

# Chegg

## Q&A Expert Answering Guidelines

August 2021

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# Welcome to Chegg!

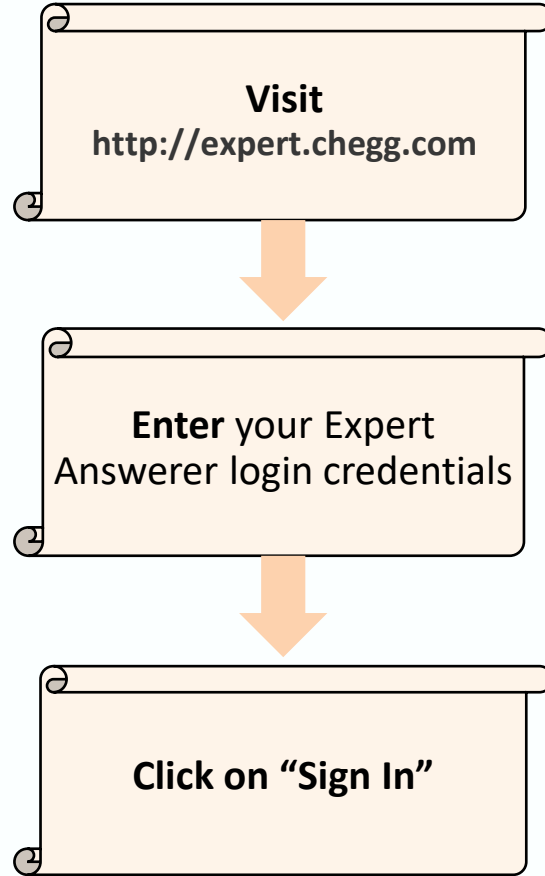
We are excited to welcome you as a candidate for our Expert Answering network!

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?



**Chegg**  
The Expert Hub

**Sign in**  
with your email and password

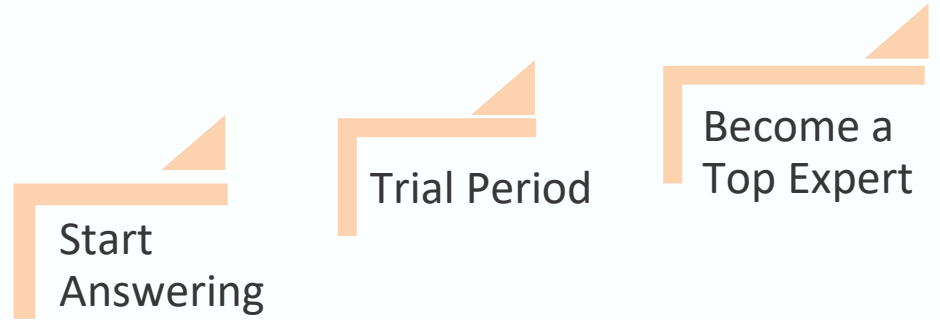
Email

Password 

[Forgot password?](#)

**Sign in**

# 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 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

**Chegg** Home Expert Q&A My answers

Welcome, Expert!

### Expert Q&A

Answering is as easy as 1-2-3!

1. Start answering and skip if you can't answer. [Start answering](#)
2. Follow our [answering guidelines](#).
3. Get paid on the 15th of every month.

### 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

Chegg

Home

Expert Q&A

My 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

### 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   |
| <i>Stats refresh on 1st of the month</i> |     |

| My stats                                 |   |
|--|---|
| Today                                    | ▼ |
| Today                                    |   |
| This week                                |   |
| This month                               |   |
| <i>Stats refresh on 1st of the month</i> |   |

