Studiosity

2021
Teacher and Admin Guide

After-hours study support for your students, insight for you and your school.

What is Studiosity?

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It's timely, personal, online feedback for every student. When a student gets stuck after hours, you can't always be there to help them with their study question.

Studiosity connects them to a real Subject Specialist. The just-in-time help builds independent thinking, grows confidence, and gets them back on track.

How do students get help?

There are two core services inside Studiosity, both operating 24/7, 365 days a year: 'Connect Live' and 'Writing Feedback'. Your school's service may include one or both of these.

Students can find their access point to the Studiosity service at studiosity.com/access.

Connect Live

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+ One-to-one, interactive learning session
+ The custom 'classroom' facilitates back-and-forth typed chat or audio/voice connection
+ Collaborative whiteboard for drawing diagrams
+ File sharing

Connect Live allows a student to bring their own question to an expert Subject Specialist, right at the moment of need when they are working on the question and get stuck.

The Subject Specialist can help them work through it until they are confident to end the session and continue on their own. We have served more than 500,000 of these unique interactions.

Sessions are all recorded and transcripts are available for students to download and save for future reference. Students are able to access their past session transcripts, audio recordings, and details from within their Studiosity account dashboard.

Writing Feedback

- **+** Students upload their own piece of writing in the weeks prior to their assignment due date
- **+** Formative feedback is then usually returned in 24 hours
- **+** Students are given the opportunity to *think critically* about their own work and improve it before they hand it in

Students select the type of writing they're submitting (e.g. essay, speech, report, poem, etc), the areas they'd like the most help with (e.g. spelling and grammar, structure, etc) and have a free-text field to write comments for the Subject Specialist about their draft, too.

Our English Subject Specialists are trained to provide feedback on each submitted draft that engages the student in their own work, and prompts thought on areas that require additional work.

This is done within our bespoke Writing Feedback annotator tool, allowing Subject Specialists to view the student's selected problem areas and comments alongside the text. They can then highlight pieces of text, write specific, in-line commentary, and work on their feedback summary in a separate window.

In this way, students receive helpful, actionable feedback on where their work is strongest and what they can do to improve it, with real examples from within their text. Feedback and critical thinking about a draft are *key* to the writing process.
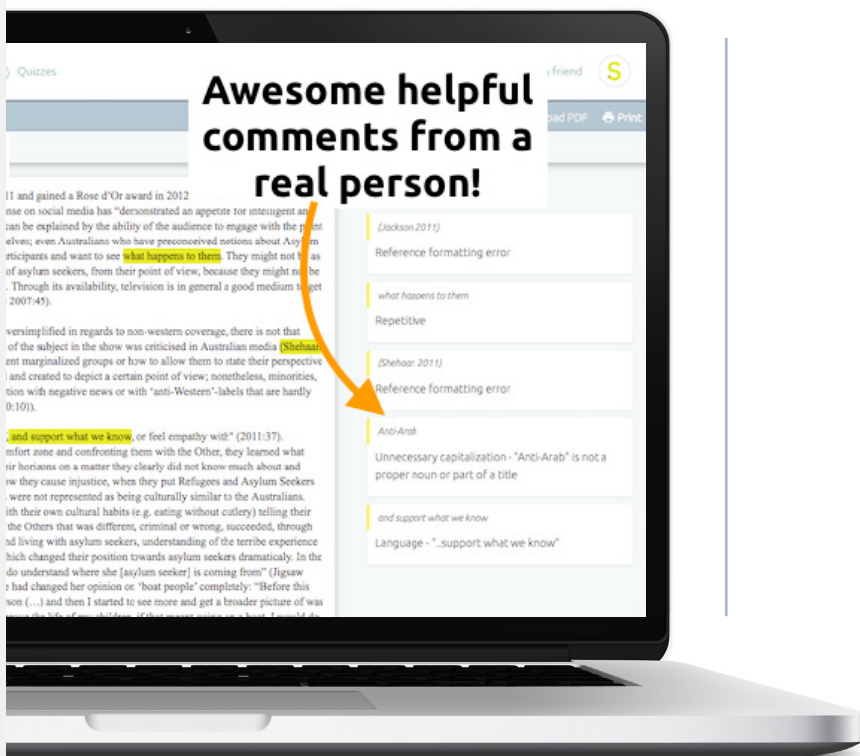
17 years+

