Chegg

Q&A Authoring Guidelines

July 2025

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What's new?

1. How to cite references

Your Journey

| Visit
expert.chegg.com | **Log in with your credentials** | **Start solving on Practice Site (PS)** | **Clear PS & get promoted to Live Q&A** | **Start solving on Live Q&A** |

Mandatory for new hires

Promotion Criteria for Live Q&A

Particulars	Criteria
Solution count	3
Average QC score	>= 4.5
Skip limit (per attempt)	100

Follow these steps to start your journey as an expert:

1. Log in with your credentials on expert.chegg.com and complete the mandatory training.
2. Click on 'Start practicing' and submit at least **3 solutions in an attempt with an Avg QC score of >=4.5.** Once you fulfill this criterion, you'll receive access to the Live Q&A within 4 days.

Note:

- The Practice Site feature is mandatory only for newly hired experts.
- Once you have received the **PS access**, you have **30 days** to complete it.
- You may skip questions if unsure, but please note that you can **skip a maximum of 100 questions per attempt**. If you try to skip more than that, your attempt will be marked as failed.
- You will be paid for all the valid solutions submitted in a passed attempt on the Practice Site. Payments will be made as per the terms and conditions.
- **No payment** will be made for questions solved in the failed attempt(s).

Check My Structure (CMS)

Check My Structure serves as a 24/7 guide to help author better-structured solutions.

The 'Check My Structure' feature on the authoring platform can be used by clicking the '**Check Structure**' button; it is always available while you create your solution.
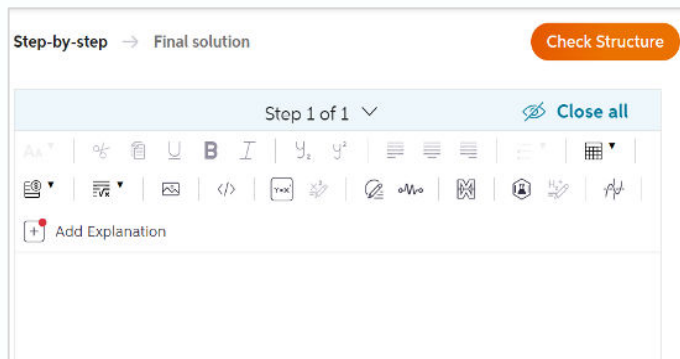
When you click the '**Submit your solution**' button, a pop-up with structuring recommendations will also appear as shown below:

Note: You must achieve at least a 75% Check My Structure (CMS) score.

Your Live Q&A Dashboard

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Home | My Past Activities ⌄ | Guide Me | Notifications | 👤 ⌄

What would you like to do today?

Visit your previously submitted solution/s.

This section shows your performance stats.

Q&A Authoring NA Pricing 10 Q Limit

Students love reading clear, step-by-step solutions. Author well-explained solutions using our in-built editor.

CF Score: 90% ⓘ

Improve your Chegg rating to increase your authoring price multiplier and authoring limit.

Start solving

Visit the question window.

Frequently Asked Questions

Overall | Q&A Authoring

My question got skipped automatically. How can I get the same question again? ⌄

What happens if my account gets revoked? ⌄

My Stats — Today ⌄

Q&A Authoring

CF Score — N/A

Solved — 0

Skipped — 0

ⓘ Ensure you follow the Q&A Authoring Guidelines to maintain a CF Score of 80% or more. For any help, please visit our **support page.**

User Guidelines

Q&A Authoring

Visit Help Centre to view useful resources.

Contact us
Reach out for any support or queries. ›

Support ticket unresolved? ⌄ ⓘ

?

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Question Window

Click on "Start solving" on the homepage to take you to the question.

You get 10 minutes to decide if you want to solve or skip/exit the question.

Chegg   Expert Q&A   My solutions   ★ Guide Me   🔔 Notifications   👤 ▾

Student question   ✅ Safe to solve ⓘ   🕐 Time Left : 00:09:45

Explain the functions of the following structural members in a building:

i. column

ii. slab

A -

Draw section A - A with annotations. Explain the functions of the reinforcements that shown in your drawings.

Draw section B - B to show the reinforcement details of the R.C. column.

How to prevent the slender main bars of a column from buckling when subject to axial load.

Why this type of slab does not have beams? What are the advantages of using this kind of slab?

Describe the main features of a waffle slab.