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

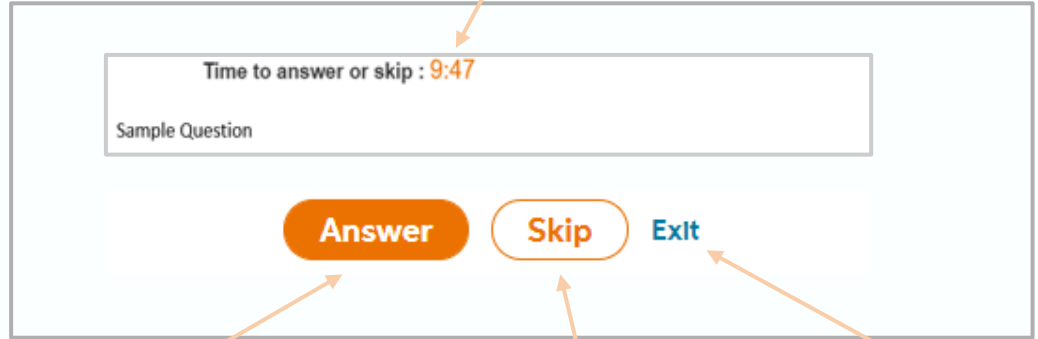
**These stats reset at the beginning of each month**



# Question window

Clicking **Start answering questions** 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** opens 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, text alignment, bulleted and numbered lists, bold, italic, underline, text color, background color, link, unlink, indent, and outdent. 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 on the left point to the image upload icon, the rich text editor toolbar, and the 'Submit' button.

Click here to Upload Images

Click here to use symbols, equations, and formulas

Click here to submit your answer

Type your answer here

Submit Skip

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:

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

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 Solutions)

## 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 = 12cm

Base of the triangle = 10cm

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

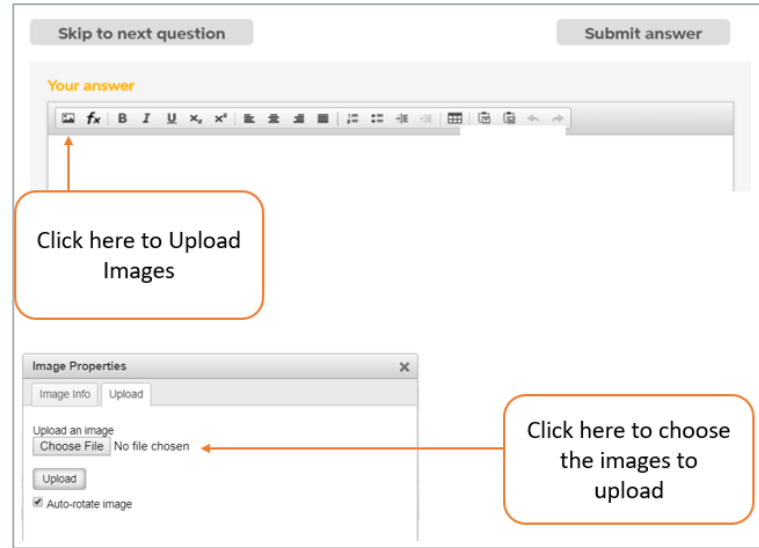
$$\text{Area} = (1/2) \times (\text{Height}) \times (\text{Base})$$

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?



- 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:

- Multiple Choice Questions
- Multiple Qs in a single Question
- Multiple Sub-part Questions

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

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



# 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?

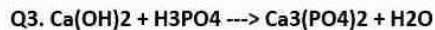
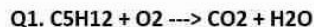
## Dealing with:

