EVIDENT HELP & SUPPORT

Frequently asked questions

Answers about daily tracking, family sharing, plans and your records. This document contains all questions, regardless of the search currently shown on the website.

CONTENTS

Getting oriented
Pricing & Access
Privacy & Data
Features & Usage
Special Education
Technical
Support

Getting oriented

What is Evident?

Evident helps teachers capture daily student-support notes, then organizes those notes into family updates, progress timelines, behavior charts, conference packets, MTSS evidence, and IEP/FBA/BIP documentation. The result is a current school-ready record without asking teachers to rebuild the same story before every meeting.

Do you sign DPAs?

Yes. DPA/NDPA documentation is available for schools and districts. Start with the procurement packet at /schools/procurement, then review the compliance page or contact schools@evidentk12.com.

Who can see private notes?

Ordinary staff notes are available to authorized staff through their role, assignment or student sharing. Confidential support notes have additional restrictions for the student support team. Families see a note only when staff explicitly publish it for them.

Can parents see teacher notes?

Only when a teacher explicitly publishes a note as family-visible. Teachers control visibility per note.

What happens when a teacher leaves the school?

School administrators can review a departing staff member’s students and unfinished work, arrange ownership and coverage, and then remove access. Student records stay with the student; review follow-ups and family requests during the handoff so the next person knows what still needs attention.

Can we delete or export student data?

Teachers and admins can export student records and use delete workflows for account or student data. Schools remain responsible for their own records obligations, including how they handle legal or policy-based deletion requests.

Does Evident support audit logs?

Authorized school administrators can review recorded student-record changes and other audited actions. Confidential-note access is separately audited. See Security for the scope and retention of audit history.

Can a district pilot Evident before buying?

Yes. Districts can run a structured pilot with a small group of teachers, special education coordinators, or MTSS leads before committing to a full deployment. Email schools@evidentk12.com to set one up.

Pricing & Access

Is Evident free to use?

Yes. You can create and print bilingual progress charts for free without an account. If you create a teacher account, the free tier covers a full class of up to 30 students with daily tracking, progress charts, goal and IEP tracking, and parent portal access. Your first documentation PDF is free, one per account; paid plans add ongoing PDF reports, evidence packets, and CSV exports. See the Pricing page for current plan details.

Do I need to create an account?

No. You can open the site and start creating and printing charts right away without an account. Create a free teacher account when you want to save charts, track growth over time, see progress charts, or use the parent portal. The free plan has no time limit and no credit card requirement. Your first documentation PDF is free, one per account. Ongoing documentation PDFs need Pro or a school plan.

What do I get with a teacher account?

A free teacher account includes dashboard access, up to 30 students, saved charts, daily logging, progress charts, goal library and IEP goal tracking, the BIP builder and accommodation tracker, and secure parent sharing. Your first documentation PDF is free, one per account. Pro adds ongoing PDF reports, evidence packets and CSV export. Batch logging and roster bulk actions are included in Free. Parents can view and sign from their phone without downloading an app.

How do I get Pro?

Upgrade anytime from Settings for $12/month or $120/year. Pro adds up to 50 students, PDF progress reports, evidence packets, CSV export, and more. Batch logging for the whole class is on the free plan too. If you cancel, you move back to the free plan and nothing is deleted.

Privacy & Data

Do you store student data?

It depends on how you use Evident. In guest mode (no account), all data stays in your browser and QR codes. Nothing is stored on our servers. With a registered teacher account, student display names, daily logs, and parent interactions are stored securely in our database with AES-256 encryption and row-level security. Teachers retain full ownership of their data and can export or delete it at any time.

How does Evident support FERPA-conscious workflows?

Evident is built for FERPA-conscious student-support workflows. Guest mode keeps chart data in the browser only. Registered accounts use AES-256 encryption, row-level access controls, role-based access, explicit family visibility settings, export and delete workflows, audit logging, and signed DPAs where appropriate. Schools remain responsible for their own FERPA obligations. See the privacy, security, and compliance pages for full details.

