

Increasing peer tutoring engagement at Northeastern University



Northeastern University partnered with Knack on January 1, 2023 in an effort to increase peer tutoring engagement and participation across its student body. For the several months, Knack coexisted alongside Northeastern's in-house Peer Tutoring Program. **In advance of the Fall '23 term, Northeastern elected to transition all peer tutoring onto Knack to provide support for all students enrolled in any course offered by the institution.**

This shift was made to ensure that every student has easy access to unlimited peer tutoring without the Northeastern team needing to worry about scheduling, staffing, payroll, or variable spend. With Knack's unlimited pricing model, the Northeastern team can focus their energy on driving as much engagement as possible with the program without worrying about budgetary constraints.

Roughly seven weeks into this All Students, All Courses program, we're already seeing dramatically increased engagement.

Key program stats:

- ~25% of Northeastern students have already signed up for Knack
- 285 tutors are currently active, covering 612 unique courses offered by Northeastern (72.3% of tutors identify as women)
- 3,862 student contact hours have been delivered across 2,780 sessions between 232 tutors and 1,014 students



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Northeastern University

Key program stats (continued):

- 54.8% of sessions have been in-person, and 96.9% of sessions have been 1-on-1 (Snell Library is the most common meeting place, followed by the Interdisciplinary Science and Engineering Complex and the Curry Student Center)
- The student reviews have been glowing with 98.2% satisfaction to date

The best! So patient, willing to explain everything and more, and is so funny! Love love love her! Elizabeth and I are going to be such great friends this semester!

Thank you so much!!!! This is so sweet ❤️❤️ because of Apoorva's help I'm so confident going into this exam. She really helped me to understand everything I wasn't sure about and she really cares. She's really the best tutor!!!

Kashish was a great tutor and was incredibly helpful and patient. She explained concepts clearly and offered valuable insights, greatly contributing to my understanding of the subject matter. Her approachability and willingness to address my questions made the learning experience highly productive and enjoyable. She demands perfection which helped me to understand the concepts really well and I'm looking forward to learning from her again. I highly recommend Kashish as a tutor.

- We're reaching new students on campus with 49.5% of students on Knack indicating they've never before utilized tutoring services at Northeastern
- We're engaging students early in their academic career with 51.5% of students on Knack in their first year of college and 23.9% in their second year

While it's still early on in this expanded program launch, we're already on pace to exceed total usage before Knack by more than 50%. All it takes to engage more students is to put them in control of when they meet, where they meet, and with whom they meet. We could not be more excited to be working with a great partner in Northeastern who recognizes the importance of giving students choices, breaking down logistical barriers, and meeting students where they are with modern technology.

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