

LET'S TALK ABOUT ACADEMIC SUCCESS

Discover how higher education institutions are using QuadC to **drive student success and retention**

100% increase delivery of supplemental services
30% improvement in GPAs
50% raise in passing grades



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Introduction

Effective student support services can have a **measurable, positive impact on student retention and graduation rates** across higher education institutions. They help students stay engaged, overcome barriers, and meet their goals, but **they only work when students know that such services exist.**

QuadC is helping educational institutions effortlessly deliver their academic support services to improve student recruitment and retention. Our flexible platform enables institutions to connect students with all their available services, both online and in-person. Integrated asynchronous and synchronous technology enables effective communication and collaboration between administrators, professors, advisors, mentors, coaches and students.

As you will see in the next pages, QuadC is trusted by McMaster University, Carleton University, Sheridan College, Central Georgia Technical College, Laurentian University, and many more!

With hassle-free scheduling, matching workflows and powerful analytics, institutions have significantly increased student retention, improved productivity, and streamlined operations.

We hope you enjoy your reading.

Sincerely,
The QuadC Team.



Dalton State College

Authentic connections bring the virtual classroom experience to life

Client results include:

792 active users
2500+ sessions delivered
500+ study skills series sessions

Context:

At Dalton State College (DSC), students benefit from targeted bachelor's degrees and a full range of associate degrees, career certificate programs, and public service activities.

More than half (51%) of students are first-generation college students and, as Georgia's only Hispanic-Serving Institution (HSI), there is a 33% full-time Hispanic student enrollment. DSC's Peer Education assists independent learning by developing student skills across four areas: Tutoring, Supplemental Instruction, Math & Science Learning Center, and Financial Fitness Learning Center.

Challenges:

- Non-intuitive appointment booking system.
- Generic user profiles reduced opportunities for tutors and tutees to form authentic online connections.
- Lack of online classroom facilities created issues for bringing tutors and tutees together in the virtual world.

Solution:

Partnering with QuadC has allowed a team of 50+ Peer Educators to overcome these challenges.

QuadC profiles can be fully customized by users – allowing students to learn about their tutor before arriving for the first appointment.

The platform's easy booking system avoids issues such as double booking. Now, it's "easy to navigate," according to DSC Tutee Support Coordinator Ian Shank, "I really appreciate the reminder emails and how easy it is to see everything on the calendar."

Currently, QuadC: facilitates virtual office hours for Supplemental Instruction leaders; schedules all Financial Fitness sessions, and helps with event staffing.

The team hopes to utilize QuadC for a new mentoring program. "We are very excited about all of the new changes headed to QuadC and will be adapting as new features arrive," concludes Financial Literacy Specialist Sammi Carter.

Key features:



Fully customizable profiles for tutors and tutees



Virtual classroom connects tutors and tutees with collaborative whiteboards



Easy scheduling and booking

Results:

- Quick and easy implementation
- 792 active users
- 291 active Hispanic users (36.74%)
- 2500+ sessions delivered
- 500+ study skills series sessions

“QuadC helps to create the welcoming environment that we strive to achieve in all of our sessions. It has really been a game-changer for us! Students love that they can see a picture of their tutor and read a little bit about them before they come in for a session. And tutors feel like they have more control over their scheduling.”

*Sammi Carter
Financial Literacy Specialist
Dalton State College*



OhioLINK

An **OH·TECH** Consortium Member

OhioLINK

Assignment review for eTutoring Collaborative users

Client results include:

20+ partnership institutions served
1293 students
752 assignments reviewed

Context:

OhioLINK eTutoring is a collaborative effort between two and four-year institutions that aims to support undergraduate students through free online tutoring and writing reviews.

The program allows traditional, online, and distance learners at more than 20 institutions the flexibility to engage with trained tutors across numerous academic disciplines.

Challenges:

- Inadequate customer service
- Ineffective outreach support
- Highly collaborative model

Solution:

Since partnering with QuadC in late 2019, OhioLINK eTutoring has successfully overcome these challenges, while unlocking new platform features – helping tutors, students, and administrators work as effectively as possible.

“eTutoring Collaborative students responded favourably to the online tutoring experience,” she explains. “But, due to a support staff of one, our needs often went unanswered.”

Searching for viable options, Karen struggled to find a partner willing to support the organization’s unusual model (featuring more than 20 institutions) within state-funded budget constraints.