184,000+
students helped

1,000,000+
one-to-one study support sessions

Writing Feedback annotator tool

studiosity.com/teacherhub

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Practice tests and worksheets

Within their Studiosity account, most students also have access to a database of over 750 practice tests and printable worksheets. These quizzes are available across English, Maths, Chemistry, Physics and Biology, for Year 5 through to Year 12 levels. There is also NAPLAN-specific content.

The Studiosity mobile app

Students want to study 24/7. This means not just when they get home, but on their way home, on the bus, on holidays, overseas, before and after school. That's why we want to help you, help them, wherever they are.

What does the app do?

A user-friendly companion to the desktop Studiosity service, the app is great for students on the run. Students can quickly jot down and save a question to ask later, use voice to text, receive notifications about their writing feedback, and of course, use the chat interface with a real Subject Specialist to get timely help.

Can my students use it?

All students who connect via a Learning Management System (LMS) integration will be offered a short cut code and easy access to use the app.

Alternatively, students who have a username and password can also enter these into the app, provided they have already created their username and password at studiosity.com/start.

## What is reported back to teachers?

Reporting is flexible to suit your school's objectives and strategy. Depending on your school's setup, teachers can receive summary data or a complete list of students using Studiosity, their questions, date/time of enquiry, and their final comment about the help received.

Speak to your school's Studiosity manager about setting up and receiving reports.

What do students see?

In the Connect Live classroom, students have a view of a chat interface with audio calling option, and an interactive whiteboard with multiple tabs available to move between.

When downloading their file from the Writing Feedback service, the student sees their original submission details, a comprehensive 'Feedback Summary' which contains the Subject Specialist's overall comments regarding the draft, and in-line commentary highlighting specific examples within the student's work that they can improve.
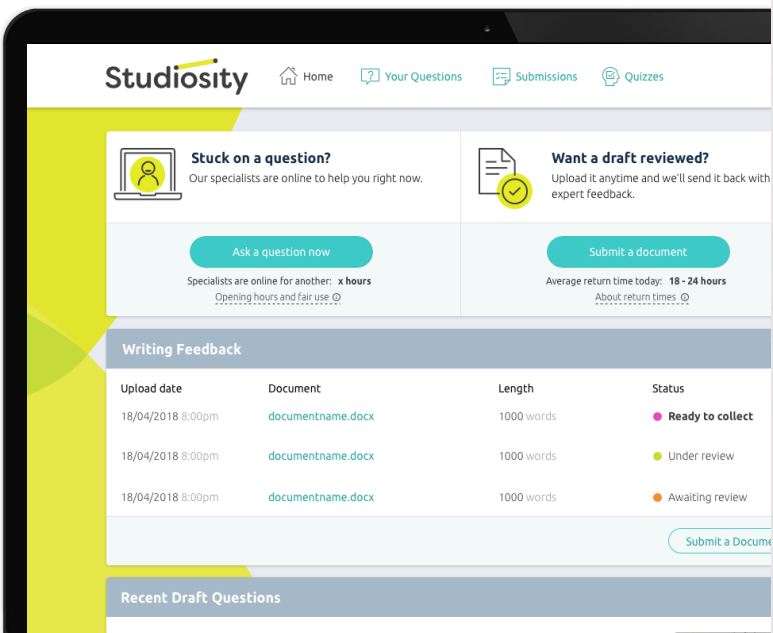
What subjects are available?

The full, current list is always available at studiosity.com/subjects.

We cover core subject areas (including English, Maths, and Science), to the Australian national curriculum standard, as well as study and research skills to support students across all subjects.

The help our specialists provide is suited to each student's individual needs and specific problem. Even where we do not offer direct *content* support (for example, in History), our specialists can still assist students with associated skills for that subject, such as research and essay writing.

The subjects students can access vary, depending on the school's Studiosity setup.

