

Virtual Tutoring

Feature/Product Checklist

- The virtual tutoring company will provide 24/7, on-demand, video or audio-enabled virtual tutoring services to all K-12 students selected by the purchasing entity.
- The virtual, internet-based platform allows students to work directly with a tutor to reinforce and/or learn course-specific content. The service should provide video or audio-enabled tutoring sessions supplemented by chat support.
- Provide services for three years or on a term that the school agrees.

Contact

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Technical Features

- Provides video-enabled tutoring.
- Provides audio-enabled tutoring.
- Provides supplemental chat support.
- The system must be accessible using industry-standard web browsers. HTML5 is preferred
- The platform must be accessible on a range of devices.
- Must provide details regarding the hardware and software requirements that students and instructional staff would need to have available in order to access your virtual tutoring platform.
- The vendor system must be fully accessible through a web browser and is available.
- 24/7 outside of regularly scheduled maintenance and/or update Windows.
- Provide 24/7/365 platform security.
- The system must provide data privacy in compliance with the Family Education Rights and Privacy Act (FERPA).
- Have a policy in place to protect student data privacy.

- Have a mechanism whereby district staff can view the interactions between the students and tutors and any resulting work products resulting from the support including the usage dashboard.

Platform Availability

- All students have unlimited access to tutors for the duration of the contract (no usage caps for individuals and/or no usage caps based on enrollment).
- Offer students opportunities to access tutoring on-demand, twenty-four hours a day, seven days per week, for as long or as short as needed, for as often as needed.
- Tutoring for individual students will be sustained over the school year and during summer learning sessions.
- The ability for students to access previous session recordings and work.

Accessibility

- Speech-to-text is available.
- Text-to-speech is available.
- Closed captioning is available.
- Text size and color are adjustable.
- Highlight function is available.
- Translation is available.

Please link VPAT if available:

Please see our "VPAT" section for details.

How are students with unique learning needs supported (e.g.: ELL, dyslexia, hearing impairments, vision impairments, physical impairments...)?

Please see our "ABOUT OUR ADA, FERPA & COPPA COMPLIANCE" section for details.

Integration

- The solution provides integration for students to access tutoring from within the Learning Management System (LMS).

- The service provides the ability for students to access tutoring directly from the web without navigating through an LMS.
- Integration with rostering solutions.

Subject Availability

The vendor should be able to provide highly-skilled tutors capable of offering 1:1 support in multiple content areas in subjects spanning K-12, including Test Prep, Advanced Placement, and International Baccalaureate coursework.

- The vendor provides a file-sharing/essay review function to submit and receive detailed feedback on written assignments.
- The platform provides the ability for written feedback on student writing tasks that can be used by the student in the writing/revision process.
- Writing support is available for a variety of contexts and purposes, from literary analysis to college application essays, and other types of rubric-based, on-demand writing tasks.
- Real-time whiteboard capabilities and tools.
 - Robust text editor
 - Drawing and graphing tools
- Drag and drop features.

List or link subjects available for tutoring:

Brainfuse proposes to offer online tutoring to your students in the following K-12 subjects. Please note that additional subjects are available upon request:

- Math, including Algebra I, Algebra II, Geometry, Trigonometry, Calculus, and Statistics (including AP Levels)
- Science, including General Science, Biology, Chemistry, Physics, and Earth Science (including AP Levels)
- Social Studies, including Political Science, World History, U.S. History, and Geography (Including AP Levels)
- English/Language Arts (Vocabulary, Grammar, Literature, and Reading Comprehension that incorporate our library of reading passages and questions that have been field- tested for years in our school-based programs)
- Foreign Language Assistance: Homework help for students taking a foreign language class (currently offered in Spanish; available in French, Italian, German, Cantonese, and Vietnamese upon request)
- Test Preparation, including: PSAT, SAT, ACT and state tests

Tutors

Tutors are vetted for content knowledge, tutoring skills, and student safety.

- The vendor has a process in place to ensure tutors working with students are vetted.
- Tutors have undergone a background check.
- Students can schedule with the same tutor.
- Students can select their tutor.
- Educators can recommend tutors for students.
- Tutors are available in multiple languages.
- The tutor is working with only one student (session) at a time.
- The tutor may be working in multiple sessions simultaneously.

Describe the tutor vetting process:

Please see our "ABOUT OUR TUTORS" section for details.

Tutoring is offered in the following languages:

Brainfuse offers tutoring in English, Spanish and additional languages upon request. With nearly two decades of serving bilingual students, our bilingual tutors have helped elementary, middle, and high school students improve their grades, become better writers, and master critical skills.

NOTE: We also support students in many additional languages through our online classroom's translation feature, which allows students to easily communicate with tutors in over 100 different languages.

Customer Support

There is onboarding and high-quality ongoing customer support.

- The vendor provides a dedicated customer success manager who is in regular contact with district stakeholders. The customer success manager will provide quarterly business reviews (QBR) with the district as it meets the district's needs.
- There is a support ticket system.
- Provide professional coaching for administrators, supervisors, and teachers, including
 - How to access and use information from captured tutoring sessions to identify student needs.
 - Strategies for employing the platform to supplement and enhance classroom instruction.

- Strategies for parent engagement are provided.

Describe onboarding support:

Please see our "IMPLEMENTATION & SUPPORT PLAN" section for details.

Describe ongoing support procedures:

Please see our "IMPLEMENTATION & SUPPORT PLAN" section for details.

Describe how customer feedback is obtained and utilized:

Please see our "IMPLEMENTATION & SUPPORT PLAN" section for details.

Company Requirements

- Provided on-demand virtual tutoring services for a minimum of three years.
- Demonstrate strong financial standing and company resources.
- Demonstrate a range of insurance coverage in the event of liability.
- Have the capability to provide services to all students at an annual per-student rate.
- The company is based in the United States.
- The company can demonstrate an understanding of federal and state funding sources for tutoring services.

Usage Data

- Provides data to the school administrator via an online dashboard.
- School administrators have access to pull usage when needed.
- Educators can pull data on students from their rosters.
- Usage reports can be customized.
- Usage reports can be automated and sent to various stakeholders.

Past Performance

- The company can demonstrate a consistent past performance with other educational

institutions.

- The company has contracts with districts in Iowa.

References: Please see our "BRAINFUSE REFERENCES" section for details.

#1 (Please see our "BRAINFUSE REFERENCES" section)

District:

District enrollment:

District contact:

Partnership dates:

#2 (Please see our "BRAINFUSE REFERENCES" section)

District:

District enrollment:

District contact:

Partnership dates:

Pricing

- Prorated pricing for 2022-2023.
- Pricing for three fiscal years - July 1, 2023, through June 30th, 2026.

Price per student:

Please see our "BRAINFUSE PRICING" section for details.