

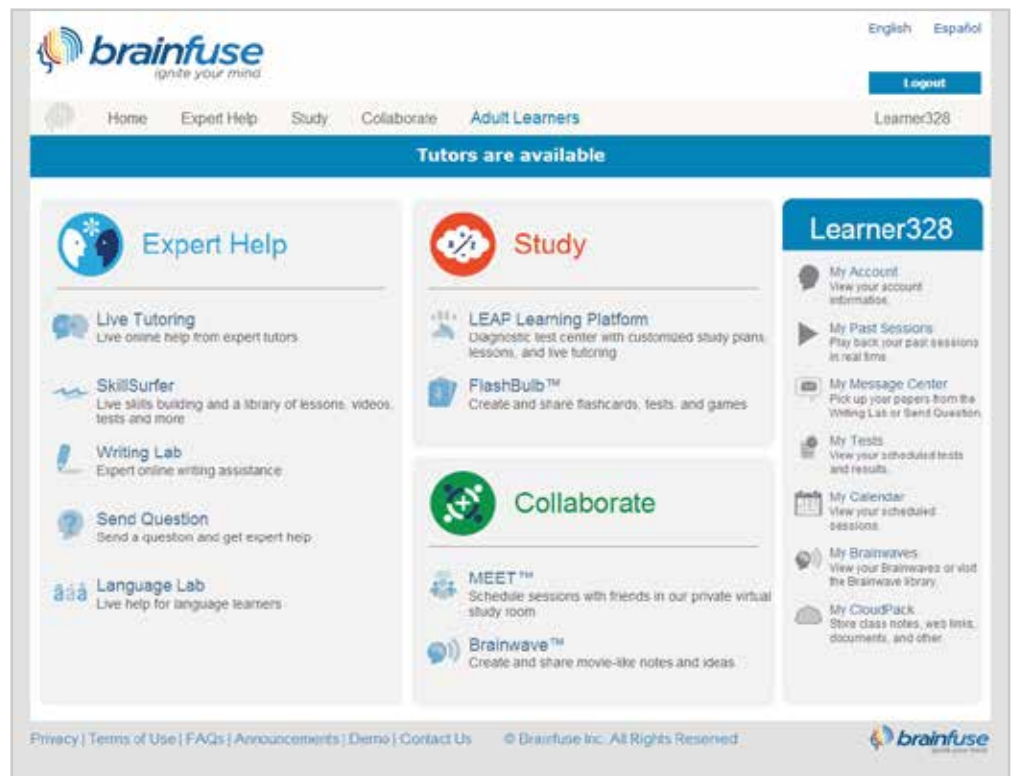


brainfuse

# HelpNow™

## Online homework help and so much more

Founded in 1999, Brainfuse is America's premier online homework help and tutoring provider, serving thousands of libraries nationwide. Our HelpNow Learning System is a unique tutoring and study suite backed by an industry-leading academic team, and an unmatched level of quality control.



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# THE HELPNOW LEARNING SYSTEM

HelpNow is the most advanced online homework help and learning suite available for library patrons. It consists of the following features:



## ON-DEMAND, ONE-TO-ONE ONLINE HOMEWORK HELP

Students draw or type their question in our online classroom and receive live homework assistance from a Brainfuse-certified tutor. Our tutors don't simply give answers but help students master underlying academic concepts.



## SKILLSURFER™

SkillsSurfer incorporates the content from our original Skills Building and Test Center services, and further integrates them with live tutoring. In addition to offering live skills tutoring, SkillsSurfer includes an extensive library of Brainfuse-created lessons, video tutorials, and practice tests in a wide range of academic subjects. SkillsSurfer's current offerings include:

- **State-Aligned, Live Skills Building:** Our live skills tutoring is fundamentally distinct from static "Skills Centers" offered by other providers. With Live Skills Building, Brainfuse tutors help users master core academic skills through state-aligned lessons. Our live skills building tutors employ research-based lessons that have

been approved by state departments of education for their proven record of effectiveness.