In a reinforcement detail drawing, what is meant by '6T32 - 01'?

cational Ed

on

Introduction of Environmental Engineering

Assignment:

Note: If you do not decide in the allocated **10 minutes**, the question gets skipped automatically and a new question will appear on your screen.

Click here to skip the question and move to the next one.

Click here to start solving the question.

Click here to exit.

[Skip question]   [**Start Solving**]   **Exit**   ?

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How to Skip Questions

You can skip a question whenever you want, provided you select the correct skip reason. You can choose the reason from the list below:

- **"I can solve, but the question..."** - Choose whether the question is difficult, lengthy, has multiple subparts, or has multiple questions.

- **"I cannot solve this question, because..."** - Choose whether the question is blurred, incomplete, requires external tools, does not belong to your subject, or if you do not know the solution.

- **"This question violates authoring guidelines."** -Choose whether the question belongs to an exam/ test/quiz, has a copyright/external URL, requires lab work, is spam, or has points/ marks/ grades.

Why are you skipping this question?

◉ I can solve, but the question:

    [Is Difficult]   [Is Lengthy]   [Has multiple subparts]   [Has multiple questions]
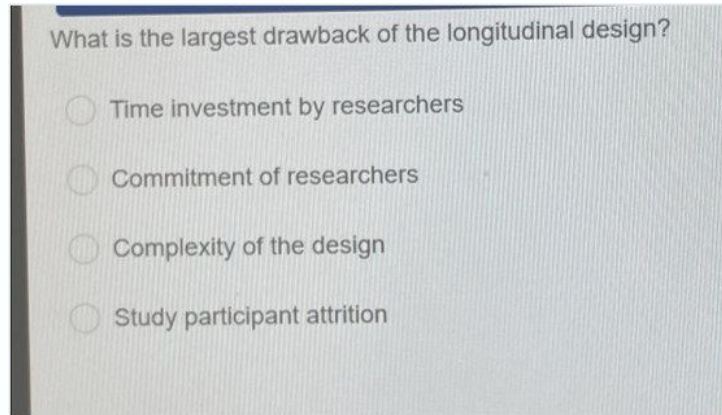
○ I cannot solve this question, because:

○ This question violates authoring guidelines:

[Submit]

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How to attempt

Multiple Choice Questions (MCQs): Provide the correct option, and a detailed explanation of why that option is correct and why the remaining aren't.
Example:

What is the largest drawback of the longitudinal design?

○ Time investment by researchers

○ Commitment of researchers

○ Complexity of the design

○ Study participant attrition

Solution approach: A detailed explanation for each option, i.e., which option is correct, why, and the reasoning for the incorrect options.

Multiple Questions: **Solve all the questions**, unless the student has asked for a specific question to be solved.
Example:

Questions

1.) What is respiratory system?

2.) How do plants make food?

3.) Explain diversity in living organisms.

4.) What are communicable diseases and how to control them?

Solution approach: Solve all the questions (as the student didn't specify which one among the 4 needs to be solved).

How to attempt

Questions with sub-parts: **Solve all parts** of multiple sub-part questions unless the student has specified to solve only certain sub-part/s.
Example:

Student Question

1) please answer the following question in a short response:

a) Answer the following question from Harriet A. Washington's "Non-Consenting Adults": Was the PolyHeme Study legal? How could patients opt out of the PolyHeme study? What was the outcome of the study?

b) From the documentary "How to die in Oregon" contrast the experiences of Randy Stroup and Cody Curtis.

Solution approach: Solve all the sub-parts of the question. Add the solution of all the sub-parts in your Final Solution section.

Questions in non-English language: Solve only when you know the language. If you are unable to understand or translate the language, skip the question under **"I can't solve this question because: >Question is incomplete"** and ask the student to upload the question in English.

Example:

二、 用 "的"，"得" 或 "地" 天空：

1. 我朋友把我房间扫（ ）真干净。
2. 桌子上 （ ）书不是我的书。
3. 她绣花绣 （ ）非常漂亮。
4. 她开心 （ ）说笑。
5. 清清 （ ） 河水不断的流着。

Solution approach: Solve only when you know the language and submit the solution in English Language only.

Solution Window

- Click on the 'Start Solving' button in the question window. It will take you to the solution window. On the left, you will see the question, and on the right, the solution.
- You have exactly 120 minutes to solve the question. If you need extra time, you can take advantage of up to 60 minutes of bonus time (in two bursts of 30 minutes each). The first burst will be offered at the 110-minute mark of the 120-minute session, and the second burst will be available at 140 minutes, provided the first bonus time is claimed. If the solution is not submitted within the allocated time, the question will be skipped immediately, and no compensation will be provided for skipped solutions.
- If you encounter difficulty while solving a question, you have the option to skip it and proceed to the next one.

