

California Online Tutoring and Homework Help Program 2023 BY THE NUMBERS

Total Use
1,772,518



Usage from all categories – live tutoring, writing lab submissions, tests, and database usage

Practice tests, lessons, videos, flashcards, and other learning and collaborative tools



Database Use
1,494,131

Live Tutoring Sessions
Winter Semester
124,516



Number of live tutoring sessions completed between January 1 – May 31, 2023

Number of live tutoring sessions completed between August 1 – December 31, 2023



Live Tutoring Sessions
Fall Semester
121,691

Writing lab submissions
8,753



Comprehensive, asynchronous review of all types of writing

What Users Say:

95% ★

were **satisfied** with tutoring session

97% ★

would **recommend** to a friend

94% ★

Brainfuse is **helping** improve grades

93% ★

feel **more confident** in schoolwork

"My tutor was awesome! We worked through some confusing word problems, but we figured out creative solutions. Super smart, active and very helpful! This resource is super valuable and important for learning, and I legitimately think I would fail some classes without it. Thank you for this!!"

"Ms Rhodes is a rockstar! Intelligent, kind and gives great reviews. She knows how to help students succeed, and has given me tons of super valuable advice that made my essay stand out. She led me to the right direction from the start, and really helped :)"

"I loved it! The tutoring helped me a lot and it makes me feel confident in what we are learning. I used to not understand but tutoring with this organization helped me so much."

"I loved how my tutor took the time to explain all of my questions and how my tutor was able to help me with what I was having troubles with. I loved how my tutor was patient with me and really helped me understand the steps for my math questions. I would definitely recommend this service to someone else who needs it."

** based on optional post-session surveys*

What Librarians Say:

"HelpNow is an essential resource for the students in our vast geographic and largely rural County. With in-person tutoring often completely unavailable, or unaffordable, in our communities and our small branches spread out, this 7 day a week resource with live assistance is crucial. Before the California State Library stepped in to support this resource, it was the subject of intensive local fundraising efforts. With our Strategic Plan focusing on support of families and students, along with equity in the opportunity to thrive, HelpNow is a crucial tool for us to serve our constituents and meet our mission."
Hillary Theyer, Library Director at Monterey County Free Libraries

"The access to free online tutoring helps reduce inequities for California students, especially in areas like Tulare County with some of the highest poverty rates in the state. Thanks to broadband, laptops, and hot spots the library can encourage the use even more."
Darla Wegener, County Librarian at Tulare County Library

"Brainfuse's HelpNow service is an invaluable resource for students of all ages. As a middle and high school student, my own son accessed live tutors to assist him with his studies. The service is highly accessible and convenient for learners."
Michael Lambert, City Librarian at San Francisco Public Library

"Over the last year, HelpNow! has helped us extend core services in our library. The program helps us to meet key needs in our community and positions the library as a significant supporter for K-12 education. Having HelpNow! available for free to our local students helps promotes equity in education by helping to bridge the gap between students who have access to additional resources and those who may not. The program itself encourages independence, supports different learning styles, and fosters lifelong learning by providing additional academic support outside the classroom and helping students gain a deeper understanding of subjects which leads to better performance in class and on exams, boosted confidence and reduced stress. Overall, HelpNow! is an invaluable resource for students offering support, encouragement, and resources to help them succeed."

Jennifer Baker, Director of Library and Cultural Services at Benicia Public Library