

Q&A Expert Answering Guidelines

August 2021

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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?

Visit <http://expert.chegg.com>



Enter your Expert Answerer login credentials



Click on "Sign In"

The screenshot shows the Chegg Expert Hub login interface. At the top, the Chegg logo is displayed in orange, followed by the text "The Expert Hub". Below this, the instruction "Sign in with your email and password" is centered. There are two input fields: "Email" and "Password". The "Password" field includes a toggle icon (an eye) to the right of the text. Below the input fields, there is a link that says "Forgot password?". At the bottom of the form, there is a large orange button with the text "Sign in" in white.

Your Journey



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 rights
 - 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

Chegg

HomeExpert Q&AMy answers

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](#).
3. Get paid on the 15th of every month.

Start answering

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

CF Score:	N/A
Answered:	0
Skipped:	0

Stats refresh on 1st of the month

Quick links

Contact us

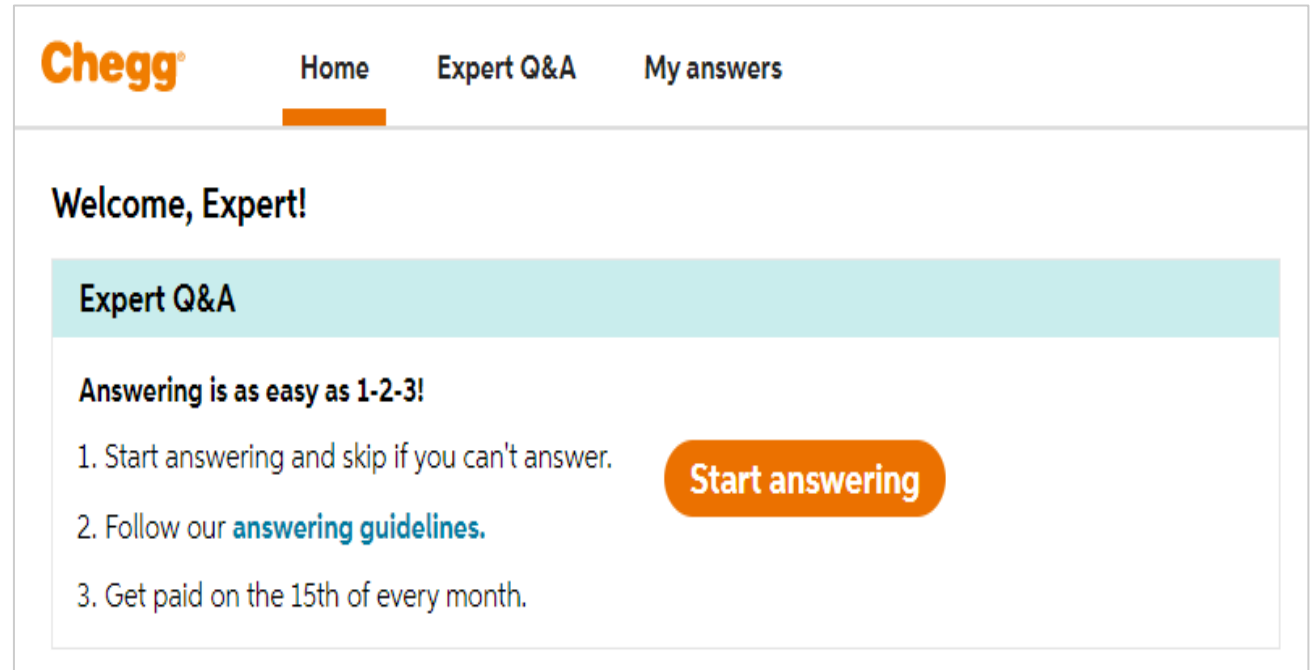
Answering guidelines

This part contains the **key tabs** present on your dashboard

This part shows your **performance stats**

Your Dashboard

Key Tabs



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

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

My stats	
Today ▾	
Today	
This week	
This month	
Stats refresh on 1st of the month	