Listening to their needs, the team at QuadC responded with an affordable approach that meets the needs of tutors, users, and administrators. In addition to offering centralized, institutional, and individual dashboard overviews, analytics, and insights, QuadC’s platform supports real-time assignment tracking and reviews.

One of the program coordinator’s favourite things about the new OhioLINK platform is its links to the QuadC “virtual superstore” of online academic support systems.

Key features:



Assignment review
and real-time
assignment
tracking



Instant Messaging for
communication
between OhioLINK and
its
partner institutions



Centralized overview,
analysis and insights

Results:

- 20+ partnership institutions served
- 1293 students
- 752 assignments reviewed
- Rated 3.4 / 4.0 by users

“Support was first and foremost when it came to switching platforms. We needed the ability to continue collecting data as we had in the past.”

*Karen Boyd
Program Coordinator
OhioLINK eTutoring*



Central Georgia Technical College

Maximizing Value From Academic Support Service Budgets

Client results include:

50% increase in bookings and assignment submissions

30% of sessions are now online

\$26K savings

939 students on-boarded

Context:

Central Georgia Technical College (CGTC) is a unit of the Technical College System of Georgia. Founded in 1962, the two-year public commuter college serves the diverse needs of 11 counties through the provision of traditional on-site and distance education academic programs and services.

Tutoring overseen by CGTC's Library and Academic Support Services provides students with the additional support they need to thrive.

Challenges:

- Lack of online capabilities resulted in support solely being delivered in person.
- Minimal uptake of online/out-of-hours support from third-party vendors – without the desired outcomes for students.
- Antiquated software could not provide management with the tracking necessary to make data-driven decisions.

Solution:

CGTC chose QuadC to leverage its tutoring services – allowing students and in-house tutors to connect online or in person.

QuadC's platform provides CGTC's Library and Academic Support Services team with the centralized overview and features needed to create an online academic support portal tailored to its students' needs.

As well as alleviating the institution's reliance on third-party vendors, QuadC makes it possible for the college's in-house tutors to work directly with students regardless of their location.

The whole process took just three weeks from sign-up to completion of training.

Following its successful implementation, plans are already underway to extend this academic management tool to include faculty office hours and student support.

Key features:



Customizable
features



Quick and easy-user
experience increases
engagement



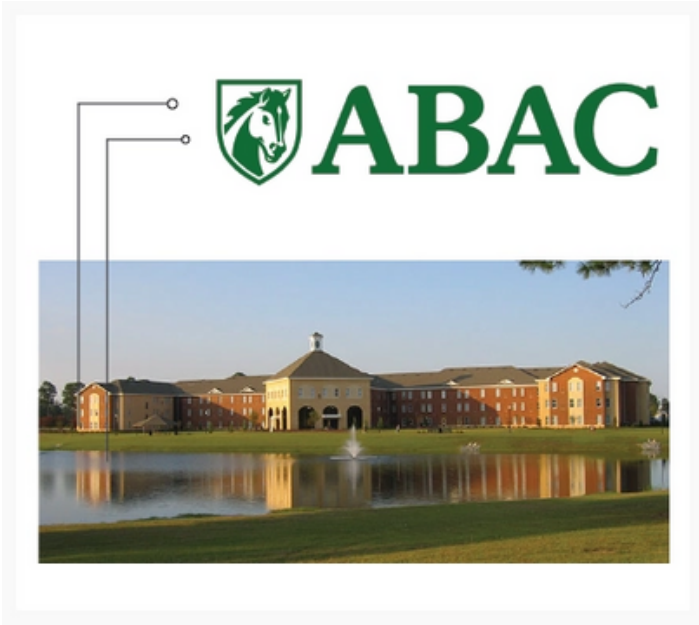
Centralized
management tool with
advanced tracking

Results:

- 3 weeks to fully implement
- 50% increase in bookings and assignment submissions
- 30% of sessions are now online
- \$26K savings
- 939 students on-boarded
- 41 academic support staff and faculty on-boarded

“QuadC was a lifeline when COVID arrived. Normally a project like this takes months. After one week, we were up and running. Within another, we were trained. By the third week, we were onboarding. Usually, you have to move heaven and earth. Nothing ever goes that easy! Now our students and the college are getting far more for much less. It’s been a win-win.”

