest standards in academic work. In doing so, Experts must not participate in aiding academic dishonesty.

As an Expert, you must adhere to our “Honor Code” to ensure you can continue working with us. Any violation of our Honor Code would result in revocation of your answering privileges.

Note: Experts should not subscribe to student account. If found, student and expert account both will be revoked, and any balance payment or student subscription amount will be forfeited.
Honor Code

Dealing with:
- Exam/Test Questions
- Copyrighted Questions

Do not solve questions with terms like “ACS Exams”, “Exams Institute”, “Div. Ched”, “ACS”, “Sapling Learning”, as these are examination / copyrighted questions.

You must skip these under “This is abusive or spam” reason.
Honor Code

Dealing with:
- Exam/Test Questions
- Copyrighted Questions
- Activity Based Questions

Do not solve questions with terms (without any date) like “Final Exam”, “Test”, “Exam”, “Quiz” etc. We do not aid students in cheating. Please skip them under “This is abusive or spam” reason.

Do not solve questions which require you to mandatorily perform an activity OR experiment in order to arrive at the final solution. Such questions should also be skipped under “This is abusive or spam” reason.

Note: Questions belonging to any past year exam, quiz or test are not spam and can be attempted.

Questions with terms like “Exam Review”, “Practice Test”, ”Practice Exam” are not abusive and can be attempted.
More examples of questions you **shouldn’t** answer (to be skipped under “This is abusive or spam”)

**Honor Code**

Dealing with:
- Exam/Test Questions
- Copyrighted Questions
Honor Code

Dealing with:
- Third Party Links
Honor Code

Dealing with:
- Opinion Based/Perception Based Questions

Create a speech about your own insecurities. Note: Please make it creative and not boring. Thank you!

Opinion Based Question

Do not solve questions that explicitly ask for your opinion or personal life. You must skip such questions under “This is abusive or spam” reason.
Questions that explicitly ask for “an essay to be written” may only be answered by:

1. Providing detailed instructions on how to structure the essay
2. Including key points or examples
3. Explaining concepts used to formulate the essay.

**Do not provide a complete explanation, thesis or write an essay.**
Honor Code

Plagiarism

Copying content from any source, whether fully or partially, is considered as plagiarism. At Chegg, we follow a zero-tolerance policy against plagiarism. **DO NOT:**

- Copy/paste answers from any third-party sources
- Copy/paste answers from chegg.com
- Copy/paste screenshot or photos of any work that isn’t yours
- Provide any links to external sources / websites / cloud as a part of your answer
- Attempt to pass off someone else’s work as your own by making slight changes to a copied solution

**Note:**

If you have answered a similar question before, please take the time to review and revise your answer for each new question.
Honor Code

Other points to keep in mind

The following Questions Can be Attempted:

Questions with / from

• Points/Marks alone mentioned
• Homework/Assignment/Experiment/Lab(Pre, Post) with or without Points/Marks mentioned
• Logo of a Laptop / Mobile device visible (like Dell, Apple etc.)
• CamScanner / any other image scanner Logo
• Practice/Sample + Test/Quiz/Exam mentioned
• Exam Review / Quiz Review / Test Review mentioned
• “Spring” / "Fall" or "F“ for any previous year
• Exam/Test/Quiz from past academic periods/years
• Practice assessments and assessments from study guides
Honor Code

Other points to keep in mind

The following Questions Should be Marked as Abusive:

Questions with

• Exam/Test/Quiz with Points/Marks mentioned
• Exam/Test/Quiz Without Points/Marks
• External Website URL (Even half URL)
• Company Name/Logo/Copyright/External Reference to book/website
• “Spring” / "Fall" or "F" with or without points/marks for the current / future year
• Take Home Exam / Take Home Test / Take Home Quiz
• Specific instruction to take “no outside help”
Honor Code

Practices to Avoid

Avoid:

• Use of improper language in the answering window or any of the communication channels
• Sharing any personal details
• Creating Student Account on Chegg.com
• Blaming a student
• Arguments / conversations via. series of comments
• Submitting incomplete/incorrect/direct solutions
• Posting irrelevant comments / suggestions instead of a solution
• Providing a solution to an invalid questions
• Saving questions using a placeholder
• Intentionally distributing the wrong solution
Avoid:

- Submitting **blank or content-free** solutions
- Posting **multiple identical** solutions
- Submitting hard to read or **illegible solutions**: including solutions with bad image quality, handwriting, or uncropped backgrounds
- **Posting offsite requests** - for security reasons, all interactions between students and experts must occur on our platform. If students are requesting outside help, please flag and report this behavior.
- **Incorrect question skipping** using these reasons: Needs More Info, Abusive, Wrong Subject
Honor Code

Expectations for Conduct as an Expert

Experts must avoid prohibited behavior, including within these areas:

**Illegal**: defamatory, libelous, copyright, privacy, patent, trademark, or contract rights violations

**Violent**: abusive, harmful, harassing, threatening

**Inappropriate**: sex, indecency, bodily function, obscenities, death/trauma/grief, socially offensive topics

**Prejudiced**: bigotry, racism, xenophobia, sexist, ageist, disability, religious discrimination

**Malicious**: security threats, exploitative

**Fraudulent**: commercial activities, contests, sweepstakes, unsolicited advertising, spam

**Misappropriating**: modifying, copying, distributing, downloading, scraping, or transmitting content
Payment for answers submitted during a month are processed on 15th day of the following month.

Terms of our payment policy:

• You are paid only for the solutions that are correct and conform to Q&A answering guidelines

• You must submit your **OWN** bank details (jointly held bank accounts are not allowed) in order to get paid for your work

• Payments are processed for only those Experts whose bank details, PAN and mobile number are updated with us

• In line with Income Tax guidelines, Chegg is required to deduct 10% TDS on all payments made to Experts who have submitted their PAN card details. In such a case, you will be provided a form-16 mentioning the deduction

• In case payment is not processed in a particular month due to missing / incorrect bank details, they will be processed in next month’s payment cycle only if the required details are provided in time.

• Any misuse of Expert answering rights will lead to immediate account revocation and forfeiture of any payments due
How to contact us?

In case of any query, feel free to get in touch with us through any of the following modes:

• You can visit our self-help section at https://support.cheggindia.com/portal/kb

• Submit a support ticket at https://support.cheggindia.com/portal/newticket

• Reach out to us on your respective Chegg official Telegram channel
Thank You