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

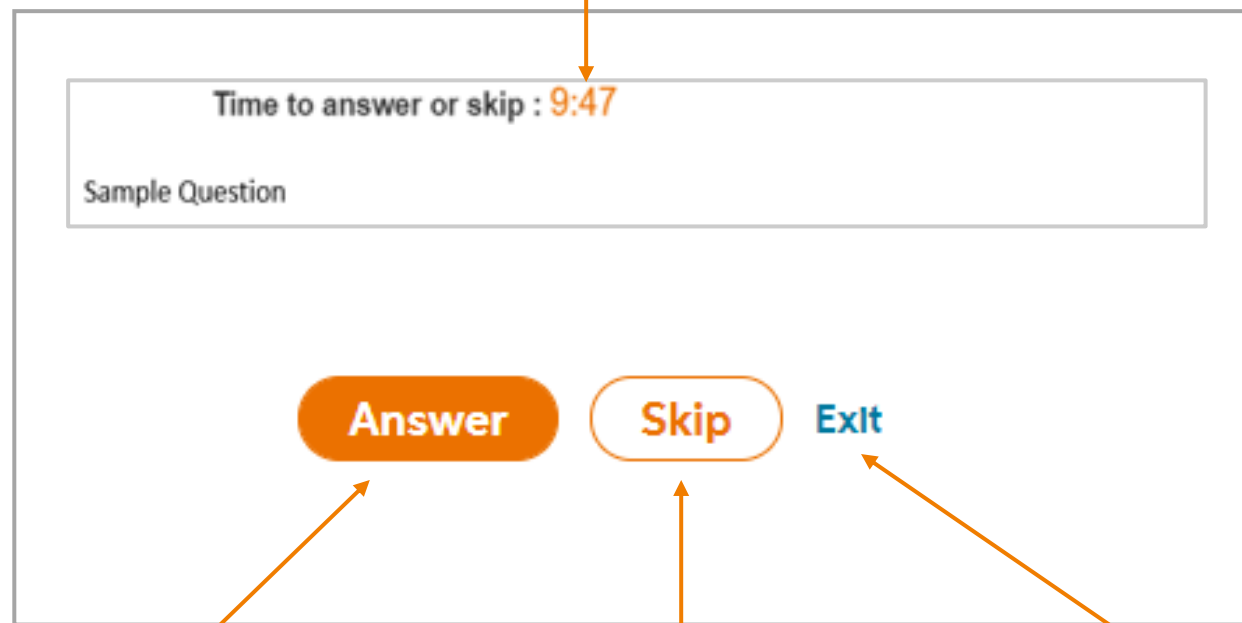
- Daily, Weekly and Monthly stats are available in Your Stats table
- **“Skipped”** count indicates the number of questions you have skipped
- **“Answered”** count indicates the number of questions you have answered
- **“CF Score”** is your quality score on Chegg Q&A

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



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

Answer

shows the answering window as follows

The screenshot shows the 'Your answer' window. At the top, it says 'Your answer' and 'Typed answers are easier for students to read than handwritten notes'. Below this is a rich text editor toolbar with icons for image upload, table, grid, formula, bold, italic, underline, subscript, superscript, bulleted list, numbered list, indent, outdent, link, unlink, and text color. Below the toolbar is a large text area with the placeholder text 'Type your answer here'. At the bottom of the window are two buttons: 'Submit' and 'Skip'. Three callout boxes with orange borders and arrows point to specific features: 'Click here to Upload Images' points to the image upload icon; 'Click here to use symbols, equations, and formulas' points to the formula icon; and 'Click here to submit your answer' points to the 'Submit' button.

Click here to Upload Images

Click here to use symbols, equations, and formulas

Type your answer here

Submit Skip

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

Chegg A Smarter Way to Student™

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How to Answer?

You can submit your answer using the following 2 methods:

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 solution)

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 = $(1/2) * (\text{Height of the Triangle}) * (\text{Base of the Triangle})$

Using the values provided in the question,

Area of the triangle = $(1/2) * (12) * (10)$

= 60 sq. cm

Hence, the Area of the triangle with Height 12cm and Base 10cm is 60 sq. cm.

How to Answer?