*Allison Repzynski
Director, Library and Academic Support Service*



Abraham Baldwin Agricultural College

Maximizing online engagement doubles tutoring sessions and efficiency

Client results include:

- 100% increase in tutor sessions delivered
- 45% reduction in staff
- \$5K budget savings
- 1000 active student users

Context:

Abraham Baldwin Agricultural College (ABAC) is a state college in Tifton, Georgia. ABAC offers associate and baccalaureate degrees, and its depth of study attracts a diverse student population.

Students from 152 counties currently attend, as well as their peers from 17 US states and 11 countries. Tutoring Services, together with Academic and Student Affairs, is tasked with supporting the additional learning needs of ABAC's large student population, including those attending at a satellite facility.

Challenges:

- No booking or scheduling capabilities within existing software resulted in only offering drop-in services.
- Non-intuitive software was clunky and difficult to navigate.
- Lack of functionality for students and tutors required administrators to manually schedule, set up and amend online sessions on demand.

Solution:

By partnering with QuadC, ABAC successfully leveraged its tutoring services in just one week. While many students continue to attend sessions in person, TutorOcean makes it possible for ABAC students to connect with their tutors online.

Customized profiles tailored to the needs of these distinct user groups allow users to manage their timetables without needing to involve administrators.

As well as scheduling appointments, tutors can set their office hours via the easy-to-use interface. By allowing tutors to self-manage their availability, the system reflects the most current and correct information.

Through QuadC's analysis and insights, the team identified inefficiencies, as well as the steps needed to overcome them, such as moving students from the satellite facility to online tutoring wherever possible.

Key features:



Customizable profiles for tutors and students



Real-time tracking and scheduling capabilities



Centralized overview

Results:

- 1 week implementation time
- 100% increase in tutor sessions delivered
- 45% reduction in staff
- \$5K budget savings
- 1000 active student users

“QuadC’s adamant about their product; they are pushing something awesome. More than that was their willingness to work with us to customize the product. Phenomenal!”

*Joshua Clements
Coordinator, Tutoring Services*

“QuadC gives our students and tutors the autonomy and flexibility they need to manage their sessions themselves.”

*Jana Malone
Tutor Support Professional, Academic and Student Affairs*



Florida Agricultural and Mechanical University

Increased personalization nurtures authentic tutor-student connections online

Client results include:

Increased engagement with the platform
Successful transition to data-centric management
1868 active student users

Context:

Florida Agricultural and Mechanical University (FAMU) is a public, historically Black university in Tallahassee, Florida. FAMU is part of the State University System of Florida and is accredited by the Southern Association of Colleges and Schools Commission on Colleges.

FAMU operates satellite campuses across the state, including the College of Law in Orlando and the College of Pharmacy and Pharmaceutical Sciences, with sites in Crestview, Tampa, Jacksonville and Miami. As a result, FAMU's diverse, 10,000-strong student body represents more than 70 countries.

Challenges:

- Non-intuitive software was difficult to use and manage.
- Lack of personalization reduced tutors and students forming authentic connections online.
- Management-heavy design prevented a data-centric approach.

Solution:

Partnering with QuadC means FAMU's tutors and students are now able to create genuine connections online – both in and out of the classroom.

Similarities to the leading social media platforms, such as chat and profiles creation, made staff and learners very pleased with the platform's personalization capabilities, according to Learning Center Coordinator Nashandra Howard.

The onboarding was a smooth process, and the platform now allows management to adopt a more data-centric approach. The solution gathers valuable session activity data, such as duration, frequency and popular topics, as well as helps managers track popular times, days, subjects and more.

With QuadC platform, the Learning Center now has the centralized overview and functions they need to deliver online tutoring that promises an enhanced connection.

Florida Agricultural and Mechanical University

Key features:



Fully personalized profiles enhance the user experience



Easy instant messaging



Centralized management overview

Results:

- Quick, easy implementation
- Increased engagement with the platform
- Successful transition to data-centric management
- 1868 active student users

“When our Board of Governors changed metrics from a six-year to four-year graduation rate, we recognized the need to make sure our most vulnerable students got the most from the Learning Center’s services. QuadC is formatted in a way that’s familiar to our students. They can chat with Tutors like they would on Facebook. It’s a better user experience!”

