Writing Lab Guide

Brainfuse offers the **Writing Lab**, **Send Question** and the **JobNow Resume Lab** services to many institutions including schools, libraries, workforce centers, career centers and colleges/universities. Each of these services allows a registered user to submit a **classwork question**, **essay**, or **resume** to Brainfuse for a review.

Clients expect tutors to review student submissions in a way that will best help the student improve. This guide is intended to serve as your reference for all questions related to the Writing Lab.

For additional information, the following Writing Lab Resources may be useful:

Writing Lab - FAQ: this file contains frequently asked questions in the Writing Lab for quick reference.

Writing Lab - Completing Submissions: this file contains step-by-step assistance in navigating the online Writing Lab process, from accepting a submission to entering the time spent on a review.

Provider Response Form Guide: this file contains information and guidance on completing the forms expected by clients in all submissions.

EXAMPLE - Detailed Response: this file is an example of a fully completed review using the Academic Response Form. Unlike the other completed example reviews, this file includes additional comments about the feedback provided.

ESL Submissions – Supplement: this file contains additional guidance to tutors for ESL submissions.

If you have questions or need clarification regarding any of the client expectations in this document, please email curriculum@brainfuse.com.

Contents

Navigating the Tutor Account

- When the user's submission is received by Brainfuse, it is sent as a Task Assignment to **all** tutors approved to accept submissions. The submissions show up in every tutors' Inbox.
- Once a tutor accepts a submission, it will be removed from all other tutors' inboxes to prevent multiple tutors from working on the same submission
- Note that if you receive a message about a user submission, but the submission is not in your inbox, it means that another tutor has already accepted the submission.
  - If you have 0 submissions in your inbox, it means there are no submissions available.
- You can access the Tutor Task Box from the Tutor QC or from the Brainfuse website.
  - Go to www.brainfuse.com/login and log in with your tutor username to view the tutor homepage
  - Select the list icon in the upper right corner of the homepage to access submissions.
- Once you have selected the list icon, you will be in the Tutor Task Box. Tasks that have been accepted and submissions that are available to accept will be displayed here.

Accepting Tasks

- Clients expect tutors to consider each submission carefully before accepting it. This includes:
  - Checking to make sure tutors can open the file
  - Making sure tutors understand what the student is looking for in the review, and
  - **Carefully noting the due date and time to ensure tutors will be able to return the submission before the due date.**
- From the Task Box, you should select the task that you wish to complete
  - **Note:** the tutor inbox is arranged chronologically, from oldest to newest. Clients prefer that tutors complete oldest tasks first.
- **Tutors are limited to accepting 3 submissions at one time.** In order to accept additional papers, simply complete one of the submissions previously accepted.
  - Tutors who attempt to accept more than 3 submissions at one time will receive an error message reminding them of the limit.
  - Veteran tutors who regularly complete submissions on time without frequent requests for reassignment may be eligible for an increased submission limit.

←   4 - 17 of 17   <   >

✉ Inbox   ≔ Tasks   **8**   ✈ Outgoing Tasks

Error

- You have exceeded your limit of 3 open assignments. Please complete the following assignments before accepting new ones: Assignment Task request for lbVictoriaTorres2778,Assignment Task request for 4f4dbbd9-ba9b-4b83-8291-556fe641b7f7_14961,Assignment Task request for 991000863
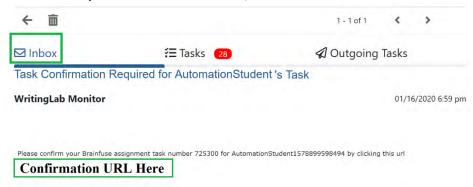
- **At times, overdue submissions may be available to accept and complete.**
  - Tutors will see a notification alerting them of the timeframe the submission is expected to be completed in prior to accepting the submission. This timeframe serves as the new due date/time.
  - Overdue submissions should only be accepted if the submission can be completed within the timeframe noted.
  - Generally, clients expect overdue tasks be submitted within 1 hour of being accepted.

- Once accepted, clients expect the review to be completed using the appropriate Provider Response Form.