(HANDWRITTEN solution)

Example of a good handwritten answer

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 = 12cm

Base of the triangle = 10cm

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

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

Using the values provided in the Question:

$$\begin{aligned}\text{Area} &= (1/2) \times (12) \times (10) \\ &= 60 \text{ sq. cm}\end{aligned}$$

Hence, the area of the triangle with height 12cm and base 10cm is 60 sq. cm.

How to Upload Images?

The screenshot shows the Chegg answer editor interface. At the top, there are two buttons: "Skip to next question" and "Submit answer". Below these is the "Your answer" window, which contains a rich text editor toolbar. An orange callout box with the text "Click here to Upload Images" points to the image upload icon in the toolbar. Below the "Your answer" window is the "Image Properties" dialog box. It has two tabs: "Image Info" and "Upload". The "Upload" tab is active, showing the "Upload an image" section with a "Choose File" button and the text "No file chosen". An orange callout box with the text "Click here to choose the images to upload" points to the "Choose File" button. Below the "Choose File" button is an "Upload" button and a checked checkbox labeled "Auto-rotate image".

- 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

How to Answer?

Dealing with:

- Multi-subpart Qs
- Multiple Choice Qs
- Multiple Qs in a single Question

You may also come across the following types of questions while answering on the Q&A board

Type of Question	How to Answer
Multiple Sub-parts	Answer the first 4 sub-parts, unless the student has asked for specific subpart(s) to be answered, subject to a min. of 4 sub-parts
Multiple Choice	Provide detailed reasoning for the correct option, along with an explanation of why the remaining options are incorrect
Multiple Questions	Answer the first question, unless the student has asked for a specific question to be answered , subject to a min. of 1 question

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:

Why are you skipping this question?

☒ It doesn't belong to this subject

Choose the correct subject ▼

☐ I need more information

☐ It contains inappropriate content

☐ I don't have the subject knowledge

- **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

2021/08/11

الامتحان الجامعي - النهائي

→ Arabic text

Section I - Balance the following Chemical Equations -

Q1. $C_5H_{12} + O_2 \rightarrow CO_2 + H_2O$

Q2. $Zn + HCl \rightarrow ZnCl_2 + H_2$

Q3. $Ca(OH)_2 + H_3PO_4 \rightarrow Ca_3(PO_4)_2 + H_2O$

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

$$5(z + 1) = 3(y + 2) + 11$$

$$5y + 2(z + 7) = 14y - 7$$

Résoudre pour y & z. → Non-English phrase

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.