*Nashandra Howard
Learning Center Coordinator at Florida Agricultural and Mechanical University (FAMU)*



Kwantlen Polytechnic University

Faculty Engagement Drives Online Tutoring Platform Success

Client results include:

- 50% of sessions online
- 5x increase in online sessions
- Implemented on five campuses
- 45 active tutor users

Context:

Kwantlen Polytechnic University (KPU) in British Columbia delivers more than 120 programs across seven distinct faculties – Academic and Career Advancement, Arts, Business, Design, Health, Science and Horticulture, and Trades and Technology.

Students pursue degrees, diplomas, certificates, citations and work toward completing apprenticeships. Student Development is responsible for meeting the wide range of additional learning needs required by its diverse population of 20,000 students.

Challenges:

- Strict national privacy rules, together with British Columbia's regulations, limit how much information can be gathered, as well as its encryption and security needs.
- Lack of central overview to give management data-driven insights.
- No online classroom capability.

Solution:

KPU's leadership team chose to partner with QuadC to operate their entire tutor program through this online platform, ensuring compliance with two sets of privacy legislation.

Through the platform, students may book and attend sessions in person, as well as connect with tutors and fellow students online.

Alongside one-on-one sessions, groups of up to six students are now able to attend sessions in online classrooms, thanks to faculty engagement with the platform. Curious at seeing the opportunities offered in its whiteboard area, some members of the KPU faculty have taken ownership to ensure it meets their precise needs.

While half of the students have returned to tutoring in a face-to-face environment, students needing time with tutoring strategists have continued to attend appointments online.

Key features:



Customizable interfaces to enhance user experience



Interactive whiteboard allows users to share and work on materials simultaneously.



Centralized overview offers management the analysis and insights

Results:

- 50% of sessions online
- 5x increase in online sessions
- Implemented on five campuses
- 45 active tutor users

“I like the ethos of Mr. Lee and QuadC. His heart is in the right place. I love the team behind him as they work as teams should.”

*Lyn Benn
Director, Student Development*

Undergrad Peer Tutoring Network (UPTN)



Quad **C**

McMaster University

Top-ranking research university adopts a streamlined peer tutoring management system

Context:

The McMaster Student Success Centre runs an Undergrad Peer Tutoring Network (UPTN) that provides accessible, affordable, and quality tutoring.

The UPTN needed to replace its work-intensive system for administering and delivering the tutoring service to meet the high demand. In the old system, the administrative staff of UPTN spent a significant portion of their time matching students to tutors, vetting and approving tutors, tracking payments, and applying subsidies where appropriate.

This meant that the UPTN could not scale cost-effectively despite the demand for its services.

Challenges:

- Administratively intensive system for scheduling tutoring sessions
- High workload in vetting and approving tutors
- Tracking subsidies, payment status and history per tutor
- Need to understand usage levels
- Cost-effective solution to enable non-linear growth

Solution:

QuadC's platform addressed UPTN challenges by enabling a highly streamlined workflow. The platform allows students and tutors to connect directly to self-arrange tutoring sessions as required. At the same time, the platform also provides UPTN staff with an overview, analytics, reports and administrative access to manage/approve and intervene when necessary.

Both students and tutors can self-register (create their profile) on the system without any staff intervention, which saves substantial time and effort. To reduce staff workload demands, tutors have to submit proof of qualifications in their profiles to allow staff to easily vet and quickly certify their request to be a tutor.

One of the main complaints UPTN often got from tutors was the non-payment of their fees. QuadC's payment system eliminated these challenges as students are now required to have a valid payment method on file before booking a session; plus, it tracks and manages all payments/subsidies.

Key features:



Self-registration
with integrated
vetting workflow



Comprehensive
scheduling
system



Flexible Payment
And Subsidy
Management



Powerful
analytics and
reporting

Results:

QuadC's solution reports on the usage patterns and provides the results through an administration dashboard. This enables UPTN staff to decide and plan on subsidy budgets and manage tutor training/workshops to meet demand.

With online virtual classrooms, UPTN expects that there will be even higher uptake from the students as it is more convenient and safer for all parties involved.

Furthermore, as the platform is built on the latest cloud-based technologies, there is no limit to the number of online virtual classroom sessions. This allows the UPTN unlimited growth capacity subject only to the demand and supply of students and tutors.

“Having the ability to meet in person and especially through QuadC’s online classroom means that students can be supported 24/7.”

*Jenna Storey
Academic Skills Program Coordinator, Student Success Centre,
McMaster University*

Sheridan



Sheridan College

A secure and comprehensive tutoring system that serves a multi-campus college

Context:

Sheridan College provides innovative career-focused programs spanning a range, from technology to arts.

