



A Partnership that Continues to Grow

A case study of College of Coastal Georgia and Tutor.com, with contributions from Niki Schmauch, Coordinator of Academic Tutoring and Instruction at College of Coastal Georgia | 2011

BACKGROUND INFORMATION

Tutor.com works with the College of Coastal Georgia (CCG) to offer one-to-one tutoring services and 24/7 academic resources to all enrolled students. Since the partnership began, CCG has grown from a two-year to a four-year college. Tutor.com provided CCG with the flexibility to grow their program as the demand increased. Usage in 2010 was over 750% greater than during the first year of the program (2006).

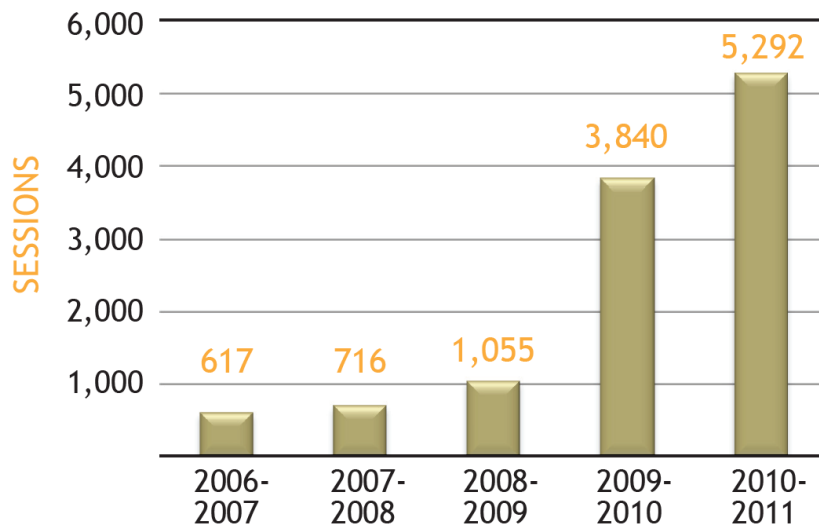
Institution Snapshot

- **Enrollment:** 3,500 students
- **Institution Type:** 4-Year College
- **Tutor.com Partner Since:** 2006
- **Sessions:** Over 13,000 one-to-one sessions
- **24/7 Subjects:** Math, Science, English, and Writing
- Students access Tutor.com from the on-campus tutoring center and remotely from anywhere with an Internet connection

EXTENDING STUDENT SUPPORT WITH ONLINE TUTORING

In 2006, the College of Coastal Georgia realized that it did not have enough tutors to satisfy its growing need. As a 2-year college serving students in five counties, its on-campus tutoring center was constantly full of students seeking extra assistance. To augment its existing program, the College of Coastal Georgia decided to partner with Tutor.com.

Usage Increases Over Time



99%

OF STUDENTS SAY THEY ARE GLAD THAT CCG OFFERS TUTOR.COM*

99%

OF CCG STUDENTS WOULD RECOMMEND TUTOR.COM TO A FRIEND.*

96%

OF CCG STUDENTS SAY TUTOR.COM HELPS THEM IMPROVE THEIR GRADES.*

97%

OF CCG STUDENTS SAY TUTOR.COM HELPS THEM BE MORE CONFIDENT ABOUT THEIR SCHOOL WORK.*

*Compiled from CCG student post-session surveys during the 2010-2011 academic year.

“Between the high quality of the tutors, the constant technological innovations, and the responsiveness of the Client Services Team, **we have found the perfect partner in Tutor.com.**”

— Niki Schmauch, Coordinator of Academic Tutoring and Instruction, College of Coastal Georgia



REMOTE TUTORING MEETS STUDENTS' NEEDS

The program began as an evening and weekend Supplement to the tutoring center's daytime hours. Aside from extending the hours of the on-campus site, the students quickly discovered another benefit of Tutor.com—they could receive on-demand tutoring in their own homes. For students who commuted and were not on campus every day, this made tutoring truly accessible.

When CCG became a 4-year college in 2008, it launched The Academic TuToring and Instruction Center (The ATTIC), led by Niki Schmauch, the Coordinator of Academic Tutoring and Instruction. Schmauch began to promote The ATTIC and all of its services, including Tutor.com, in brief presentations she held during freshman seminars.

EXPANDING TO 24/7 SUPPORT

Between the additional students and Schmauch's promotional efforts, the program grew so popular that The ATTIC began to offer Tutor.com 24/7. This resulted in a huge increase in usage—3,840 sessions were conducted in the 2009-2010 academic year, compared to 1,055 in the previous academic year. Now, College of Coastal Georgia students can access Tutor.com wherever and whenever they need it. ▀

“Tutor.com is the perfect place for a busy student to get help.

Every time I've come they have been very helpful and patient, even if from where I live it's almost midnight. Thanks!”

— Coastal College of Georgia Student

For more information, visit [tutor.com/higher-education](https://www.tutor.com/higher-education).