- **SkillSurfer Test Offerings:** For over a decade, we have helped students prepare for standardized tests and hone academic skills through accurate skills assessments, precise progress tracking and targeted tutoring. We offer a proprietary, ever-expanding library of online assessments and practice tests for the SAT, ACT, GED, GRE, HiSET, TASC, COMPASS/ACCUPLACER, TOEFL, ASVAB, and more. When a user takes one of our tests, our system prepares a targeted learning plan for skills building lessons.
- **CollegeNow™:** CollegeNow is a library of resources to help students select and apply to a college.
- **ESL Services:** SkillsSurfer's ESL offering includes live tutoring for ESL students and a lesson library that covers a range of beginning to advanced ESL topics.



## HOMEWORK TOOLS

We designed our unique study and collaboration tools to enhance the tutoring experience, foster cooperative study, and facilitate self-guided learning:



**MEET™ Online Study Groups:** MEET offers students an effective alternative to instant messaging when doing homework with their peers. With MEET, students can easily schedule online meetings and use the Brainfuse online classroom (with its robust academic tools) to collaborate on projects and assignments.



**Brainwave™:** This unique note-taking tool allows students or teachers to record a movie of their activity on the Brainfuse whiteboard, archive it for note-taking purposes, or share it with others. Brainwave is ideal for recording solutions to math or science problems, class projects, or any other concepts that require motion, sequence, or animation.



**Flashbulb™:** Users enjoy 24/7 access to an extensive library of online flashcard sets in hundreds of subjects. Users can also create their own flashcards for efficient self-study on both desktop and mobile devices. Users also enjoy 24/7 access to an extensive library of online flashcard sets in virtually every subject.



**CloudPack™:** CloudPack helps users better integrate their classroom materials with their tutoring sessions. With CloudPack, users can archive documents, class notes, and other materials in their personal “CloudPack” and share these items with tutors during a live session. In addition, users can send documents directly to the writing lab from CloudPack.



**Foreign Language Center:** Our foreign language center features on-demand homework help and other resources for students who are taking a foreign language class. Spanish is currently supported. Other languages (such as Mandarin) are available upon request.



**Digital Literacy Assistance:** Brainfuse tutors provide live digital literacy support to users who need assistance using their computer to complete a personal project or academic assignment (such as inserting footnotes in a term paper or creating a PowerPoint for a class presentation). In addition, users can connect with a skills building tutor for individual lessons in hundreds of computer literacy topics.



**Send Question Center:** The Send Question Center is ideal for users who require a detailed, extended explanation of a difficult concept but who are not inclined to meet with a tutor in real time. Users simply submit their question and a tutor will respond within 24 hours. As always, it is our policy to provide explanations of concepts not answers.



## LEAP™ LEARNING PLATFORM

Our new LEAP Learning System helps users master basic academic skills through a diagnostic test center, customized study plans, lessons, video tutorials, and live tutoring:

- **Diagnostic Test:** Users take a diagnostic test to determine areas requiring extra attention.
- **Learning Plan:** Following the diagnostic test, LEAP prepares a customized learning plan that contains lessons, quizzes and videos.
- **Live Tutoring:** Live tutoring is always available as a user works through LEAP's learning plan.
- **Progress Tracking:** LEAP makes it easy for users to track their progress until they have achieved mastery.



## COMPREHENSIVE WRITING ASSISTANCE

Drawing from an experienced staff and research-based methodologies from some of the nation's leading writing programs, we offer a robust writing lab that helps users become better writers:

- **Real-Time Writing Assistance:** Patrons receive live writing assistance from Brainfuse tutors via our online classroom that features intuitive copy/paste functions, secure file sharing, and real-time document sharing (including Word, PowerPoint, and Excel). Live writing assistance is particularly helpful during the preparatory stages of the writing process when users need help organizing outlines and developing general themes.
- **Intensive Writing Analysis:** Our research has found that attempts to quickly analyze lengthy papers during a live session often devolve into editing of the paper, reactive comments, and fragmented feedback. For this reason, we offer users an intensive analysis option in which users submit papers via our secure file-sharing feature (no email address required). Our writing experts carefully analyze each paper with respect to voice, word choice, content, sentence fluency, and organization. Papers (complete with constructive comments) are returned to users within 24 hours. In addition to comments, users receive an analytical rubric with specific suggestions for follow-up sessions with one of our skills building tutors.