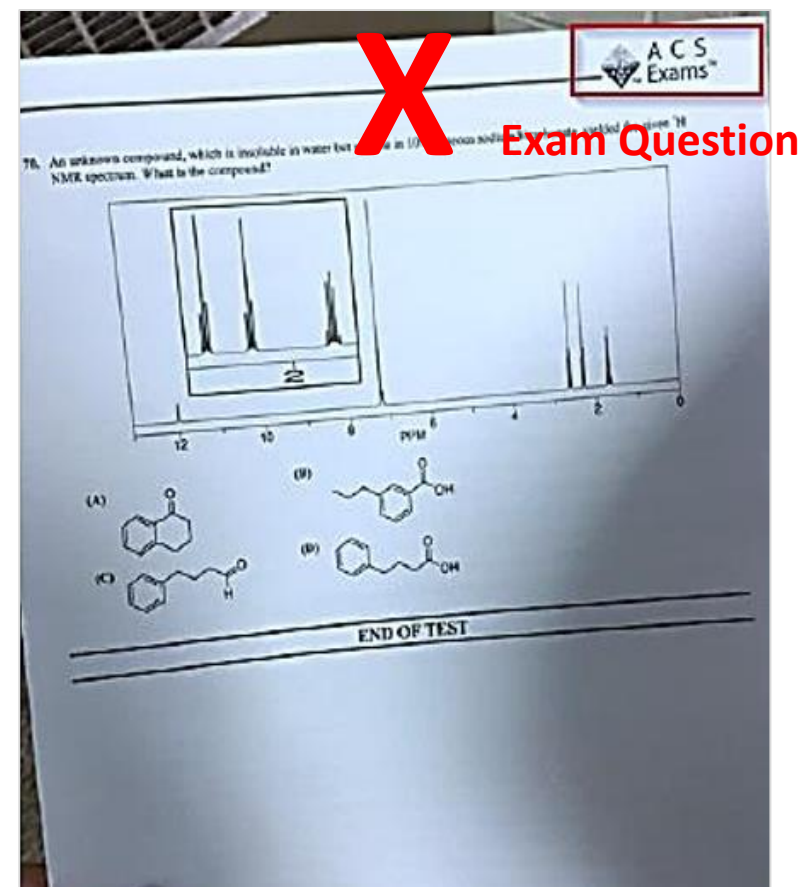
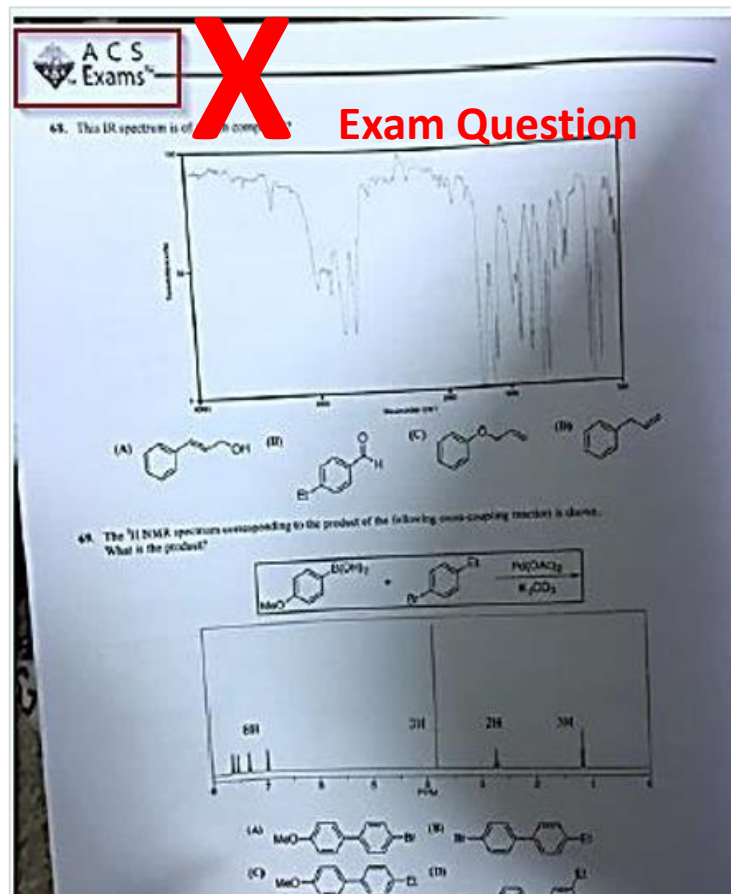
Honor Code

Dealing with:

- Exam / Test Qs
- Copyright Qs

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

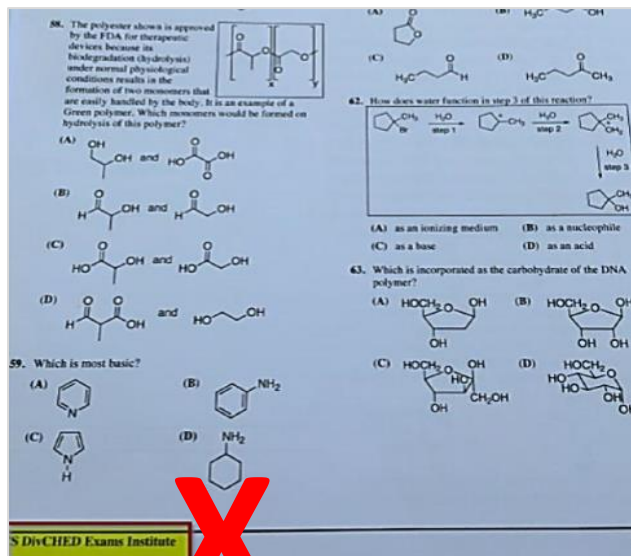


Honor Code

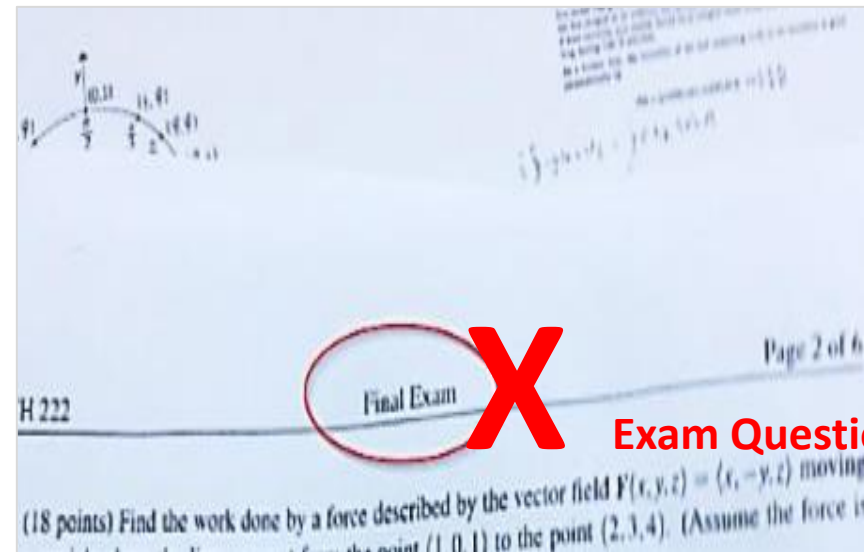
Dealing with:

- Exam / Test Qs
- Copyright Qs
- Activity based Qs

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



Exam Question



Exam Question

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:

1. Questions belonging to any past exam, quiz or test are not spam and can be attempted
2. Questions with terms like “Exam Review”, “Practice Test”, “Practice Exam” are not abusive and can be attempted.

Honor Code

Dealing with:

- Exam / Test Qs
- Copyright Qs

More examples of questions you **shouldn't** answer (to be skipped under "This is abusive or spam")

52. A reaction mixture initially contains 0.250 mol of ZnS and 0.250 mol of O_2 . After the mixture has reacted completely, how many moles of the excess reactant are left?

$$2ZnS(s) + 3O_2(g) \rightarrow 2ZnO(s) + 2SO_2(g)$$

(A) 0.083 mol ZnS (B) 0.167 mol ZnS
(C) 0.125 mol O_2 (D) 0.250 mol O_2

53. A particular yeast ferments glucose ($C_6H_{12}O_6$) and generates ethanol (C_2H_5OH) with an 87.0% yield. What mass of glucose is required to produce 475 g of ethanol by this process?

$$C_6H_{12}O_6(aq) \rightarrow 2C_2H_5OH(aq) + 2CO_2(g)$$

(A) 808 g (B) 929 g
(C) 1.07×10^3 g (D) 2.14×10^3 g

54. When 5.60 g CaF_2 reacted with excess H_2SO_4 , 1.73 g HF was obtained. What is the percent yield?

$$CaF_2 + H_2SO_4 \rightarrow 2HF + CaSO_4$$

(A) 60.3% (B) 51.3% (C) 49.8% (D) 30.9%

Molar Mass / $g \cdot mol^{-1}$	
$C_6H_{12}O_6$	180.2
C_2H_5OH	46.07

Molar Mass / $g \cdot mol^{-1}$	
CaF_2	78.07
HF	20.01

37. Which compound is represented by this 1H NMR spectrum?

(A) CH3OC(=O)c1ccc(C)cc1
(B) CH3OC(=O)c1ccc(C)cc1
(C) CH3OC(=O)c1ccc(C)cc1
(D) CH3OC(=O)c1ccc(C)cc1