Note: You have a limited number of skips available on the solution window (Live Q&A)

The solution flow is divided into **three main steps:**

1. Tagging

- Select the sub-subject and the topic.

- Click 'Next' for step-by-step solution.

- Make sure to tag the question correctly.

2. Step-by-Step Solution

- Each solution starts with a default step, then click 'Add another step' to add new steps.

- If needed, add in-step explanations by clicking 'Add Explanation'.

- Promote learning with clear, step-by-step solutions.

3. Final Solution

- After the last step, add a 'Final Solution', which provides a clear and concise summary in easy-to-understand language.

- If the final solution includes content that's already in the steps (e.g., tables or journal entries), then a simple sentence is enough, pointing to the relevant step.

- Click on 'Preview your solution' to see how it will appear to students. Once finalized, click on "Submit your solution".

Solution Formatting/Alignment

Wrong Formatting/Alignment

The term "linear moment" is not represented with a variable and equations are written in the same line.

Step 2/3

Before collision total linear momentum in the direction of ball $= 7.9 \times 8.3 = 65.57$ kgm/s

After collision total linear momentum in the direction of ball
$= 7.9 \times 6.5\cos 1.70^\circ + 0.826 \times v \times \cos 18.5^\circ$ kgm/s

Where v is velocity of balling pin.

Step 3/3

The format of units should be in the equation editor instead of the text.

X

Correct Formatting/Alignment

Calculate the total linear momentum in the direction of ball before collision.

$P_1 = 7.9 \times 8.3$
$= 65.57 \, \text{kg} \cdot \text{m/s}$

The term "linear moment" is represented with a variable, and units are also written in the proper format.

Write the equation for total linear momentum in the direction of ball after collision.

$P_2 = (7.9 \times 6.5\cos 1.7^\circ) + (0.826 \times v \times \cos 18.5^\circ)$
$= 51.32739 + 0.7833v$

The equation is clearly written and simplified.

Chegg "Honor Code"

Experts help students with the 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 Expert privileges**.

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

Honor Code: Dealing with - **Examination/Test Questions, Activity-Based Questions**

Do not solve questions that include terms such as "Final Exam," "Test," "Exam," "Quiz," or "No outside help allowed" without specific dates or dates related to current and future years. If you come across such questions:

- Skip them under **"This question violates authoring guidelines: > Exam/Test/Quiz"** as we do not support any kind of cheating/academic dishonesty.

Do not solve questions that require you to perform an activity or experiment to arrive at the final solution.

- Skip them under "**This question violates authoring guidelines: > Requires Lab Work**"

X Exam Question
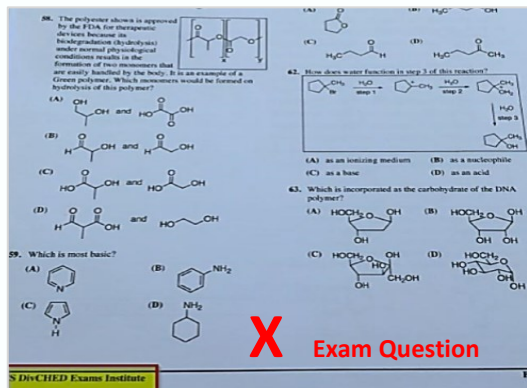
Student question

Prepare a ¼ and ⅛ dilution of the stock 20 U/mL Alkaline Phosphatase in 20 mM Tris pH8 in a 1.5 mL Eppendorf test tube by measuring water, add 200 mM Tris pH 8 Tris, and add enzyme.

X Activity Based Question

Note:
- Questions from previous year's examinations, quizzes, or tests are not Honor Code Violations and can be attempted.
- Questions with terms like "Exam Review", "Practice Test", and "Practice Exam" are not Honor Code Violations and can be attempted.
- Experiment-based questions that do not require any activity to be performed and include complete data or observations may be attempted. (Note: No other question violation should be present.)

Honor Code: Dealing with - **Copyrighted Questions**

Do not solve questions with logos/watermarks of institutions, e.g., "Ryerson University", "Exams Institute", "Div. Ched", "ACS", or "Sapling Learning", as these are examination / copyrighted questions.

You must skip these under the **"This question violates authoring guidelines: > Copyright/External URL"** reason.

