

Educational Innovation 360 Terms and Conditions

Welcome to Educational Innovation 360!

Our mission is to empower educators to achieve excellence and unlock student potential. These terms and conditions outline the commitments between Educational Innovation 360 (EI360) and you (the School, District, Organization, or Individual) for the services referenced in your quote.

Address: Educational Innovation 360, 3500 DePauw Blvd. Suite 1085 Indianapolis, Indiana 46268

General Terms and Conditions

- **EI360 Commitments:** We will deliver the services outlined in your quote.
- **EI360 Rights:** We reserve the right to:
 - Collect participant demographics for optimal coach matching.
 - Gather anonymized student outcome data to measure impact.
 - Utilize anonymized data for research and promotional purposes.
- **Your Commitments:**
 - Assign a program manager (principal, lead participant, etc.).
 - Provide participant names and email addresses.
 - Pay the quoted amount upon invoicing.
- **Participant Responsibilities:**
 - Notify EI360 of technology or coach concerns.

FERPA Compliance

The Family Educational Rights and Privacy Act (FERPA) protects student records. Classroom observation videos are considered student records and subject to FERPA. Anonymized videos are exempt.

- **Recording Consent:** You are responsible for obtaining consent for recording students from guardians or eligible students.

- **Confidentiality of Recordings:** All recordings are private and only accessible by authorized EI360 personnel, except in extraordinary circumstances:
 - Legal investigations or situations deemed serious by the program manager.
 - Parental requests to view a video with their student (FERPA).
 - Suspected child abuse or neglect requiring reporting by the coach.

BY SERVICE

Ask a Coach

EI360's "Ask a Coach" service provides educators with immediate support from expert coaches on virtual classrooms, educational technology, classroom management, and more.

- **EI360 Commitments:** We provide personalized answers within 24/48 hours during business hours (Monday-Friday, 9:00 AM - 5:00 PM ET).
- **Your Commitments:**
 - Assign a program manager.
 - Provide participant names and email addresses.
 - Pay the quoted amount upon invoicing.
 - Ensure "Ask a Coach" requests comply with our terms of service, including an average usage limit of 15 requests per week. Requests exceeding 45 per week may be subject to limitations. We can discuss increased service levels in a separate agreement.
- **Participant Use:**
 - Your questions will be matched with qualified coaches.
 - You will receive a response within 24 hours during business hours.
 - Notify EI360 of any technology or coach concerns.