40. Which are aromatic?

(A) 1 and 3 (B) 1, 3 and 4
(C) 2 and 4 (D) 3 and 4

41. What is the major organic product obtained from this reaction?

(A) CC(N)Cc1ccccc1 (B) CC(N)Cc1ccccc1
(C) CC(N)Cc1ccccc1 (D) CC(N)Cc1ccccc1

42. Which is the best leaving group in either displacement (S_N2) or ionization reactions (S_N1 / $E1$)?

(A) Cl^- (B) ^-CN (C) $H_3C-C(=O)-O^-$
(D) $H_3C-C(=O)-O^-$

43. What is the major elimination product from this reaction?

(A) CC1=CCCCC1 (B) CC1=CCCCC1
(C) CC1=CCCCC1 (D) CC1=CCCCC1

39. Which compound is the major product of this reaction sequence?

(A) CCC(=O)CC (B) CCC(=O)CC
(C) CCC(=O)CC (D) CCC(=O)CC

Illegal to copy, photograph, or post on the internet



Copyrighted Content



Exam / Copyrighted Content

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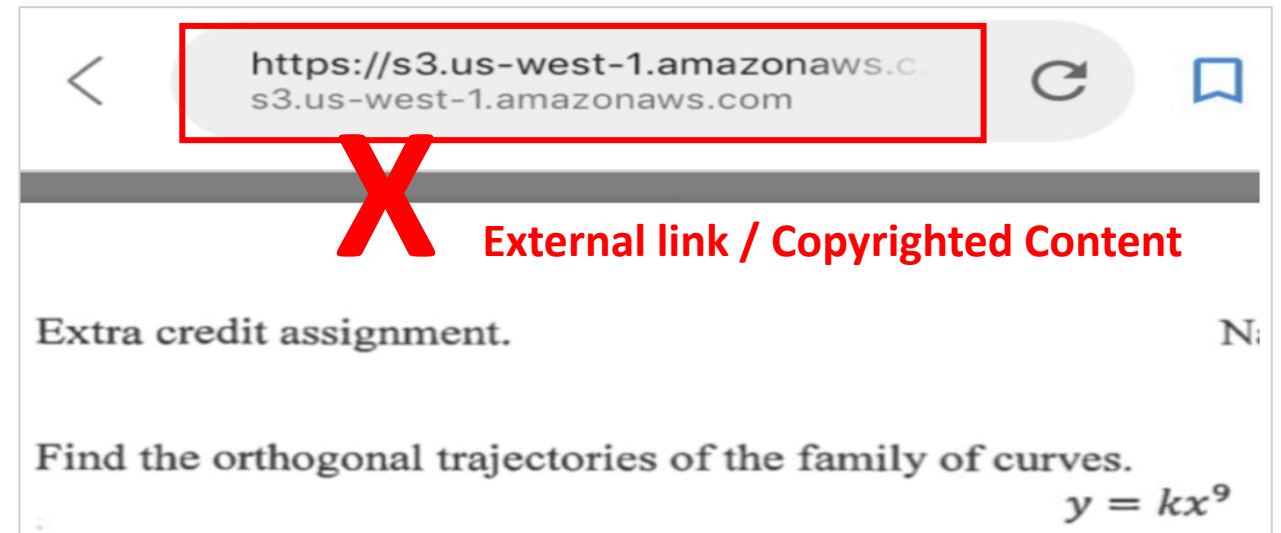
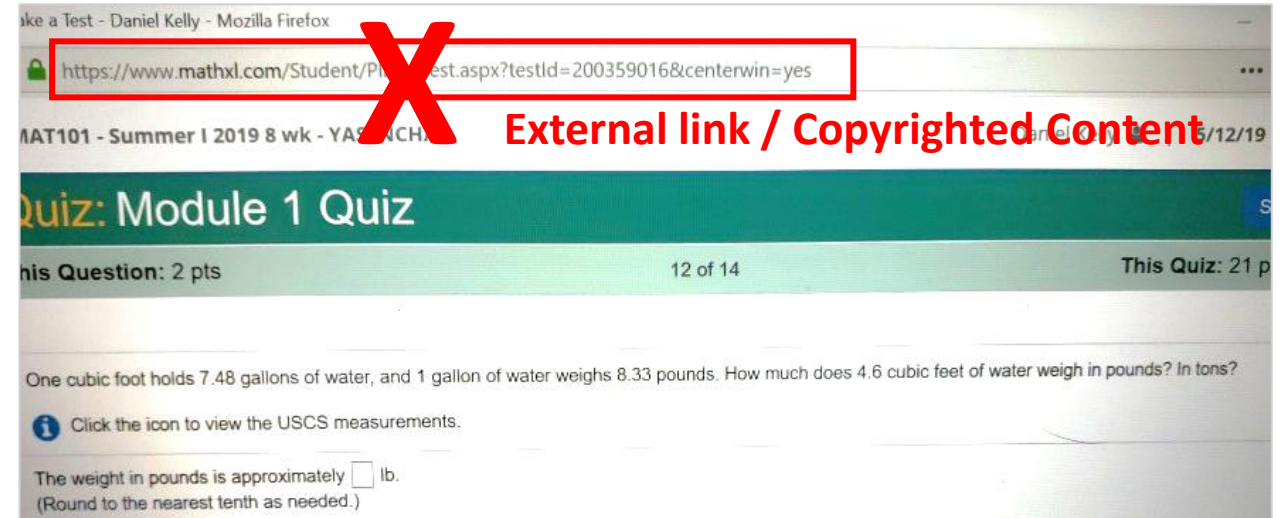
Honor Code