**brainfuse**  
ignite your mind

English Spanish  
Logout  
bucks100

Home Expert Help Study Collaborate Adult Learners

Welcome to Leap

Learning Plan  
Basic Math 1

Your Learning Plan  
Your learning plan helps you master academic skills through lessons, quizzes, and live tutoring. LEAP will track your progress as you study.

Get Live Tutoring  
Click "Live Help" next to each topic to get expert assistance from a live online tutor. You will connect with your tutor via an online classroom that lets you type and draw in real time.

| Skills                  | Progress |           |
|-------------------------|----------|-----------|
| Order of Operations     | 99%      | Live Help |
| Arithmetic              | 99%      | Live Help |
| Rounding and Estimation | 99%      | Live Help |
| Square Roots            | 99%      | Live Help |
| Decimals                | 99%      | Live Help |
| Fractions               | 99%      | Live Help |
| Rates and Proportion    | 99%      | Live Help |
| Percentages             | 99%      | Live Help |
| Composites              | 99%      | Live Help |
| Algebraic               | 99%      | Live Help |
| Linear Equations        | 99%      | Live Help |
| Integer Data            | 99%      | Live Help |
| Coordinate Planets      | 99%      | Live Help |

Learning Access History

- My Account
- My Past Sessions
- My Message Center
- My Tests
- My Calendar
- My Enrollments
- My CheckPack

# HELPNOW TUTORING SUBJECTS

Brainfuse provides assistance in the following subjects, including AP and entry-level college subjects:

- 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, State history, and Geography (Including AP Levels)
- English as a Second Language 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)
- Writing Lab, includes help with term papers, literature and poetry analysis, book reports and bibliographies, speechwriting, presentations, formatting (APA, Chicago Style, and MLA formatting), lab reports, and college application essays
- Foreign Language Assistance: Homework help for students taking a foreign language class (currently offered for Spanish)
- Test Preparation, including the SAT, ACT, GED, ASVAB, USCIS, HiSet, TASC, GRE, TOEFL, and college placement tests (COMPASS/ACCUPLACER)
- Digital Literacy, including help with Microsoft Office (Word, PowerPoint, and Excel) and other productivity suites
- Skills Review through our Skills Building service
- Career Services, including Cover Letters, Resumes, and Business Writing
- Additional subjects are available upon request



## ALIGNMENT TO COMMON CORE & OTHER STATE STANDARDS

Our tutoring services, skills building lessons, and practice tests are aligned to state-specific curriculum and Common Core State Standards.

## SPANISH LANGUAGE SUPPORT

Brainfuse currently offers tutoring services in Spanish for all subjects offered in English. All of our Spanish-speaking tutors are U.S.-based.





We built the Adult Learning Center to meet the unique needs of an adult population. The Adult Learning Center offers skills building and test preparation, and a unique academic skills center featuring live, online tutors:



**Live Academic Tutoring:** Adult learners who need help with an assignment in class, or need academic support for any other reason, can connect with a live tutor through our online classroom.



**Writing Assistance:** The Adult Learning Center offers both live writing assistance and an intensive writing lab to help users produce business letters, term papers, job resumes, or any other piece of writing.



**Live Skills Tutoring:** Our skills building service draws upon the successful skills building model for our K-12 users but has been completely redesigned for adult learners who need help mastering an academic skill.