The college's Learning Services has been looking to improve the management and scheduling of different learning assistant and tutoring programs across three different campuses, covering 120 subjects. In implementing a platform that could easily manage three versions of peer-assisted tutoring, they also needed the system to be securely integrated with a Canadian-based server.

Challenges:

- Providing a scheduling system for multiple tutoring programs, each with its own subject areas and booking process.
- Generating a comprehensive view of tutor availability based on location, tutoring program, and subject.
- Capturing attendance for both 1-on-1 and group drop-in sessions
- Incorporating user activity within all programs into an easy-to-use admin interface for monitoring and reporting/analytics.

Solution:

QuadC's platform provides Sheridan with an efficient scheduling system that generates an all-encompassing view of tutor availability based on program type, subject, time range, and location. There is no longer the need to confirm with the tutor beforehand, as scheduling availability is established and displayed within each tutor's profile and through the calendar-based schedule view for all listed tutors of a particular program.

Special administrative access for the Tutoring Centre's coordinators allows monitoring all in-app messaging communication and session activity. At the same time, reporting analytics features embedded within the system help with strategic insights - in terms of attendance for both 1-on-1 and group drop-in sessions - and user activity and behaviour.

The platform also reduces the administrative hassle of booking coordination, empowers program coordinators with monitoring and data analytics tools, and overall, it delivers an intuitive and seamless experience for all users.

Key features:



Fully integrated scheduling requirements



Reporting system for each program



Administrative control over tutoring activity



Customizable filters to enhance user experience

Results:

QuadC's platform has been imperative in connecting students with appropriate academic supports in the Tutoring Centres across multiple campuses.

The user-friendly platform allows our students to search by subject, course or tutor name and filter by campus and program type, so students can easily connect with the right tutor and find the support they need.

The easy-to-use booking system and the integrated direct messaging feature have also improved the overall response time between tutors and students. In addition, the reporting analytics feature allows the management team to quickly report on tutoring statistics at a moment's notice.

"It has been a great pleasure working with the team so far. We are really excited to be using this new platform! We will only have great things to say about the platform and the great customer service we have received."

*Kurt Simpson
Tutoring & Library Associate at Sheridan College*



Université **Laurentienne**
Laurentian **University**



Laurentian University

A seamless and extensive tutoring system that enhances student engagement

Context:

Laurentian University has long been a bilingual community-oriented institution in Canada. By remaining very hands-on with student engagement, the university has seen tremendous improvement in graduate employment rates.

The QuadC tutoring management platform has further empowered the university's dynamic approach to student success.

Challenges:

- Creating incentives for students to use their tutoring services.
- Allowing students to communicate directly with tutors and coordinate sessions while enabling administrators to monitor the entire process.
- Tracking payment from students to tutors without imposing additional paperwork.
- Ensure that tutoring rates remain within student budgets.

Solution:

QuadC not only drastically improved what used to be Laurentian's tedious process of administering all activities related to tutoring, but its innovative features also increased efficiency, program scope, and security of students' information.

With a single sign-on system, students can easily access the platform and a comprehensive availability overview for multiple tutoring programs. There, students can conduct specific searches based on any criteria on tutors' profiles and book a tutor whose expertise or experience best suits their needs.

Through the secure and convenient in-app messenger, students and tutors can discuss the details of their upcoming online or in-person sessions. In addition, students looking for a more economical option can use the variable-rate feature, which allows them to attend group sessions at a reduced price.

Key features:



Built-in internal coupons management tool



In-app messaging between students and tutors



Administrative control over maximum hourly rate for tutors



Payment processing fully integrated

Results:

With a click of a button, Laurentian coordinators can see customized and extensive dashboards that help them assess student engagement and well-being based on quantitative and qualitative data.

By minimizing administrative load, simplifying processes, broadening program scope, and enhancing privacy and security, the QuadC platform provided Laurentian with a consolidated solution to effectively and efficiently manage its peer-tutoring program; in turn, it reinforces the university's hands-on approach in fostering student achievement.

“QuadC is becoming more and more popular, but there’s been no lack of attention to our needs. Customer Success has been very prompt, accommodating and polite in every one of our points of contact.”