Dealing with:

- Third party links

Do not answer questions containing any third party links

You must skip such questions under “This is abusive or spam” reason



Honor Code

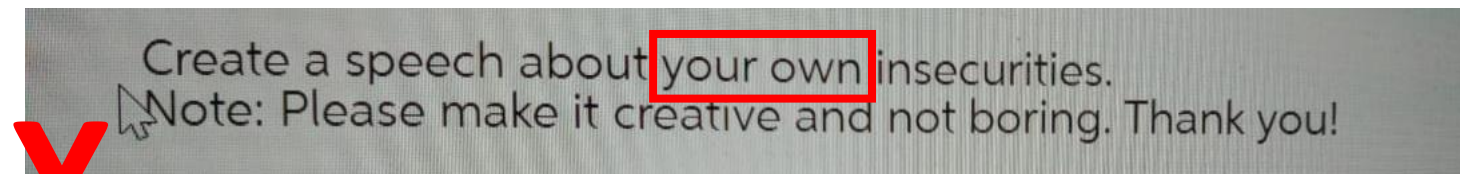
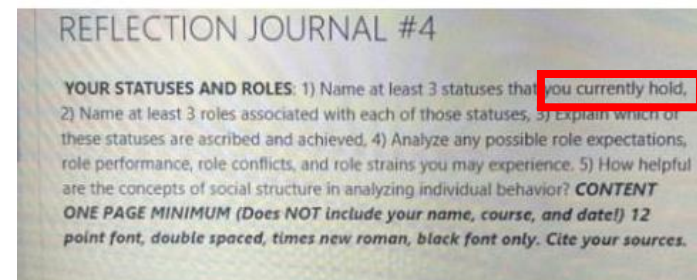
Dealing with:

- Opinion Based/Perception Based Questions

Directions: Read and answer each question below carefully in not less than 5 sentences. (30 points)

1. If given the chance to design **your own** walking staff, what feature would you add to make it useful on the trail? (10 points)
2. What are the safety tips you should consider when crossing a fast-flowing river? Provide at least 5 safety tips and briefly explain each. (10 points)
3. Which of the alternative rafts do you think is the safest when crossing a fast-flowing river? Explain your answer. (5 points)
4. Why is swimming important for survival? (5 points)

The cultural group within a country or region that has primary access to institutional and economic power is known as the dominant culture. What is the dominant culture within **your country**? What types of power does this culture have that other cultures within the country do not have? What is your country currently doing or not doing to address this power difference? Do you think that it is sufficient? Why or why not?



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.

Honor Code

Dealing with:

- Essay Qs

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

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 be kept 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 be kept 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

Honor Code

Practices to Avoid

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

Expectation 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

Payments

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