**Test Center:** Our Adult Test Center helps adult learners prepare for tests and master academic skills.

The screenshot shows the Brainfuse website interface. At the top left is the Brainfuse logo with the tagline "ignite your mind". At the top right is a language selector for "English Español". Below the logo is a navigation menu with links: Home, ALC Home, My Account, My Calendar, My Brainwaves, Past Sessions, My Cloudpack, Message Center, My Tests, FAQs, and Logout. The main header area has a dark blue background with the text "Welcome Lifelong Learner!" and a sub-header: "Whether you are going back to school, switching jobs, or just want to brush up on an academic skill, our Adult Learning Center™ is here to help." To the right of this text is the Adult Learning Center logo and the tagline "Connect. Learn. Succeed." Below the header is a section titled "Discover how the Brainfuse Adult Learning Center™ can help you". This section is divided into two columns. The left column is titled "Achieve your learning and career goals with our LIVE one-on-one academic coaching, practice test center, and online resources." and contains five service cards: "Pass the GED" (with a brain icon), "Prepare for the US Citizenship Test" (with a US flag icon), "Microsoft Office Help" (with a document icon), "Career Resources" (with a magnifying glass icon), and "Write a Winning Resume" (with a document icon). The right column is titled "LIFELONG LEARNING with LIVE one-on-one help" and contains six service cards: "Live Tutoring" (with a person icon), "Skills Building" (with a grid icon), "Writing Lab" (with a pencil icon), "Test Center" (with a checkmark icon), and "Send Question" (with a question mark icon).

## OUR TUTORS

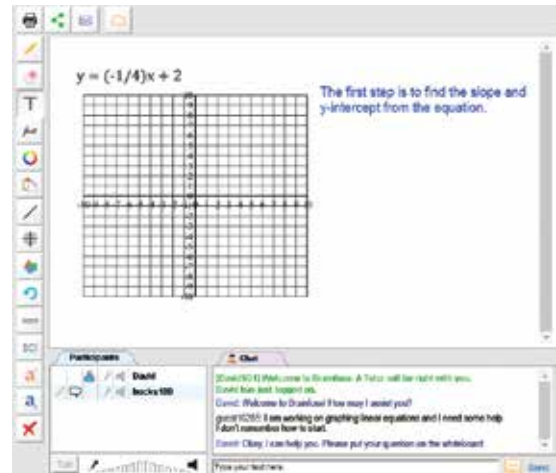
Brainfuse employs thousands of certified tutors nationwide, and devotes more resources to selecting high-caliber tutors than any other education company. All of our tutors undergo a multi-step evaluation and training process, which includes:

- **Resume Review:** All tutors must have four-year college degrees and prior teaching or tutoring experience in the subjects they wish to tutor.
- **Interview:** Promising applicants are screened to determine their ability to tutor in an online environment.
- **Online Proficiency Test:** Applicants are tested live and online to better evaluate their proficiency within each relevant subject area.
- **Simulated Session Test:** Applicants must demonstrate interactive online fluency and the ability to convey ideas clearly in our online classroom.
- **Fingerprint/Background Check:** Conducted by a third-party agency, our tutors undergo the same background check process mandated by most school districts.
- **Training:** Hired tutors undergo training in proper teaching techniques and procedures, including our instructional methodology.
- **Quality Assurance Procedures:** In order to provide high-quality instruction, we employ a comprehensive monitoring and review system that includes live monitoring, transcript analysis, a tutor rating system, post-session surveys, and client reviews.



## OUR ONLINE CLASSROOM

Field-tested and refined for over 15 years, the Brainfuse Online Classroom epitomizes ease-of-use and accessibility. Our classroom allows for instant, robust online communication between tutors and students. Features include freehand drawing, text editing, instant messaging, screen-printing, real-time file sharing, advanced math/science symbols, emoticons, copy/paste, and web-content sharing.



## OUR MOBILE APP

Our Mobile App has been designed to enhance HelpNow by providing anywhere access to our live help, learning materials, and study tools. Our mobile app is free and is available in both the iOS (Apple) and Google Play (Android) stores. It is designed to work on both smartphones and tablets. Features include:

- Live Tutoring Help
- Mobile Writing Lab
- Note Taking & Document Sharing
- Study Alert Settings
- Homework Tracker
- On-the-Go Question Center
- Mobile Flashcards
- Mobile Access to Library Resources
- Boopsie™ Integration



LEARN MORE ABOUT *HelpNow*<sup>TM</sup> 

**REQUEST A PERSONAL WEBINAR**

Email us at [info@brainfuse.com](mailto:info@brainfuse.com), or call us toll free at 866.272.4638

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