Working on an Accepted Task

- When a submission has been accepted, the tutor is responsible for completing the task by the due date/time.
- Tutors may request reassignment of submissions they are unable to complete by emailing curriculum@brainfuse.com with the TaskID. *Please note that reassignments delay reviews for students and may cause a submission to become overdue*.
- In order to facilitate timely completion, tutors will receive a notification to their tutor inbox 2 hours before a submission is due, prompting them to confirm the submission within one hour of receipt.
- If the notification is not confirmed within one hour, the assignment will be automatically reassigned to avoid further delay to the student.
- If a submission is not confirmed or if a submission is confirmed and not completed on time, a tutor's submission limit may be reduced to 1. In these instances, the limit can be raised by successfully completing submission by the indicated due date/time.
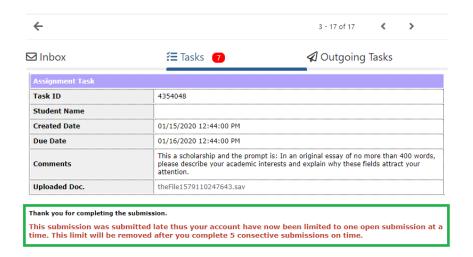
Submitting a Reviewed Task

- Once the tutor has completed their review, they are ready to return it to the student. Once a review has been returned, it cannot be edited, so clients expect tutors to carefully proofread their reviews for typos or grammar mistakes. Reviews with multiple tutor errors make the tutor's feedback less reputable to the students.
- Save the completed review following client expectations in regards to file name and file type.
- To submit the reviewed paper to the student:
  - Return to the task home by logging in to your account, enter the Task Box, and select the submission you have accepted.
  - Note that the Task Box is sorted **chronologically** with your accepted tasks listed **first**.
    - All tasks that you have accepted will be in **bold text** with a different color background
- Clients expect all reviews to be completed with the standard comment in the comment box:
  - **Thank you for using Brainfuse! Please see the attached document for our suggestions and recommendations. For administrative questions, please email info@brainfuse.com**
- **AFTER** the comment is entered, you can choose the appropriate file by selecting "Choose File"
- Once the file is chosen, select **"Upload File/Submit Comments"**
- When this is completed, the student will have received the submission. **However – the task is not complete!**
- Select "Continue" once the document and the comment have been confirmed.
- To complete a task, input the total time spent on the review (up to the client allowed maximum time allotment).
- Once your time has been entered, select "Complete"
- **If the submission was returned after the due date/time, the submission limit will be reduced to 1.**
  - Once complete, a notification will be provided about the reduced limit.
  - This limit will be raised after 5 submissions are completed within the expected due date/time.
  - This reduction does not apply to submissions that were already overdue when accepted.

	3 - 17 of 17 ‹ ›
☑ Inbox	☰ Tasks 7 ◁ Outgoing Tasks

Assignment Task

Task ID	4354048
Student Name	
Created Date	01/15/2020 12:44:00 PM
Due Date	01/16/2020 12:44:00 PM
Comments	This a scholarship and the prompt is: In an original essay of no more than 400 words, please describe your academic interests and explain why these fields attract your attention.
Uploaded Doc.	theFile1579110247643.sav

Thank you for completing the submission.

This submission was submitted late thus your account have now been limited to one open submission at a time. This limit will be removed after you complete 5 consective submissions on time.

- When you have selected "Complete", you will be directed back to the Tutor Task Box.

For additional assistance accepting and submitting reviews, see the **Writing Lab – Completing Submissions Guide**.

Client Expectations Regarding Reviewed Submissions

- Submissions are **ALWAYS** due by the date/time indicated on the Submission Assignment.
  - Most clients expect a 24 hour turn-around from when the student submitted their assignment, but some clients expect a 12 hour turn-around. **Clients expect tutors to pay close attention to due date/times and return their reviews on time.**
  - **By default, Due Times are in Eastern Time!**

- Clients prefer tutors work on the oldest submission first. Overdue submissions should be accepted and completed prior to submissions that are not overdue. There is no penalty for accepting and completing an already overdue submission.

- Clients expect tutors to use the clients' naming convention when saving their files. The file should be labeled:
  - **[student_file_name]-TASKID**
  - Replace "**[student_file_name]**" with the student's original file name. This includes all spaces, symbols and misspellings!
  - "**TASKID**" should be replaced with the Task ID number.
    - For example, if the student submits a file named: "Reserach Paper-5 . 8" and the Task ID number is 34567890, then the file should be named:
      - Reserach Paper-5 . 8-34567890.
  - **If this naming convention is not maintained, an error message will appear!**
  - This naming convention ensures the correct file is sent to the correct student.
  - If the student didn't attach a file and you need to return a document, simply use **Review** in place of the **[student_file_name]**.