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Honor Code: Dealing with – **Third-Party Links**

**Do not solve** questions containing external links.

-You must skip such questions under the "**This question violates authoring guidelines: > Copyright/External URL**" reason.
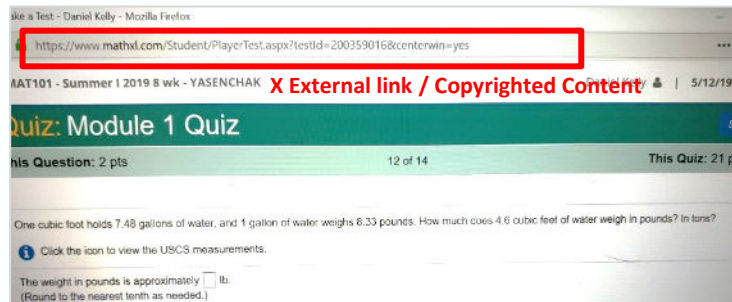
Exception -
If website names are part of the question text, then such cases should not be considered a violation. While authoring such solutions, the website names/URLs should not be picked as is from the question content. For example, the website URL 'Myspace.com' can be mentioned as Myspace in the solution window.
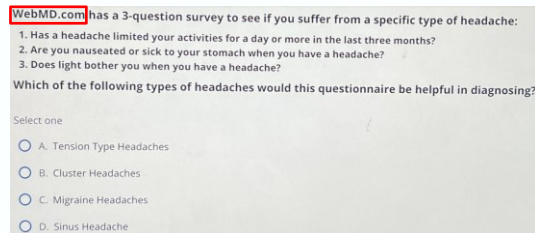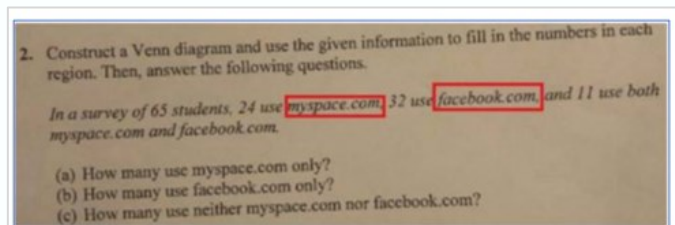
– Questions having points/marks/grades

Do not solve :

- Questions that have points/marks/grades except for questions having a [🛡 Safe to solve ⓘ] tag.

-You must skip all such questions under the **"This question violates authoring guidelines: > Points/Marks/Grades"** reason.

– Opinion/ Perception-Based Questions, Essay Questions

Do not solve :

- Questions that explicitly ask for your opinion or require you to share your own ideas, interpretations, or viewpoints.
- Questions that explicitly ask for an "essay" or "essay writing".
- Questions that require solution within a word limit.

-You must skip all such questions under the **"This question violates authoring guidelines: > Spam"** reason.

Honor Code: Dealing with - **Proctored Exam Questions**

Proctored exams are timed, graded exams that a candidate takes on a computer while proctoring software identifies the candidate and supervises the candidate's computer activity by capturing the computer screen, to ensure that the exam is being taken in accordance with the academic integrity rules of the university and professor.

Do not solve questions that contain images/terms from proctoring software, such as "Proctorio is sharing your screen", "Honorlock is sharing your screen", "Requires Respondus LockDown Browser", or "ProctorU is sharing your screen".

You must skip such questions under the "**This question violates authoring guidelines: > Spam**" reason.

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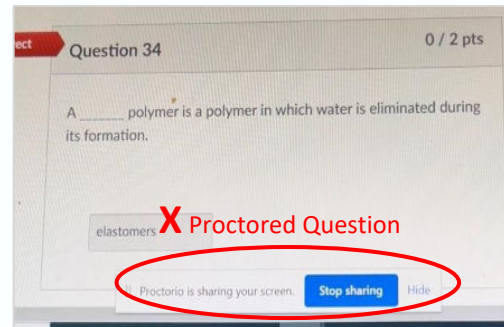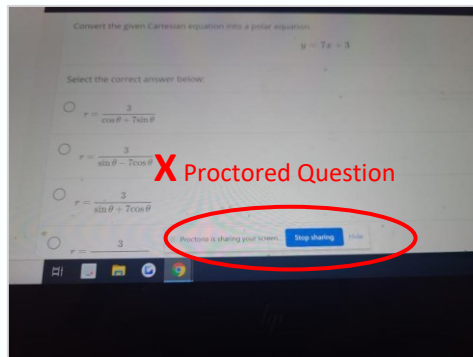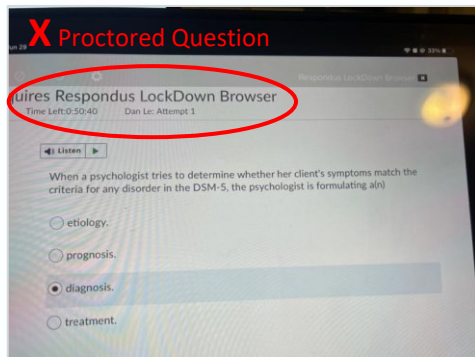
Dealing with - **Vague / Non-Academic Questions / Blank Questions**

