

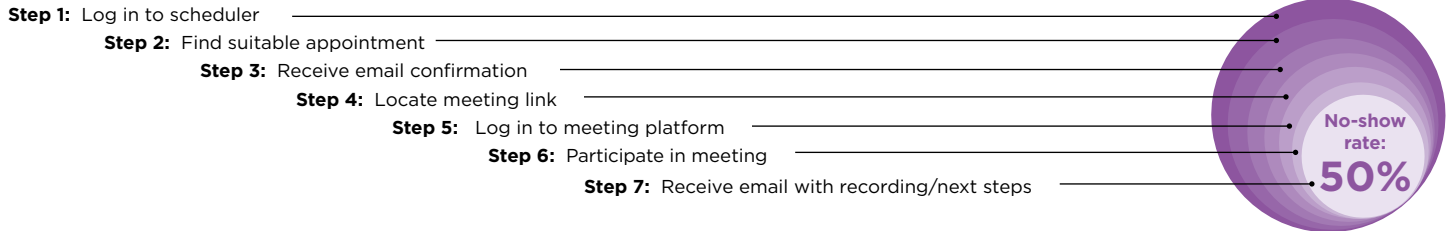
# How a Custom-Built Academic Support Platform Led to Increased Student Persistence Rates

Southern New Hampshire University-Tutor.com Case Study Snapshot | February 2022

## The challenge:

Increase student engagement with support services, and improve persistence rates.

With a complex process for accessing student support, SNHU had a 50 percent attrition rate in student engagement.



## The solution:

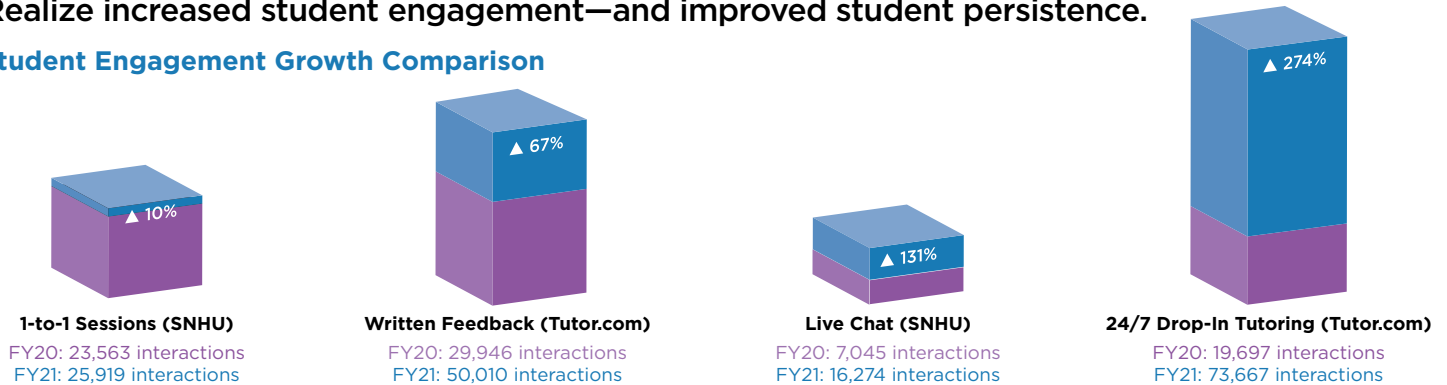
Streamline student access to academic support services with a bespoke, white-label platform designed in partnership with **Tutor.com**.



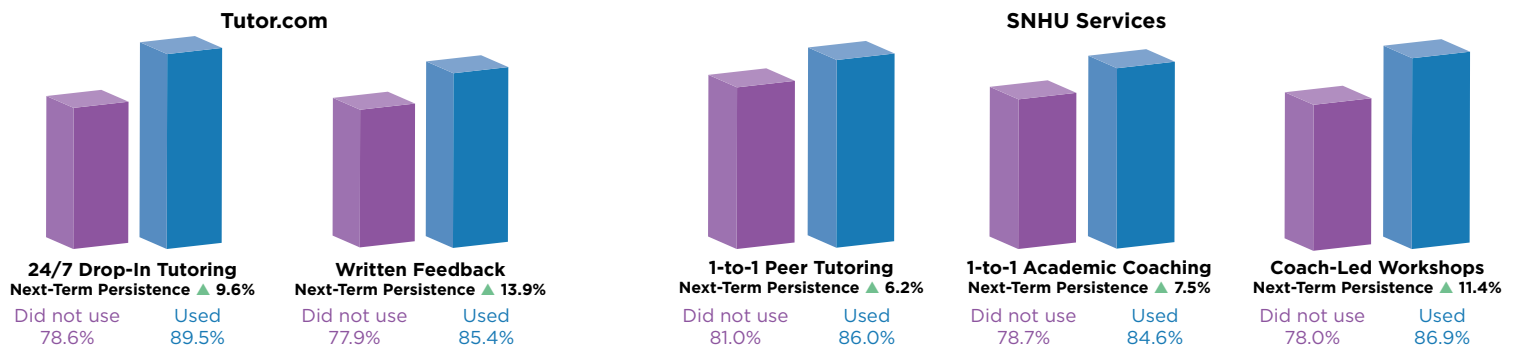
## The results:

Realize increased student engagement—and improved student persistence.

### Student Engagement Growth Comparison



### Student Next-Term Persistence Rates



## The future:

SNHU and Tutor.com are dedicated to enhancing the student experience—and improving student outcomes—on an ongoing basis. The partners' plans include adding new support teams to the platform as well as further testing and optimizing the user experience.