Helpful Tip: Consider completing the review in the downloaded file (if editable) to simplify the renaming process. If you do this, you'll simply need to replace the string of numbers included on the downloaded document with the Task ID!

- Clients expect that tutors are working on a computer which allows them to edit the following file types: .doc, .docx, .rtf, and .txt. Because students submit their work in a variety of file types, tutors must also be able to save files in the following format: .doc, .docx, .rtf, .txt, and .pdf.

- When sending back a document to the client, clients want the format to be the same as the one the student used.
  - So this means if the client submitted a .doc file, the tutor needs to send back a .doc file, not a .docx file.
    - To create a .doc file using MS Office 2007 or later, tutors need to select "Word 97-2003 Document" as the file type.

- Clients expect every submission returned to include **the standard comment in the "Comments for revised upload" field before clicking the "upload" button. The standard comment is the following:**

  - Thank you for using Brainfuse! Please see the attached document for our suggestions and recommendations. For administrative questions, please email info@brainfuse.com

    - Note that info@brainfuse.com is intended for **student use only**!

- Clients do not want tutors to complete the following tasks. Instead, clients expect tutors to email curriculum@brainfuse.com if a tutor accepts or notices a task that:
  - Does not contain an attachment
  - Does not contain the student's work for review (e.g. a syllabus is attached)
  - Contains a corrupt file attached (i.e. the file does not open)
  - Is a non-academic question/comment
  - Is a "Request for Graded Quiz"
  - Contains a paper advocating or planning illegal activity

- **Time Allotments:** Clients expect tutors to adhere to the allotted time for submissions. Tutors are not expected to catch every single error. Tutors who repeatedly go over the allotted time may have their Writing Lab access removed.

  - **Time Scale for Tasks <u>without</u> a Red Exclamation Mark**
    - *8-15 minutes* for math/science/history/send question submissions
    - *5-8 minutes* for writing submissions that are 1-2 pages
    - *8-15 minutes* for writing submissions that are 3-6 pages
    - *15-20 minutes* for 6-9 pages;
    - *20-30 minutes* for 10 pages or more; and
    - *20-30 minutes* for resumes.

  - **Time Scale for Tasks <u>with</u> a Red Exclamation Mark**
    - *10-18 minutes* for math/science/history/send question submissions
    - *10-15 minutes* for writing submissions that are 1-2 pages
    - *15-25 minutes* for writing submissions that are 3-6 pages
    - *20-30 minutes* for 6-9 pages;
    - *25-35 minutes* for 10 pages or more; and
    - *25-35 minutes* for resumes.

If you do not see tasks with a Red Exclamation Mark: it means your account is not approved for these higher level submissions. Consider emailing curriculum@brainfuse.com to ask about how you can get approved for these papers!

In the event that a student submits an extremely long paper: clients expect tutors to review as much of the paper as they can up to the maximum time allowed (*35 minutes*) and then <u>stop</u>.

Response Forms

Clients expect that tutors **_always_** use the correct response form when reviewing submissions. Clients expect that tutors complete **_all_** parts of the response form. The most up-to-date response forms may be obtained by emailing curriculum@brainfuse.com. You may also access the forms here:

http://www.brainfuse.com/jsp/curriculum/mgr.do?action=view&subType=6&catIDParam=132738&catNameParam=Writing%20Lab&objectCat=curriculumCat&viewStyle=
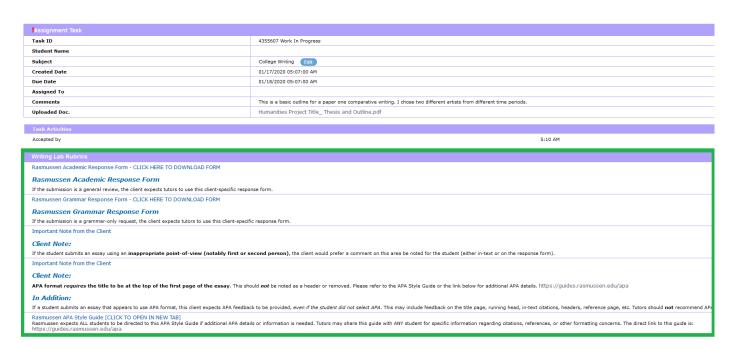
For additional details on the Provider Response Forms, see the following Provider Response Form Guide:

https://www.brainfuse.com/curriculumupload//1566237719375.pdf

- **Academic Response Form:** This is the response form used <u>most often</u> by tutors, as a majority of student submissions are traditional essays.
    - o Clients expect that tutors understand the difference between the sections on the response form
        - ▪ **_Organization_**: the logical progression and completeness of ideas in an essay
        - ▪ **_Development_**: the process of adding informative and explanatory details to support the main idea
        - ▪ **_Formatting and Style_**: the manner in which the piece is written to fit the specific context, purpose, or audience. Word choice, tone, voice, sentence structure, etc. all contribute to style. This also includes all requirements of the style guide required of the student (e.g. APA). **_Clients expect his part of the response form to include more than just grammar, usage, and mechanics!_**
            - Clients expect that tutors dedicate a few minutes of their review to comment on any issues students have with APA/MLA/Chicago formatting.
            - If the student <u>did not</u> specifically request help with formatting, it is appropriate for tutors to leave a comment such as: "Please refer to the MLA formatting guide in section 8 to review correct font, spacing, and in-text citation requirements for MLA papers."
            - <u>If the student requests specific help with their formatting</u> (i.e. "please help me with APA format"), then clients expect tutors to adhere to that request and spend more time leaving the student specific feedback about their formatting errors.

- **Narrative Response Form:** This is the response form that should be used when a student submits a narrative.
    - o A narrative essay is often a personal narrative in which the student tells the story of a personal experience.
    - o A narrative can also be a creative narrative or a short story.

- **Grammar Response Form:** _This form should only be used if a student requests a grammar only review._
  - If a student requests a grammar review with 1 other item listed or noted (for example: Development, Content, etc.)
    - Use the Academic Response Form or Narrative Response Form!
  - Clients expect tutors to leave a summary of the major/reoccurring grammar issues on the top half of the form. Clients also prefer tutors who provide examples of how to fix these errors.

- **Resume & Cover Letter Response Form**: These are the response forms that should be used when a student submits a resume or a cover letter.
  - **Only tutors who have been screened and approved to complete resumes and cover letters should accept these submissions!**
  - Tutors should refer to the "Career Documents Guide" for specific information about reviewing resumes.

- **Client-Specific Response Forms:** Some clients provide specific notes or response forms for tutors to use when reviewing a submission.
  - If a client includes a link to their own resources on the assignment submission page, tutors are expected to use it. In all other cases, clients expect tutors to link to Brainfuse sources or official style guide sites.
  - If a client includes a note regarding a submission, tutors are expected to read and apply the note to the review if it is applicable.
  - Some clients also have a specific set of Response Forms, as illustrated below. If tutors see an applicable Response Form listed on the assignment submission page, they should download a blank form directly from the page in order to complete the review.
  - If there are no client-specific resources, notes, or applicable Response Forms listed, clients expect tutors to use the standard response forms.

Assignment Task	
Task ID	4355607 Work In Progress
Student Name	
Subject	College Writing Edit
Created Date	01/17/2020 05:07:00 AM
Due Date	01/18/2020 05:07:00 AM
Assigned To	
Comments	This is a basic outline for a paper one comparative writing. I chose two different artists from different time periods.
Uploaded Doc.	Humanities Project Title_ Thesis and Outline.pdf

Task Activities	
Accepted by	5:10 AM

Writing Lab Rubrics

Rasmussen Academic Response Form - CLICK HERE TO DOWNLOAD FORM

Rasmussen Academic Response Form
If the submission is a general review, the client expects tutors to use this client-specific response form.

Rasmussen Grammar Response Form - CLICK HERE TO DOWNLOAD FORM

Rasmussen Grammar Response Form
If the submission is a grammar-only request, the client expects tutors to use this client-specific response form.

Important Note from the Client

Client Note:
If the student submits an essay using an **inappropriate point-of-view (notably first or second person)**, the client would prefer a comment on this area to be noted for the student (either in-text or on the response form).