"I really like how they help me work through the question myself. I feel much more confident now :) Very helpful :)"

- Year 12 student, Maths, 7:20pm

Who are the Subject Specialists?

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They are educators, academics and professionals who care deeply about learning and teaching, located remotely all around the world. We employ strict recruitment and screening processes, and each specialist must hold an undergraduate degree, a high level of written English, a demonstrated passion for education and a current Working With Children and police check to gain a place in our network.

Every eligible applicant then undergoes extensive knowledge and subject matter testing before they are offered a position with us. Approximately 75% of applicants do not pass our rigorous screening and testing process.

What qualifications do they have?

Our Subject Specialists are passionate lifelong learners. On top of their Bachelor's degree, over 40% have a Masters degree, 8% have a PhD and 28% are currently studying towards a further qualification.

Over half of our Subject Specialists have received higher education externally recognised merits or academic excellence awards, including Dean's Awards, Honour Roll, academic scholarships and bursaries, membership of the Golden Key Society, First in Subject Awards, and APAs.

Our Subject Specialists also contribute to further academic endeavours with 48% having their work published; whether book, peer-reviewed academic publication or conference paper.

Can students get the same Subject Specialist every time, or schedule appointments?

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This service is unique in that it is on-demand, right when a student needs help; which is often an unexpected, frustrating moment during study.

Importantly, this ensures that feedback, the opportunity to progress, and confidence-building are *timely*.

Also, while the Subject Specialists are all highly skilled experts in their fields, it is our consistent quality assurance, onboarding, training, and mentoring program which ensures that - no matter who a student connects to - *every* Subject Specialist and interaction is consistently underpinned by high academic standards and integrity.

We manage scheduling to ensure there is always someone available with the required expertise, when students need it.

How can I use it to design more formative feedback into my students' assignments?

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Educators can make Studiosity feedback part of a written assignment.

This requires that a student's Studiosity transcript is attached to their final submission.

Educators can then see the student's work, and students understand that drafting and feedback are a normal part of the writing process.

It also means that teachers have an equitable way of ensuring that all students

in the class can benefit from formative feedback, even the middle-majority who might be less inclined to seek help than high-achievers.

For example, as communicated to students:

Upload your draft to Studiosity by: *5 March*

Final assignment due: *12 March*

Attach your Studiosity feedback to your final submission.

Students of all abilities benefit from anonymous help with their English skills, provided by an online specialist.

The process of uploading a draft to Studiosity is 'low barrier', which might also suit high-risk students who are comfortable with minimal engagement.

To design Studiosity into an assignment or series of assignments, contact your local Studiosity Partnership Manager first. Contact details can be found at studiosity.com/teacherhub.

What do educators say?

The Studiosity service meets Australian Education standards, details can be found in our Education and Academic Integrity Polices (details on back cover). Teachers, Principals and education experts alike agree:

"The kind of service that Studiosity provides allows students to take questions online and to be able to find their own answers. Finding your own answer is a crucial part of learning and it's a principle of Studiosity that the specialists assist students to find the best way to find the correct way, the correct answer. Rather

than teaching the students or telling the student what the answer might be."

- Geoff Kinkade, Former Principal Consultant Gifted & Talented in the WA Department of Education and Studiosity Academic Advisory Board member.

"It really encourages them to become independent learners, to actively seek out that support that they might be needing".

- Dr Marina Mihova Gonsalvez, Dr of Philosophy (PhD) English Language and Literature

"Because the service is there 24/7 for the students, the reality is they're only doing their homework and assignments and any of the assessment work outside of school hours, so it's really nice to know they have that port of call 24/7 to be able to touch base with someone who is an expert in their field to guide them along the way."

- Marian Samuel, Leader of Learning, McCarthy Catholic College, NSW

"Definitely Studiosity builds confidence. You can see it in the students that use it. It changes the way they write, the way they answer a question."

- Gemma Kelly, Jamison High School, Year 10 Advisor

"Kids nowadays tend to be online a lot. So, why not make use of this? It's the way they are brought up, it's the way that they learn. I think that the students who use Studiosity tend to be students who are less stressed. And if you're less stressed, you're happier, if you're happier, you're able to learn.