Do not solve :
- Questions that are vague / non-educational / non-academic.
- Blank questions, such as when nothing is written in the question window, or a blank screenshot is uploaded by a student.

-You must skip all such questions/posts under the **"I cannot solve this question, because: > Question is incomplete > Not clear on the ask of the question, can you elaborate on what is expected?"** reason.

Examples of some vague/non-academic questions:

Chegg	Chegg	Chegg	Chegg
Student question	Student question	Student question	Student question
how do i ask a question on chegg X	How can I get into Princeton University? X	How to Subscribe to Chegg? X	How to raise a support ticket at Chegg? X

Plagiarism

Copying content from any source, whether fully or partially, is considered plagiarism. At Chegg, we follow a **zero-tolerance policy** against plagiarism.
DO NOT:
- Copy content from any third-party sources.
- Reuse existing solutions from chegg.com.
- Use screenshots or photos of any work that isn't yours.

Note: If you have solved a similar question before, please take the time to review and revise your solution for every new question.

Dealing with - **Questions explicitly asking to cite external reference/source**

How to cite a research article/ research work

Author's surname, Author's initial(s). (Date Published). Title of article. Title of Journal/ Publisher
Example: Smith, J. A., & Lee, R. B. (2020). The impact of social media. Journal of Communication.

How to cite online website sources / URLs

Author Last Name, Author Initial(s). (Date Published). Title of web page. Website Name.
Example: Brice, M. (2021, March 4). U.S. Senate expected to begin debating coronavirus package on Thursday. Reuters.

Note:
- Providing any URL, Digital Object Identifier (DOI), or external link is considered a violation of the Chegg Honor Code, **even if requested by the student.**
- References are allowed only for public figures, public institutions, free academic resources, and open-source content.
- If a specific citation format is requested by the student, we should follow **it without including URLs or DOIs**.
- If no format is specified in the question window, the above-mentioned standard format should be followed.

Examples of acceptable and non-acceptable citations in solutions:

Smith, J. A. (2020). *The impact of social media on communication.* Journal of Modern Media, 15(3), 45–60. ✔

Brown, S. (2019). *Cognitive development in children.* Penguin Publishing. ✔

Smith, J. A. (2020). *The impact of social media on communication.* Journal of Modern Media, 15(3), 45–60. https://doi.org/10.1234/jmm.v15i3.2020 ✖

Brown, S. (2019). *Cognitive development in children.* https://www.publisher.com/ebooks/cognitivedev ✖

Quality Parameters

Quality reviews are feedback given on your solutions by our quality team so that you can improve your overall authoring quality for students' better learning experience.

Your solutions are reviewed by our quality team mainly based on **6 parameters: Relevancy**, **Completeness**, **Accuracy, Clarity, Structure,** and **Voice.**

To check your Quality Reviews, go to the 'My Solutions' tab.

You will find:

- **Chegg Rating** – Feedback shared by the Chegg Quality team.

- **Student Rating** – Feedback shared by the students.

The badge under 'Chegg Rating' indicates that your quality review for that solution is done.

- **Green** means **"Perfect Solution"**

- **Yellow** means **"Need Improvement"**

- **Red** means **"Unacceptable"**

Please note: You will **not be paid** for solutions that receive a "**Red Badge**" in the quality review.

Definition of Quality Parameters

Solutions are reviewed by our quality team mainly based on **6 parameters: Relevancy, Completeness, Accuracy, Clarity, Structure, and Voice.**

Relevancy: This indicates how closely a solution aligns with the question asked. It evaluates whether the solution addresses the core aspects of the question and provides appropriate information.

Completeness: This indicates how thoroughly the solution addresses various asks in the question. It evaluates whether the solution has all essential information like calculations, diagrams, procedural steps, & explanatory statements in the solution.