Important Note from the Client

Client Note:
APA format _requires_ the title to be at the top of the first page of the essay. This should _not_ be noted as a header or removed. Please refer to the APA Style Guide or the link below for additional APA details. https://guides.rasmussen.edu/apa

In Addition:
If a student submits an essay that appears to use APA format, this client expects APA feedback to be provided, _even if the student did not select APA._ This may include feedback on the title page, running head, in-text citations, headers, reference page, etc. Tutors should **not** recommend APA

Rasmussen APA Style Guide [CLICK TO OPEN IN NEW TAB]
Rasmussen expects ALL students to be directed to this APA Style Guide if additional APA details or information is needed. Tutors may share this guide with ANY student for specific information regarding citations, references, or other formatting concerns. The direct link to this guide is: https://guides.rasmussen.edu/apa

- **General Response Form Guidance:**

  o In order to assist you with the Response Forms and your initial reviews, the Provider Response Form Guide may be helpful. This file may be accessed here:

    - https://www.brainfuse.com/curriculumupload//1566237719375.pdf

  o When using the response forms, clients expect tutors to fill out each section. *Clients do not want tutors to remove, or leave blank, sections of the review forms.*

  o **Clients prefer tutors who give the student actionable and specific feedback.**

  o **Clients also expect tutors to pay special attention to any specific requests made by the student**. For instance, if the user specifically mentions certain issues with the paper, then those issues need to be addressed as much as possible within the allotted time that the client pays per paper.

  o While tutors may find that many students have similar problems with their writing, clients do not want tutors who copy/paste comments from review form to review form. Clients expect that tutors conduct an original review for each paper and make their feedback specific to that student.

  o Many of our clients work with students who are non-native speakers of English. Clients expect tutors to be mindful of particular challenges these students face and provide feedback which focuses on larger issues and includes examples when the issue is rooted in a grammar rule that may be difficult to understand. An *ESL Supplement* for tutor reference can be found here:

    - https://www.brainfuse.com/curriculumupload//1550178354799.pdf

Citation Styles

Clients do not want tutors to reference Purdue OWL. Acceptable sources for more information include Brainfuse guides and links to official style guides.

- **Resources for Common Styles**
  - APA 7th Edition
    - [Brainfuse APA 7 Style Guide](#)
    - [Brainfuse APA 7 Sample Essay](#)
    - Official site: http://blog.apastyle.org/
  - APA 6th Edition
    - [Brainfuse APA 6 Style Guide](#)
    - [Brainfuse APA 6 Sample Essay](#)
    - [Comprehensive Online APA Guide](#)
    - Official site: http://blog.apastyle.org/
  - MLA
    - [Brainfuse MLA Style Guide](#)
    - [Brainfuse MLA Sample Essay](#)
    - Official site: https://style.mla.org/
  - Chicago
    - [Brainfuse Chicago Style Guide](#)
    - [Brainfuse Chicago Sample Essay](#)
    - Official site: www.chicagomanualofstyle.org

- **Resources for Additional Styles (uncommon).** Tutors may refer to third-party resources that are 1) accurate, 2) neutral, and 3) ad-free for these uncommon styles. Below are some, but not all, of the various styles tutors may encounter.
  - **Bluebook** *(Legal)*
    - [Sample Bluebook Paper](#)
    - [Sample Bluebook Guide](#)
    - Official site: https://www.legalbluebook.com/
  - **ASA** *(Sociology)*
    - [Quick ASA Guide](#)
    - Official site: https://www.asanet.org/teaching-learning/
  - **AMA** *(Medicine)*
    - [Sample AMA (10th Ed) Style Guide](#)
    - Official site: https://www.amamanualofstyle.com/
  - **SBL** *(Religious)*
    - [Sample SBL Style Guide](#)
    - Official site: https://sblhs2.com/

Editing

Clients do **NOT** want tutors to edit student papers. This means they do not want
tutors to directly make corrections on the paper or tell students exactly how to correct their mistake. They feel that when the corrections are made for the student, or when the student is told exactly how to fix their mistake, that the student does not learn anything and will continue to make the same mistakes.

Clients prefer tutors who point out the error to the student, and then give the student a hint or tip on how to fix it. This includes pointing out typos/spelling errors, incorrect word usage, or awkward word choice/phrasing, instead of just fixing them for the student.