Jason-Scott Benoit

Coordinator, Centre for Academic Excellence, Laurentian University



The Learning Centre (TLC)



Kwantlen Polytechnic University

A multi-campus polytechnic integrates an efficient and effective tutoring management system

Context:

With five campuses located in the Metro Vancouver region of British Columbia, Kwantlen Polytechnic University (KPU) offers more than 120 programs to approximately 20,000 students.

The university is committed to fostering a student-centred learning environment, as well as preparing for a technology-enabled future. KPU's Learning Centre was looking to fulfill its expanding peer tutoring scheduling and coordination requirements.

Requirements:

- An easy-to-use scheduling system for in-person and online sessions
- Asynchronous peer assignment review
- Single sign-on integration to allow easy access
- Efficient messaging and booking process
- Special administrative access over user accounts
- Integrated online sessions for remote users
- Deployed in time for the new school year

Solution:

QuadC's option for single sign-on integration with KPU's tutoring program allows for ease of access and use for peer tutors and students while granting special administrative access to KPU's Student Development & Success team.

Students can now search tutors by subject, program, campus, availability, and more. This is a game-changer for KPU, as students can directly book a time slot without first communicating with the tutor for written confirmation.

QuadC allows KPU to remain at the technological forefront by fully integrating virtual classroom tools for online sessions, a supplementary but especially useful feature for tutor matching between campuses.

In addition, the platform provides an extra measure of security by allowing administrators to monitor and manage all activities and student-tutor messaging within the program.

Key features:



Single sign-on
integration



Comprehensive
scheduling
system



Fully integrated
virtual classroom



Integrated
management
system

Results:

Thanks to its cloud-based, user-friendly, scalable, and flexible design, not only did QuadC find ways to integrate its platform to benefit KPU's tutoring program, but it was also achieved within a short time frame.

Working closely with KPU's Learning Centre, QuadC has deployed a comprehensive solution that improves efficiency for tutors and students while drastically freeing up coordinators' time and delivering valuable insights on its tutoring program.

A comprehensive scheduling system now helps tutors and students coordinate their schedules with greater ease and save valuable time when booking sessions.

“Your consistent, positive and collaborative approaches to working with our team has made our move to QuadC exceptionally rewarding.”

*Lyn Benn
Director, Student Development*



Carleton
University



Carleton University

Improving connectivity by removing barriers in the way of success to support students

Context:

Carleton University is a dynamic teaching and research institution in Ottawa, Canada. Home to over 30,000 part-time and full-time students, Carleton University recognized a clear need to seamlessly connect learners to key online and in-person resources.

Challenges:

Without an all-in-one integrated platform, students struggled to gain the services they needed day-to-day. Registration, counseling, and academic support were among the top areas that required improvement.

A traditional, drop-in scheduling approach alongside a lack of digital tools got in the way of academic success. Learners were unable to get the most from complex learning environments. This included limited access to program features such as classwork, professor meetings, tutors, and other advanced tools.

Solution:

QuadC's enhanced the full range of student support services by improving Carleton University's overall connectivity. One virtual dashboard now eases access and removes barriers in the way of success.

A virtual classroom offers endless advantages to Carleton students in-person or abroad. The entire campus has full access to a continuous, confidential support network tailored to student, professor, and tutor schedules. The capacity and geographical constraints of a traditional class are no longer an issue as services are accessible via a range of devices.

A collaborative space shares course-specific information, including worksheets and programming languages. Here students can view, edit, and save documents on the platform for their personal study needs. This more structured, enhanced lesson plan improves class comprehension of otherwise complicated coursework.

Key features:



Self-service
booking



Virtual
Classroom



Improved access
to services



Administrative
support

Results:

Since adding QuadC to daily operations, Carleton University students and faculty are impressed by the advanced system.

Low maintenance, ease of use, and comprehensive coverage top the list of benefits the solutions offered to the academic institution. Key resources essential to growth are currently more accessible to more individuals. There are no issues to report as the QuadC team remains readily available to address any issues that may later arise.

“QuadC has provided us with the flexibility and support to continue to provide one-on-one tutoring services to our students living in Canada and internationally. By moving our services online, we’ve been able to expand our operating hours to match the availability of our students, and the virtual learning environment has all the tools we need to support our students in Engineering.”

Mark Williams

Coordinator at the Elsie MacGill Learning Centre (EMLC)



Student Success Beyond the Classroom

Helping educational institutions deliver student success services to improve student engagement and retention.

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