



Positive Impact on Grades with On-Demand Tutoring and Drop-Off Review

A case study of the University System of Georgia (USG) eCampus and Tutor.com
August 2022



Background

ABOUT USG eCAMPUS AND TUTOR.COM

USG eCampus is a service unit of the University System of Georgia that assists institutions in administering quality, affordable, high-demand, post-secondary online degrees and credentials.

To ensure that students have the support they need to pass and persist in their studies, USG eCampus teamed up with Tutor.com, which provides 24/7, on-demand, 1-to-1 tutoring and drop-off writing review services for all students taking eCampus supported offerings.

More than 25,000 students across 23 institutions may access on-demand tutoring and writing support through the USG eCampus partnership with Tutor.com.

Institution Snapshot

Tutor.com Partner Since:
2020

Total Number of Students Served Through Partnership:
25,000+

Institution Type:
USG service unit helping to administer online, postsecondary courses, credentials, and degrees to students enrolled in USG institutions

Most Popular Subjects:
English
Essay drop-off review
Math
Science
Writing

Access:
Students access Tutor.com through the USG eCampus learning management system (LMS), Brightspace

Expanded Access to Courses and Academic Support

TWO COMPLEMENTARY MISSIONS

“At eCampus, our mission is to offer students across the USG online courses that are affordable and accessible, and then to support them through their studies,” said Brett Miles, Assistant Dean of Student and Strategic Success.

Both USG eCampus and Tutor.com serve as engines for equity by expanding access to critical learning services. USG eCampus broadens access to online course offerings, especially in key core subjects such as math, humanities, and languages. Tutor.com ensures that all students have the support they need to succeed by providing 24/7, on-demand, online tutoring, including specialized support for English language learners. The experience of accessing Tutor.com services is seamless, as students can log in via Brightspace.

During the pandemic, USG eCampus enrollment increased, and Tutor.com helped the program rapidly scale its student support. The median connection time for a student to be paired with a subject-matter expert tutor is around 40 seconds, and the median turnaround time to receive detailed feedback on written work is under four hours.

Tutor.com’s on-demand offerings are critical for students who need help outside of typical working hours.

“When stuck in a spot, it helps to have someone to talk it through with. It is difficult when you keep odd hours from the normal 9–5 to have access to someone. **This service is of great value to someone in my hours of operation.**”

— Computer Science student

Throughout the history of the partnership, 61 percent of student engagement occurred *beyond* the hours of 9:00 a.m. to 5:00 p.m., Monday to Friday, and utilization of the service drove student success.

“My question was answered thoroughly and then some. The tutor went into extra detail to make sure I understood my assignment.”