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 -



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.*

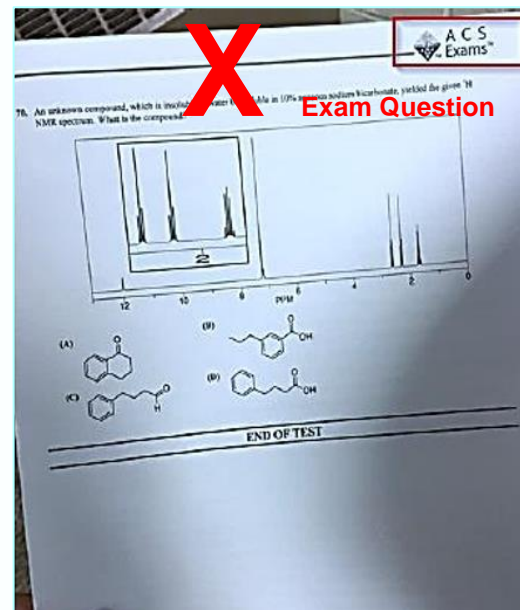
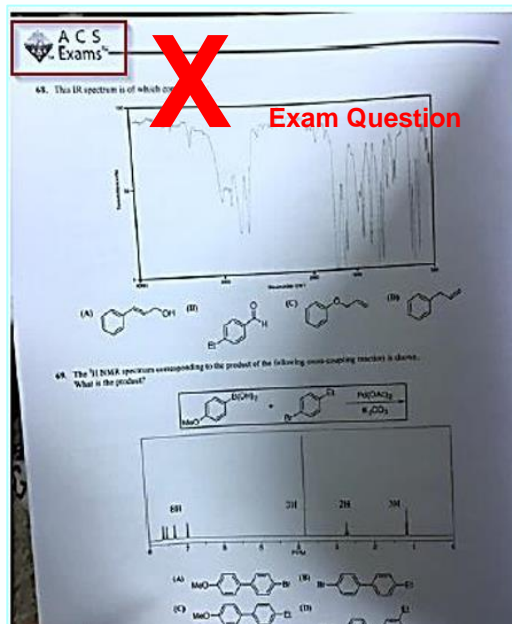
# Honor Code

## Dealing with:

- Exam/Test 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

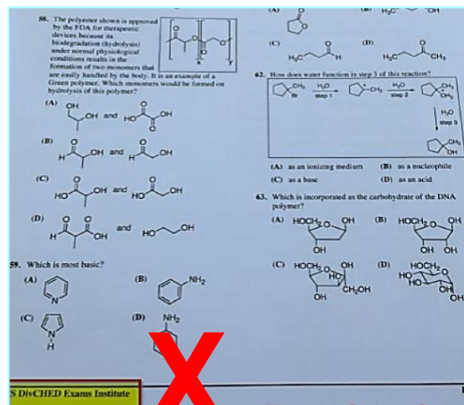


# Honor Code

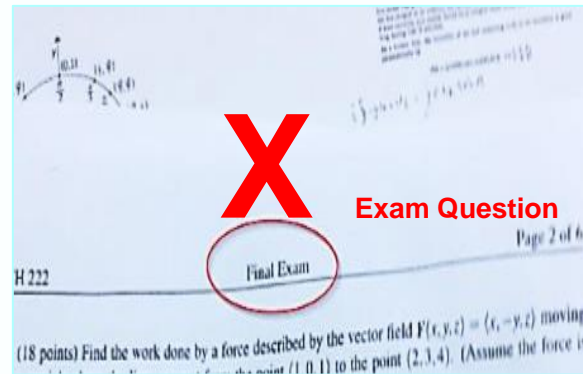
## Dealing with:

- 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



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:** 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.

# Honor Code

## Dealing with:

- Exam/Test Questions
- Copyrighted Questions

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?

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

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

(A) 808 g      (B) 929 g  
(C)  $1.07 \times 10^3$  g      (D)  $2.14 \times 10^3$  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?  $CaF_2 + H_2SO_4 \rightarrow 2HF + CaSO_4$

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

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

**X** Copyrighted Content

Illegal to copy, photograph, or post on the internet

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

(A)   
(B)   
(C)   
(D)

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)   
(B)   
(C)   
(D)

38. If benzene is subjected to Friedel-Crafts alkylation, then nitration, then halogenation, which of these products would be **least** likely to form?