> **DON'T:** He was a stunner**[,]** and he knew it. **OR** He was a stunner and he knew it. [insert a comma after stunner]

> **DO:** He was a stunner and he knew it. [run on sentence-review when to use commas with conjunctions]

> **DON'T:** It[']s very important that students become active learners sooner or later. **OR** Its very important that students become active learners sooner or later. [Its should be It's]

> **DO:** Its very important that students become active learners sooner or later. [review the difference between its and it's and decide which one fits best here]

In-text Comments

Along with filling out the response form, clients expect that tutors leave sufficient in-text comments for each review. The student's paper should be copied/pasted to the bottom of the review form. [Clients expect tutors to leave their in-text comments in brackets and in a different color.]

- Clients **DO NOT** want tutors to leave margin comments or use "track change" features, as not all students can view these types of comments.
  - Clients expect tutors to provide comments written in the text that students may access regardless of the program being used.
- **If a file is submitted as a PDF or other non-editable file**
  - Clients do not expect tutors to provide in-text comments for submissions in a non-editable file type. Instead, clients expect tutors to:
    - Fully complete the appropriate Provider Response Form
    - Include the following **non-editable comment**:
      - The file you submitted was not editable. Unfortunately, I wasn't able to edit your document. As a result, I was unable to provide in-text comments. For a full review, including in-text comments, please submit your file as a .doc, .docx, or .rtf. Thank you!
    - Save the file as a PDF (without the student's text or in-text comments)
    - Upload the PDF version for the student to use when completing the submission.
  - **NOTE**: Not all students have access to Word. If a file is submitted as a PDF or other non-editable file (e.g. JPG, PNG, SAV, etc.), it **MUST** be returned as a PDF.

- **If a student's paper is submitted as a comment**
  - Copy and paste the student's comment into the appropriate Response Form
  - Fully complete the Response Form and provide in-text comments
  - Save the file as a PDF and upload the PDF review for the student to use

Miscellaneous

- **Effusive Comments**: note that ***clients do not like effusive comments***. Clients deem comments like "outstanding essay" or "you are an excellent writer" as unnecessary for tutors to add to reviews. Clients would rather tutors focus on how a student can improve than on praising them for what they did well.
  - Clients understand that tutors want to encourage students, and it is possible to leave feedback that helps the student improve without being effusive.
    - For example, instead of saying "excellent thesis," a tutor may say something like "Your thesis clearly lays out your central argument. Make sure each of your paragraphs fully supports and advances your thesis."

- **Critical Comments**: Clients also do not like comments that seem harsh or overly critical.
  - Comments such as "there is no thesis," "the paper has no direction," or "the writing is not engaging" can be considered harsh or overly critical, especially when no suggestion for improvement is left.
  - Clients prefer tutors who rephrase comments such as these into phrases that can be more helpful to students. For example, "There is no thesis" can instead be "The paper lacks a clear thesis which makes it hard for the reader to understand what your purpose is. Your thesis should be a concise sentence that clearly details what your paper is about."

- **Grading Comments** Clients also do not like comments that make it seem like tutors are grading the student submission.
  - Comments like "I would give this paper top marks" are inappropriate because the tutor has no control over how an instructor will evaluate a student's work.

- **Accuracy**: Clients expect that all feedback left for students is accurate.
  - Clients expect that tutors double-check the accuracy of their feedback, especially when it comes to formatting or grammar comments.
  - Clients expect that tutors know the difference between titles that should be presented in italics and titles that should be presented in quotation marks, based upon style guide.

- **Sharing Personal Information**: Clients do not want tutors sharing personal information such as their personal email address or personal beliefs/opinions with students. This includes replying to student messages in the inbox. Clients expect tutors to report any questions students have to **curriculum@brainfuse.com** instead of answering questions on their own.

- **Questions about Qualifications**: When a tutor gets a question on what kind of training they get from Brainfuse and how they qualify to tutor for Brainfuse, the tutor needs to defer those questions to the

office by referring the user to info@brainfuse.com. If the tutor is certain that the user is not a minor, then the tutor can jot down the user's email address and send it to curriculum@brainfuse.com so that office staff can follow up.

- **Client Complaints**: Tutors who receive more than 3 customer complaints successively may be removed from access to the Writing Lab. Complaints include, but are not limited to, late paper reviews, returning incorrect submissions to students, incomplete reviews, recycled comments, typographical errors, failure to pay attention to student requests, and lack of familiarity with style manuals.

- **Contact Information**: **ALL** Writing Lab questions or issues should be sent to curriculum@brainfuse.com

  - info@brainfuse.com is for student use ONLY