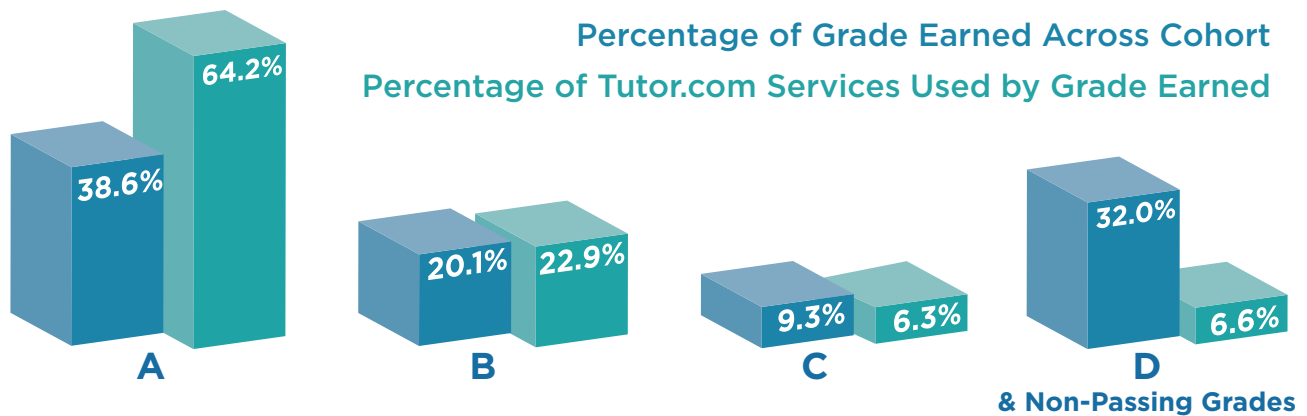
— Chemistry student

Higher Use, Higher Grades

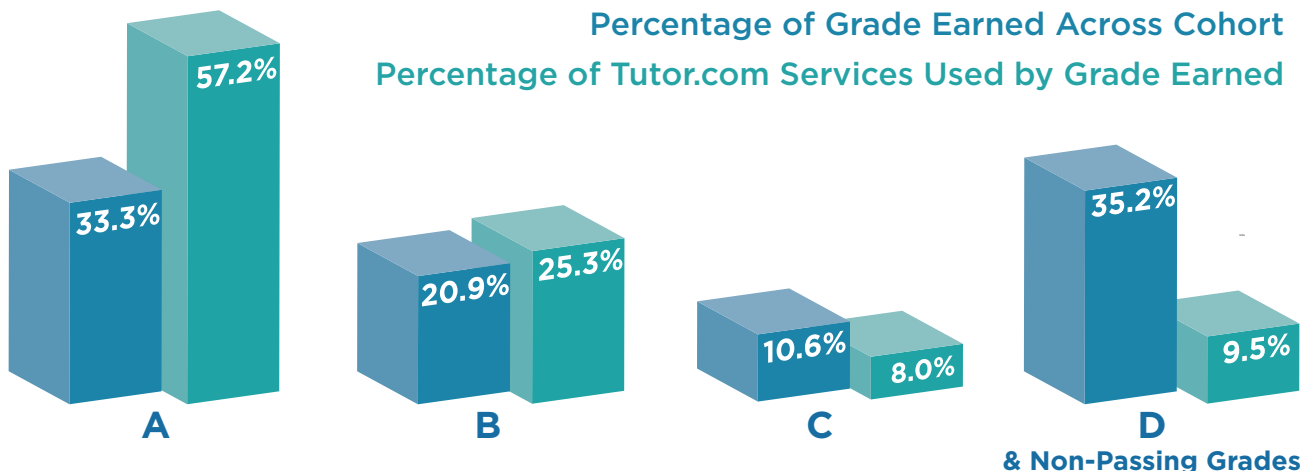
COMPARISON OF TUTOR.COM USERS AND NON-USERS

To chart the impact of the Tutor.com partnership, USG eCampus researchers compared ENGL 1101 and 1102 students' grades during the fall 2020 and spring 2021 semesters; they found that utilization of Tutor.com correlated with higher grades. Students who earned A grades represented more than half of the total Tutor.com usage—64.2 percent in fall 2020, and 57.2 percent in spring 2021. In fall 2020, for example, just 38.6 percent of ENGL 1101 and 1102 students earned an A. Those A-earners accounted for 64.2 percent of all Tutor.com usage across the cohort during that term. In short, students who utilized on-demand tutoring earned higher grades than their peers who did not.

Fall 2020 ENGL 1101 and 1102 Grades and Tutoring Service Usage



Spring 2021 ENGL 1101 and 1102 Grades and Tutoring Service Usage



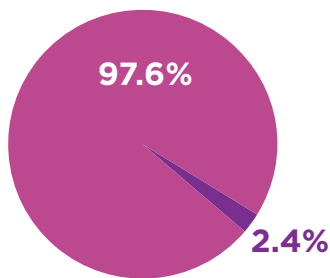
Greater Frequency, Better Results

COMPARING TUTOR.COM HIGH-FREQUENCY USERS WITH LOW-FREQUENCY USERS

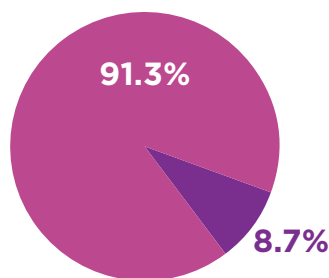
Utilization of Tutor.com corresponded to higher grades—and the higher the frequency, the more pronounced the results. A greater percentage of students who used Tutor.com four times or more during a semester received an A, B, or C than their peers who used the service less frequently or not at all.