(A)   
(B)   
(C)

(A) II only      (B) I and III only  
(C) I and II only      (D) III only

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

(A)   
(B)   
(C)   
(D)

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

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

(b)

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

(A)   
(B)   
(C)   
(D)

**X** Copyrighted Content

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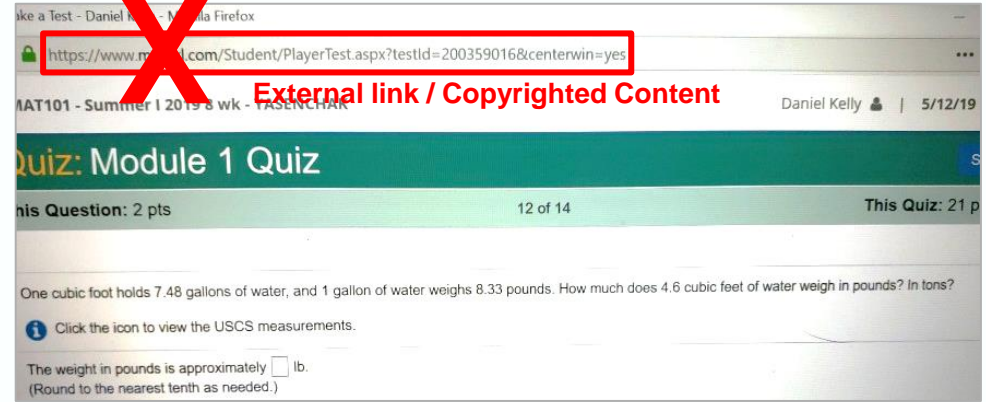
# Honor Code

## Dealing with:

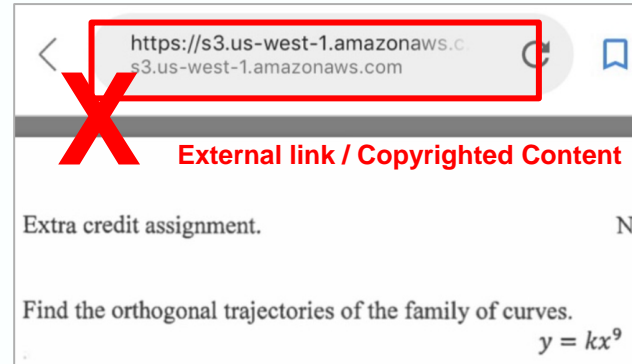
- Third Party Links

Do not answer questions containing any third-party links

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



A screenshot of a quiz question in a browser. The address bar shows a URL: <https://www.mheducation.com/Student/PlayerTest.aspx?testId=200359016&centerwin=yes>. A large red 'X' is drawn over the URL. Below the URL, the text "External link / Copyrighted Content" is written in red. The quiz title is "Quiz: Module 1 Quiz". The question text is: "One cubic foot holds 7.48 gallons of water, and 1 gallon of water weighs 8.33 pounds. How much does 4.6 cubic feet of water weigh in pounds? In tons?" There is an information icon and a link to "Click the icon to view the USCS measurements." The question is worth 2 points, and there are 12 of 14 questions in this quiz. The quiz score is 21 points.



A screenshot of a quiz question in a browser. The address bar shows a URL: <https://s3.us-west-1.amazonaws.com/s3.us-west-1.amazonaws.com>. A large red 'X' is drawn over the URL. Below the URL, the text "External link / Copyrighted Content" is written in red. The question text is: "Extra credit assignment. Find the orthogonal trajectories of the family of curves.  $y = kx^9$ ".



# Honor Code

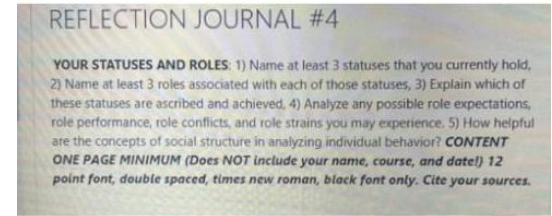
## Dealing with:

- 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?



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

**X** 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

## Essay Questions

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



# 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

## 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





# Payments

Payment for answers submitted during a month are **processed on 15<sup>th</sup> 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**