What happens to the chart data after I close my browser?

For guest users, chart data is stored in your browser's local storage and will persist until you clear your browser data. We do not have access to this data. For registered users, your charts and daily logs are saved to your account and accessible from any device when you log in.

Features & Usage

How do I print my progress chart?

After customizing your chart in the editor, click the "Print" button. This will open your browser's print dialog. For best results, use Portrait orientation and set margins to "Default" or "Narrow." The chart is sized to fit a standard letter-size page.

How does the QR code work?

Each printed chart includes a unique QR code. For guest charts, the QR code contains the chart data encoded directly within it. For charts saved to your account, the QR code links to a secure parent portal. When parents scan the code with their phone camera, they see the growth goals in their language on a mobile-friendly page, no app download required.

What languages are supported?

We currently support 28 languages including Spanish, Arabic, Mandarin Chinese, Vietnamese, Haitian Creole, Portuguese, Russian, Korean, Tagalog, French, Hindi, Urdu, Bengali, Somali, Hmong, Ukrainian, Polish, Pashto, Dari, Indonesian, Swahili, and Venezuelan Spanish. We're continuously adding more languages based on educator feedback.

How does the parent portal work?

When you create a chart for a student through your teacher account, you can generate a secure link or QR code for parents. Parents open the link on their phone to view daily growth goals in their language, see which goals were met, and sign off on the report with a digital signature. Families can also review the last 60 days of available chart history. No app download or parent account is needed.

How do I import my students?

From the Students page, click the "Import" button to bulk-add students. You can upload a CSV file; Evident auto-detects name and grade columns and provides a downloadable template. You can also bring a class in from Google Classroom: Evident reads names only, never student emails, and it never writes anything back to Classroom. Import workflows include a preview screen where you can review students, detect duplicates, and check subscription limits before importing.

What is the goal library?

The goal library contains 150+ pre-written goals across 14 categories, including behavior, social skills, academic habits, self-regulation, classroom expectations, communication, executive function, and IEP-aligned domains. Search by keyword, filter by category or disability, and add goals with one click.

What is the calendar view?

The calendar view shows an at-a-glance month view of a student's progress history. Each day is color-coded: green means all goals were met, amber means some goals were met, and red means no goals were met. Click any day to see the full details. You can toggle between the calendar view and the traditional list view from the History tab on any student's page.

How does the student comparison view work?

School plan administrators can access the Student Overview page from the admin dashboard. It shows every student in your organization in a sortable table with metrics like average success rate, signature rate, and trend direction. You can filter by grade level, teacher, time range, or engagement threshold (e.g., 'show me all students below 50%'). Results can be exported to CSV for reporting.

What is the audit log?

The audit log automatically records every change made to students, charts, and daily logs across your organization. School admins can view who made a change, what was changed, and when, all from the Audit Log page in the admin dashboard. This is especially useful for FERPA-conscious workflows and answering questions like 'Who changed Johnny's chart?'

Can I edit a chart after printing?

For guest charts, you can return to the editor and make changes as long as you haven't closed your browser. A printed QR code always shows the original data, so reprint the chart after any change. Charts saved to a registered account can be edited at any time from your dashboard.

Special Education

Can I track IEP goals with Evident?

Yes. Evident includes full IEP goal tracking with 8 measurement types: binary (yes/no), frequency count, duration, trial-based (e.g., 7 out of 10 trials), interval recording, rate (responses per minute), latency (seconds from the cue to the response), and task analysis (a routine scored step by step). Each goal includes a baseline value, target value, and target date. The system automatically computes progress toward the target and shows trend direction.

What is FBA data collection?

FBA (Functional Behavior Assessment) data collection lets you record behavioral incidents using the ABC framework: Antecedent (what happened before), Behavior (what the student did), and Consequence (what happened after). Each incident also captures the setting, intensity level, and your hypothesis about the function of the behavior (attention, escape, tangible, or sensory). The FBA Summary panel shows patterns and month-over-month trends.

