



Studiosity

Service FAQ

**for educators, admins,
and teaching staff**

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Contact Us



clientservices@studiosity.com

Find more information at studiosity.com

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1.0 Information about your service



Educators and administrative staff are critical influencers in students using Studiosity and realising academic benefits.

We know that teaching staff who are interested in learning about Studiosity are driven by the best possible experience and outcomes for their students. Thank you for your time here; we're always happy to discuss anything with you more directly, clientservices@studiosity.com.

“Why do we have Studiosity?”

As part of enrolment, students get free access to Studiosity. While every education provider has different goals, Studiosity is designed to support students equally, at scale, with core skills and writing skills. The service is delivered regardless of study mode, and to improve students' confidence and academic success. The service must also support teaching staff and management with the necessary data and insight to improve whole-cohort outcomes.

“Does the service try to deliver course content?”

Studiosity's online Subject Specialists do not deliver course or curriculum content. The service does address a universal student need for formative writing feedback, and for timely help to facilitate independent and critical thinking.

“Who are the online subject specialists?”

The Subject Specialists are real people held to the highest standards. Not only are they the best and brightest minds, they must also go through

our strict accreditation process and continually maintain our education and integrity standards in order to keep their coveted place in the network. See more at studiosity.com/academic-services.

2.0 Sharing with your students



“Where can I tell students to find the service?”

Students usually find the service inside their learning management system (for example, Blackboard), and there is no additional sign-in required. In some cases, students go to studiosity.com to log in, with a code issued, or with a library card number.

During semester or term breaks – when teaching staff are less likely to be readily available – weekends, and after-hours are all critical times to remind students that Studiosity is available for them.

“How can my students use the service?”

Students can use the service in two ways, live feedback or writing feedback in less than 24 hours.

“Can I see reports of student use?”

Yes, Studiosity makes all data available, check with your Studiosity service manager. Teaching staff who enable mandatory use of Studiosity for their cohorts (for example, students must show proof of Studiosity submission to receive marks toward an assessment) may also receive direct, custom data.

3.0 Evidence of outcomes



“What research have you done?”

We constantly seek new research opportunities to keep proving outcomes for student confidence and academic outcomes. See studiosity.com for our research page.

In 2017, a Macquarie University study demonstrated outstanding student results: Studiosity users exhibited almost +1 GPA higher than average students. Teaching staff also observed a noticeable uplift in the quality of written submissions. James Cook University correlated higher student academic outcomes with Studiosity, with the greatest gains (moving from fail to pass, with nearly a full GPA point increase) amongst students with lower ATAR entry scores. Western Sydney University found that Studiosity use predicts confidence, predicts academic performance, accounting for a variation of 20% in grade point average.

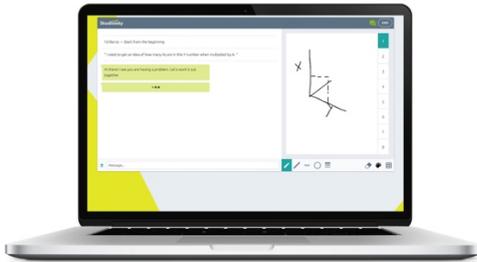
“Can I test the outcomes of Studiosity in my own cohort?”

Yes, testing the service is a great way to prove its effectiveness as a tool for you and your students. We will also help you with any data you need. Contact your Studiosity service manager if you intend to run a test that includes mandatory student use. Why? As a live, staffed service, this information from you helps us better prepare for any artificial surge in student use.

4.0 About the two services of Studiosity



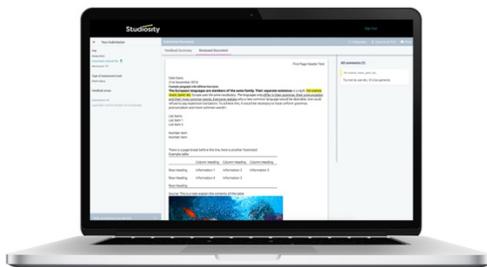
The 'Connect Live' service



One-to-one, personal help in real time; or, "I need help right now!"

A student formulates her own question, then works with one of our study experts in the interactive classroom - with chat, collaborative whiteboard, and file sharing. Because timely feedback drives confidence and perseverance.

The 'Writing Feedback' service



Constructive writing feedback in < 24 hours; or, "Here's my file, I'll check back later."

Feedback is a spotlight, showing students where they might focus attention and add more thought. Whether for future accountants, nurses, or aeronautical engineers, English language skills are critical to success and part of the integrity of a university or high school qualification.