When they come back into school the next day they're more confident, and the fact they're more confident and happy with what they're doing means that they're in a better space to learn and that's what it's all about."

- Armando Giglia, Former Principal of Butler College and WA Secondary Principal of the Year 2017.

Any questions? Find more information here:

studiosity.com/teacherhub

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Studiosity as a support tool for ==NAPLAN-based assessment==

Studiosity's formative feedback develops independent thinking and writing skills. Students must make their own amendments and edits, ensuring they are strengthening their own work. This helps the students benefit from core skills improvement and the crucial personal achievement and confidence that comes from doing so.

The following summarises some of the ways that Studiosity's Writing Feedback service might help teachers improve NAPLAN skills and learning outcomes, based on our Writing Feedback policy for the Subject Specialists.

NAPLAN-based marking criterion:	Studiosity support toward student performance in this area:
Audience	The student receives feedback on **appropriate language choices**. Feedback for students is based on individual and assignment requirements every time, so students are prompted in particular areas to consider whether their choices engage, affect, orient, or persuade their reader, and what communication choices (for example but not limited to formal or informal language, use of proper nouns) they have made in order to better ensure this is done effectively. The student is able to take feedback and consider how best to apply it to achieve this in their own work.
Text Structure	The student receives feedback on **structure**. Feedback can include whether the structure is appropriate, consistent, how arguments and evidence are presented, as well as highlighting techniques, themes, conventions, discourse, and context of the student's draft writing. If the student is unclear on how to structure an essay, the specialist provides the student with specific, detailed feedback about structure.
Character and Setting (Narrative Writing)	The student receives feedback on **voice and dialogue**. Students receive feedback on their syntax, semantics, dialogue, character development, pacing, and punctuation. This may be related to voice and setting where it might be deliberately used to develop characters and tone.
Ideas	The student receives feedback on **forming a question**. To use the service, students must actively ask for feedback, which includes defining their personal, unique problem and explaining their thinking. Students learn to consider phrasing and forming ideas. The ideas in their own assignment are also highlighted by the specialist to help students consider their own curation of ideas as relevant to the assignment question.

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Persuasive devices (Persuasive Writing)	The student receives feedback on **style and reader impression**. The specialist will ensure that the format the student is using is appropriate for the type of assignment they have indicated they are completing and that it remains consistent throughout, to help the student consider whether the overall impression to their reader is ordered and rational, and effectively conveys the student's own subject knowledge.
Vocabulary	The student receives feedback on **word choice**, and whether it is appropriate or not for the purpose, audience, and assignment style.
Cohesion	The student receives feedback on producing a **holistic, cohesive assignment**. Students are helped to recognise whether they have appropriate control over their arguments, relationships between paragraphs, ideas, and style, with the specialist drawing attention to inconsistencies where necessary.
Paragraphing	The student receives feedback on **paragraphing and use of evidence**. The relationship between evidence, arguments, and structure are discussed with the student where necessary, to draw attention to the relationship and encourage the student's own further thinking and amendments.
Sentence Structure	The student receives feedback on **sentence structure**. The specialist will ask the student to think about whether particular sentences carry meaning for the purpose of the paragraph, idea, and overall assignment, and that they are clear to the reader.
Punctuation	The student receives feedback on **grammar**. The specialist will ask questions of the student to encourage thinking about particular areas of their work and overall inconsistencies, to ensure that the student does not get a 'proofreading' service or any changes made, but leaves with feedback they can apply on their own. In addition to punctuation used strategically, the specialist will help the student think about their punctuation as it helps their reader generally.
Spelling	The student receives feedback on **spelling**. The specialist will prompt the student to consider particular words or recurring types of words that may be incorrect, so that the student can proofread and amend their own work.

Find more resources at:
studiosity.com/teacherhub

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Formative feedback is a major determinant of success, and research shows Studiosity users do better

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Timely study support impacts a student's academic self-efficacy and future learning progression. A literature review by Dr Gerard Calnin (2017) pinpoints one of the driving forces on a student's performance to be timely, regular feedback from "a more knowledgeable other".