Accuracy: It refers to how correct the provided solution is for the given question/s. This evaluates the correctness of the information/concept/method followed in the solution.

Clarity: Clarity refers to how easily the solution can be understood by the student. This evaluates the language complexity, readability, and redundancy of a solution.

Structure: Structure refers to how the solution is organized and presented in relation to the requirements of the question. This evaluates the necessity of steps and their effectiveness in helping the student grasp how to arrive at the solution.

Voice: This refers to the language and tone of the solution. This primarily evaluates whether a solution sounds human or overly non-human (bot-like).

Other Points to Keep in Mind

The following questions can be attempted:

Questions with

1. This tag: 🛡 Safe to solve ⓘ

2. Terms like Homework/Assignment/Experiment/Lab with or without points/marks from past academic periods/years

3. Terms like Exam Review/Quiz Review/Test Review

4. Terms like Graded assignment/assessment with past date

5. Logos of Laptops/Mobiles visible (like Dell, Apple, etc.)

6. CamScanner/any other image scanner logo

7. Practice/Sample + Test/Quiz/Exam mentioned

8. "Spring"/"Fall" or "F" for any previous year

9. "Exam/Test/Quiz" from past academic periods/years

10. Terms like Practice assessments and assessments from study guides

The following questions should be marked under " This question violates authoring guidelines: > (Correct Reason) ":

Questions with

1. Homework/Assignment/Experiment/Lab with points/marks/grades having current/future/no-academic periods/years.

2. Exam/Test/Quiz mentioned having current/future/no-academic periods/years.

3. Points/marks/grades mentioned having current/future/non-academic periods/years.

4. Graded assignment/assessment questions with due dates.

5. External Website URL (even a partially visible URL).

6. Company Name/Logo/Copyright/External Reference to book/website.

7. "Spring"/"Fall" or "F" with or without points/marks for the current/future/no-academic periods/years.

8. Take Home Exam/Take Home Test/Take Home Quiz with current/future/no-academic periods/years.

9. Specific instructions to take "no outside help" must be skipped under the 'Exam/Test/Quiz' reason.

10. Unethical intent. e.g., Questions requiring web scraping in the solution must be skipped under 'Spam' reason.

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Practices to Avoid

Avoid prohibited behaviors, including these areas:

1. **Illegal:** Defamatory, libelous, copyright, privacy, patent, trademark, or contract rights violations.

2. **Violent:** Abusive, harmful, harassing, threatening.

3. **Inappropriate:** Sex, indecency, bodily function, obscenities, death/trauma/grief, socially offensive topics.

4. **Prejudiced:** Bigotry, racism, xenophobia, sexism, ageist, disability, religious discrimination.

5. **Malicious:** Security threats, exploitative.

6. **Fraudulent:** Commercial activities, contests, sweepstakes, unsolicited advertising, spam.

7. **Misappropriating:** Modifying, copying, distributing, downloading, scraping, or transmitting content.

Avoid:

1. Submitting solutions containing **AI-generated content.** Doing so would result in appropriate penalizations.

2. Asking students for feedback (**upvote/like/rating**) in the solutions.

3. Use of **improper language/profanity** on the Chegg Q&A platform.

4. Sharing/asking for **personal details.**

5. Skipping questions using **incorrect skip reason.**

6. Providing any **URLs/hyperlinks in the solution window.**

7. Submitting **incomplete/incorrect/irrelevant/direct** solutions.

8. Posting **irrelevant comments/suggestions in the solution window.**

9. Submitting hard-to-read or **illegible solutions.**

10. **Posting off-site requests** – All interactions between students and experts must occur via the Q&A platform. If students are requesting off-site help, please flag this behavior as abusive/spam.

11. Pasting the **question instructions in the solution window.**

12. Solving **blank or incomplete questions.**

Payments

Payment for valid solutions submitted on Live Q&A during a month is processed in the following month.

Terms of our payment policy:

- You are paid only for correct solutions that conform to Q&A solution guidelines.

- You must submit your OWN PAN, AADHAAR and bank details (jointly-held bank accounts are prohibited).

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

- If 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 authoring privileges will lead to immediate account revocation and forfeiture of any due payments.**

How to Contact Us?

In case of any query, feel free to contact us through any of the following modes:

- Visit our **self-help** section at https://qnasupport.cheggindia.com/portal/en/kb/expert-support

- Submit a **support ticket** at https://qnasupport.cheggindia.com/portal/en/newticket