Can special education coordinators see students across classrooms?

Yes. Case managers and special education coordinators have role-based access that lets them see data for any student on their caseload, regardless of which teacher's classroom the student is in. The caseload dashboard shows all your students in one place with IEP status badges, upcoming meeting dates, and goal progress.

Can I generate IEP progress reports?

Yes. From any student's profile, you can generate a full IEP Progress Report PDF that includes a cover page with summary statistics, per-goal pages with trend charts and data tables, a behavior incidents summary, and a communication log. This is the document you bring to the IEP annual review.

Does Evident replace our IEP management platform?

No. Evident is a data collection tool, not an IEP document management system. It works alongside platforms like Frontline IEP, GoalBook, or Embrace. Those systems manage the legal IEP document and compliance timeline. Evident collects the daily data that feeds into those documents. Export a progress report PDF and attach it to the student's file in your IEP platform.

What is the BIP Document Builder?

The BIP (Behavior Intervention Plan) builder is a guided 4-step wizard that helps you create a formal BIP document. You define target behaviors, replacement behaviors, prevention and consequence strategies, and a data collection plan. The finished BIP can be exported as a professional PDF. BIPs support draft, active, and archived statuses so you can manage revisions over time.

Can I track accommodations and modifications?

Yes. Each student has an accommodation tracker where you can document accommodations and modifications with category (presentation, response, setting, timing, behavioral), effectiveness rating, source (IEP, 504, teacher-initiated), and active/inactive status. A library of 30 common accommodations provides quick-pick suggestions so you don't have to type from scratch.

Does Evident send IEP meeting reminders?

Yes. Set a student's next IEP meeting or progress report date on their page, and Evident emails a reminder 30, 14, and 7 days before it. Reminders go to the teacher who added the student and to anyone the student is shared with as a teacher, case manager, or special education coordinator. Each person can turn them off under Meeting and report reminders in their email settings. The Caseload page lists each date with the days to go, and once a date has passed it says so and offers to update it.

What is the IEP Goal Library?

The IEP Goal Library contains 70 measurable, IEP-aligned goals across 7 domains: behavior, social/communication, self-regulation, adaptive, academic, motor, and transition. Each goal includes disability tags (autism, ADHD, learning disability, emotional disturbance, etc.) so you can filter by domain and disability to find relevant goals quickly.

Technical

What browsers are supported?

Evident works on all modern browsers including Chrome, Firefox, Safari, and Edge. For the best printing experience, we recommend using Chrome or Firefox. The parent portal works on any smartphone browser.

Can parents sign the chart digitally?

Yes. Through the parent portal, a parent views their child's daily progress report and taps the "Sign" button to add a digital signature. The signature is recorded in your dashboard, and you get an email notification when it happens. Parents can also leave a note for the teacher when they sign.

Is there a phone app?

Yes. The Evident K12 app for Android is on Google Play, and an iPhone version is in review with Apple. On any phone, tablet, or laptop, the web app also installs directly from the browser with no app store, and it is the same account either way. Staff who are shared on a student as a paraprofessional or aide open it on a phone-first Today view: what to run, how to run it, and one tap to log each response.

Does Evident work offline?

The chart editor and printing can work after the page is loaded. Supported quick-capture notes and IEP data points can wait on the device for a connection. Watch for the waiting or saved status, reconnect with the same account, and keep unsynced work on that device. Other forms may need a connection or only retain a retry while the form stays open. Translation and the family portal need a connection. See the phone logging guide for recovery steps.

Support

I found a bug or have a feature request. How do I report it?

Visit our Contact page to send us feedback. We read every submission and prioritize improvements based on what educators need most.

Can I use Evident for my entire school or district?

Yes. School plans support team onboarding, seat management, and shared administration. For larger district needs (DPA, SSO, procurement, or custom rollout), contact schools@evidentk12.com for assisted onboarding.