Driving forces
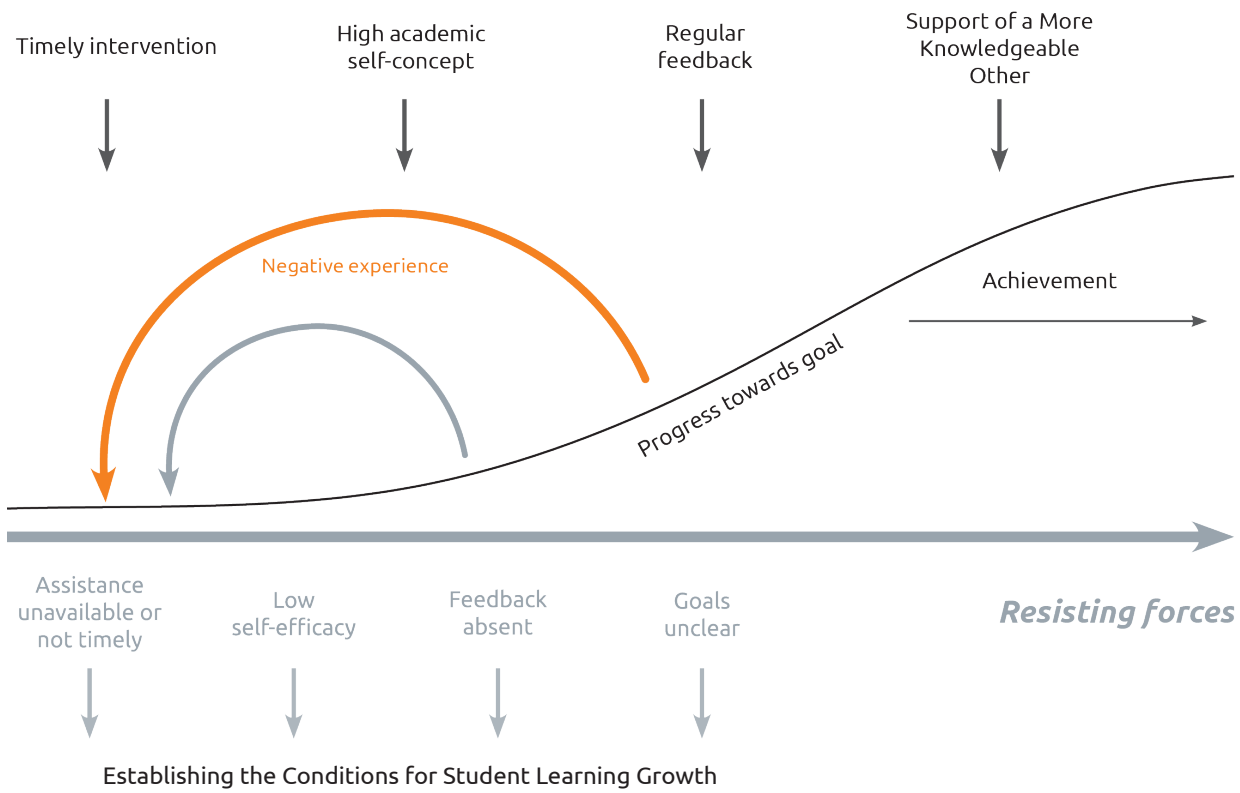
Graphic: Calnin, G. (2017), The lifecourse model of driving and resisting forces of learning progression. Link to full report in the Teacher Hub link below.

The table below presents aggregate data from a non-compulsory survey collected from Studiosity users within the service, between 2012 and 2017 (collated in May 2017).

Table 1: High school users

High School students reporting **improved academic performance** through use of Studiosity. Q: Has Studiosity helped at all with your marks at school? (n=5,286)	"Yes" **82%**	High School students reporting **increased confidence** in their academic abilities due to Studiosity help. Q: After you use Studiosity, do you feel any better about doing your homework and study? (n=6,404)	"Yes" **92%**

studiosity.com/teacherhub

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# Tier Zero: How Studiosity aims to help teachers help all students, equally

The teacher-student relationship is important for student success. However, a large part of a student's study is done after hours, when there is less visibility into their challenges, and less access to their teacher. Further, while driving curriculum-based content for several cohorts, teachers already have limited time to address every student's questions, every evening, as well as weekends and during holidays.