Fall 2020 ENGL 1101 and 1102 Grades and Tutoring Service Usage

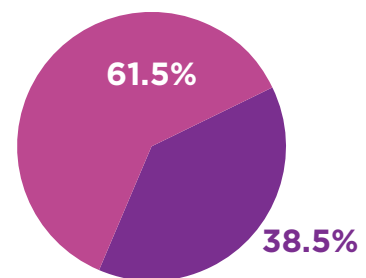
Percentage of Usage Category that Earned A, B, or C Grades
Percentage of Usage Category that Earned D & Non-Passing Grades



Used 4+ Times



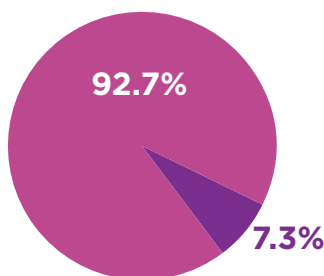
Used 1-3 Times



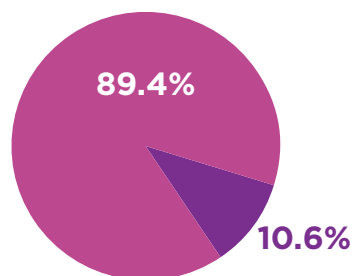
Did Not Use

Spring 2021 ENGL 1101 and 1102 Grades and Tutoring Service Usage

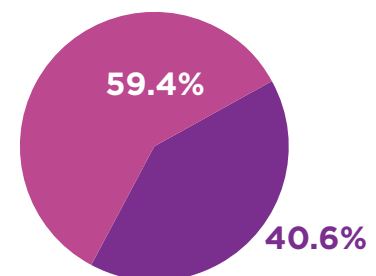
Percentage of Usage Category that Earned A, B, or C Grades
Percentage of Usage Category that Earned D & Non-Passing Grades



Used 4+ Times



Used 1-3 Times



Did Not Use

Simply put: The data from USG eCampus demonstrates a **correlation between higher grades and utilization of Tutor.com—with more frequent use of Tutor.com services aligning with more frequent attainment of higher grades.**

The Impact of Promoting Tutor.com Services

USG eCampus faculty members promote Tutor.com use in a variety of ways. For instance, they may integrate Tutor.com tutoring and writing review into the writing process, advocate for students to seek additional support on challenging topics, or offer extra credit for Tutor.com use. By promoting program utilization, faculty members create an academic culture where students feel motivated to engage with support resources.

And, as ENGL 1101 and 1102 students experienced, **greater engagement can lead to higher grades.**

Students appreciate the support they receive. In 2021, 95 percent of students enrolled in USG eCampus supported courses who responded to post-session surveys said that they believe Tutor.com services are helping them improve their grades.

“I just want to say that **this feature with eCore is helping me succeed in college.** I am doing amazing with this class so far, and I am understanding the concepts 100%.”

— Pre-Calculus student

One psychology student praised their tutors’ role in helping them build strong habits for the future: “Have appreciated being able to work with some of the same tutors who really help me develop better writing routines.”

“ This was very helpful. I am a nontraditional student, recently returning to college after a significant break. This really helps me get back on track; the link to sources that can help is awesome too!

— Organizational Leadership student



“ Great tutor! Really helped me understand key economic concepts that I hardly understood before. Tutor.com has helped me with all of my homework assignments! ”

— Economics student

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Survey Results*

98%

of student respondents say they are glad that USG eCampus offers Tutor.com

97%

of student respondents say Tutor.com helps them be more confident about their schoolwork

95%

of student respondents say Tutor.com is helping them complete their homework assignments

95%

of student respondents say Tutor.com helps them improve their grades

97%

of student respondents would recommend Tutor.com to a friend

* Compiled from post-session surveys during 2021