Schools no longer treat 'support' as particular to at-risk students. Educators know that all students can benefit from more support, and that timely, personal feedback contributes to success.

That's why Studiosity provides timely, personal feedback at a whole-cohort scale, at crucial study times when a teacher can't be on-call for every student. It also acts as a support and reporting tool for a teacher's actual curriculum delivery.

Our educational aims are to:

+ Provide insight to teachers about their students' after-hours study activity with Studiosity;

+ Normalise help-seeking and enquiry, to also help prepare students for study in higher education;

+ Fill repetitive gaps and questions around core skills to better prepare students for the classroom the next day;

+ Build confidence by ensuring the final outcome is a result of the student's own thinking and effort;

+ Achieve this at scale, so the school and teachers can simultaneously deliver support to every student, every day.

Tier 1 — All students, classroom
Tier 2 — Some students
Tier 3 — At-risk students
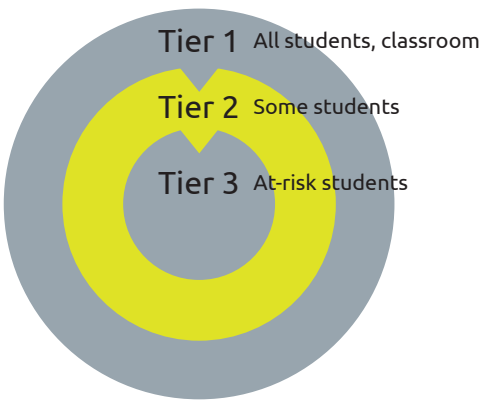
One model of tiered response to intervention

Tier 1: The teacher is first point of contact and central point for curriculum delivery and student outcomes.

Tier 2: Targeted smaller groups, additional specialist staff may be involved.

Tier 3: Critical intervention, students may be at risk or gifted, additional staff usually involved, often on site, face-to-face.

Tier 0 — Online, after hours, self-serve
Tier 1
Tier 2
Tier 3
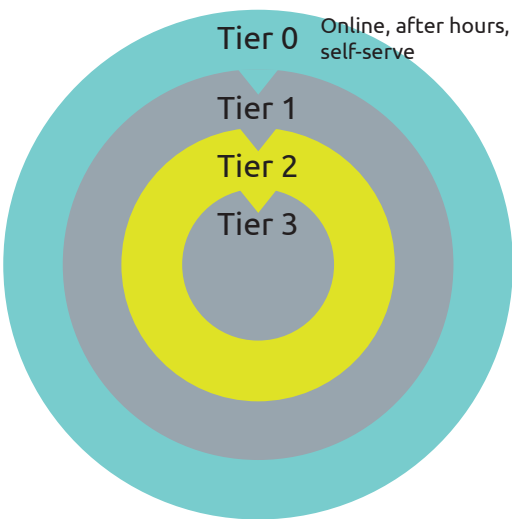
Filling the after-hours gap: Studiosity as Tier Zero support

Self-serve - students bring a question to discuss, to normalise critical thinking and help-seeking before escalation.

Focus on prevention and formative feedback.

Scaled, online to ensure equal-access.

A distinct level of resourcing that does not replace the need for further Tiers, and in fact allows for more visible identification and escalation where needed.

From our Founder

Our mission has always been to provide the highest quality, ethically-sound education support. At Studiosity, we are all educators, parents, and students ourselves, and we take this core goal seriously. It underpins the excellent level of service we strive to provide for all our partners.

I personally welcome your feedback at hello@studiosity.com.

Best wishes,

Jack Goodman
Founder and Executive Chairman
studiosity.com

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More resources

Teacher resources: studiosity.com/teacherhub
Academic Integrity Policy: studiosity.com/integrity

Studiosity

Noun. / stjuːdɪˈɒsɪti / **The quality of being studious**