

2018 Teacher and Admin Guide



Studiosity is after-hours study support for students, insight for you and your school.

Studiosity



What is Studiosity?



It's timely, personal, online feedback for every student. When a student gets stuck after hours - when their teacher can't always be there to help - Studiosity connects them to a real Subject Specialist. The just-in-time help builds confidence, independent thinking, and gets them on their way again.

FAQ: How do students get help?

There are two core services inside Studiosity, 'Connect Live' and 'Writing Feedback'.

Your school's service may include one or both of these.

Connect Live



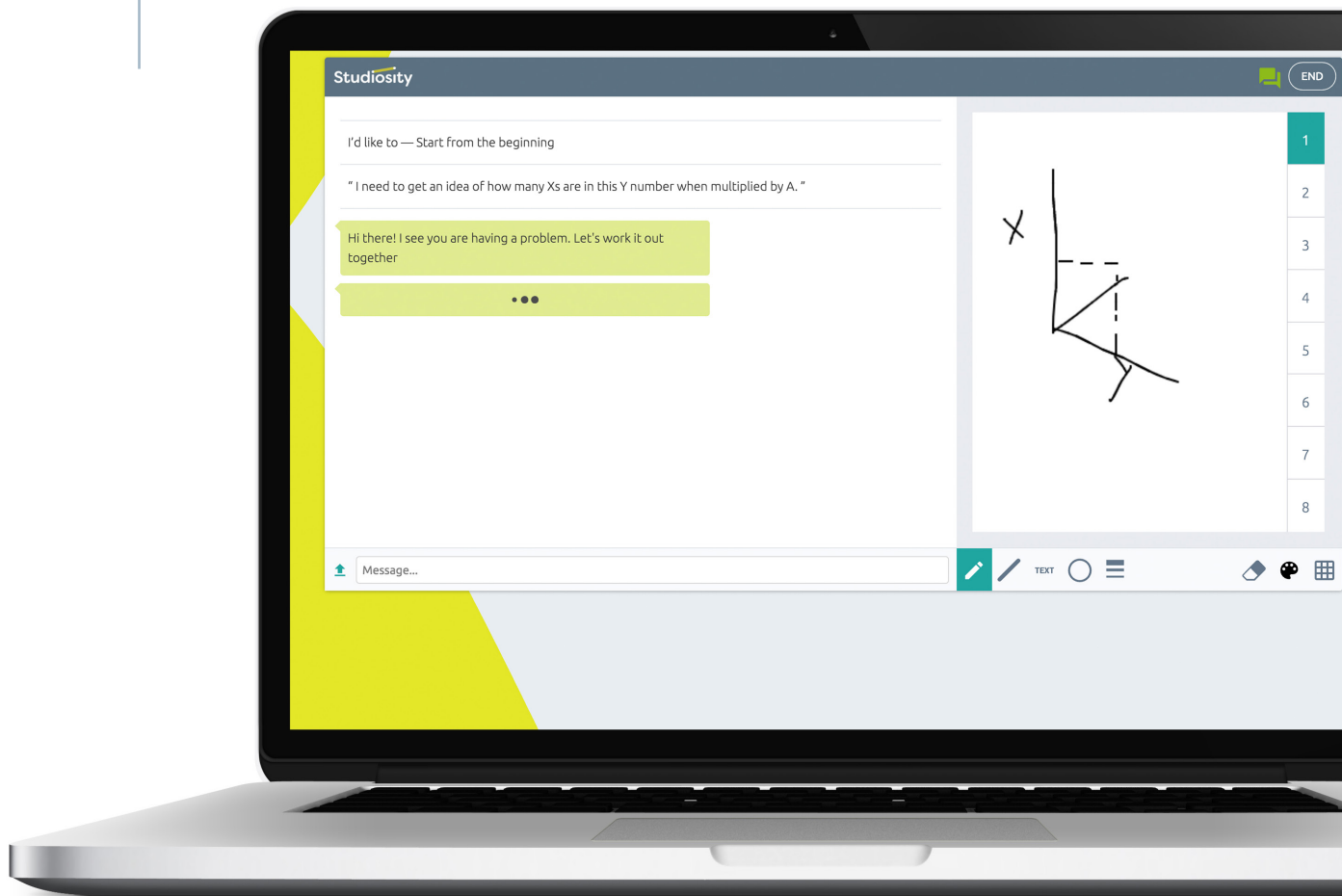
- + One-to-one, interactive session
- + The custom 'classroom' facilitates back-and-forth typed chat
- + Collaborative whiteboard for drawing
- + File sharing

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. Most students are able to access their past session transcripts and details from within their Studiosity account dashboard.

14 years+
100,000+
students helped
1,000,000+
one-to-one study
support sessions



Writing Feedback

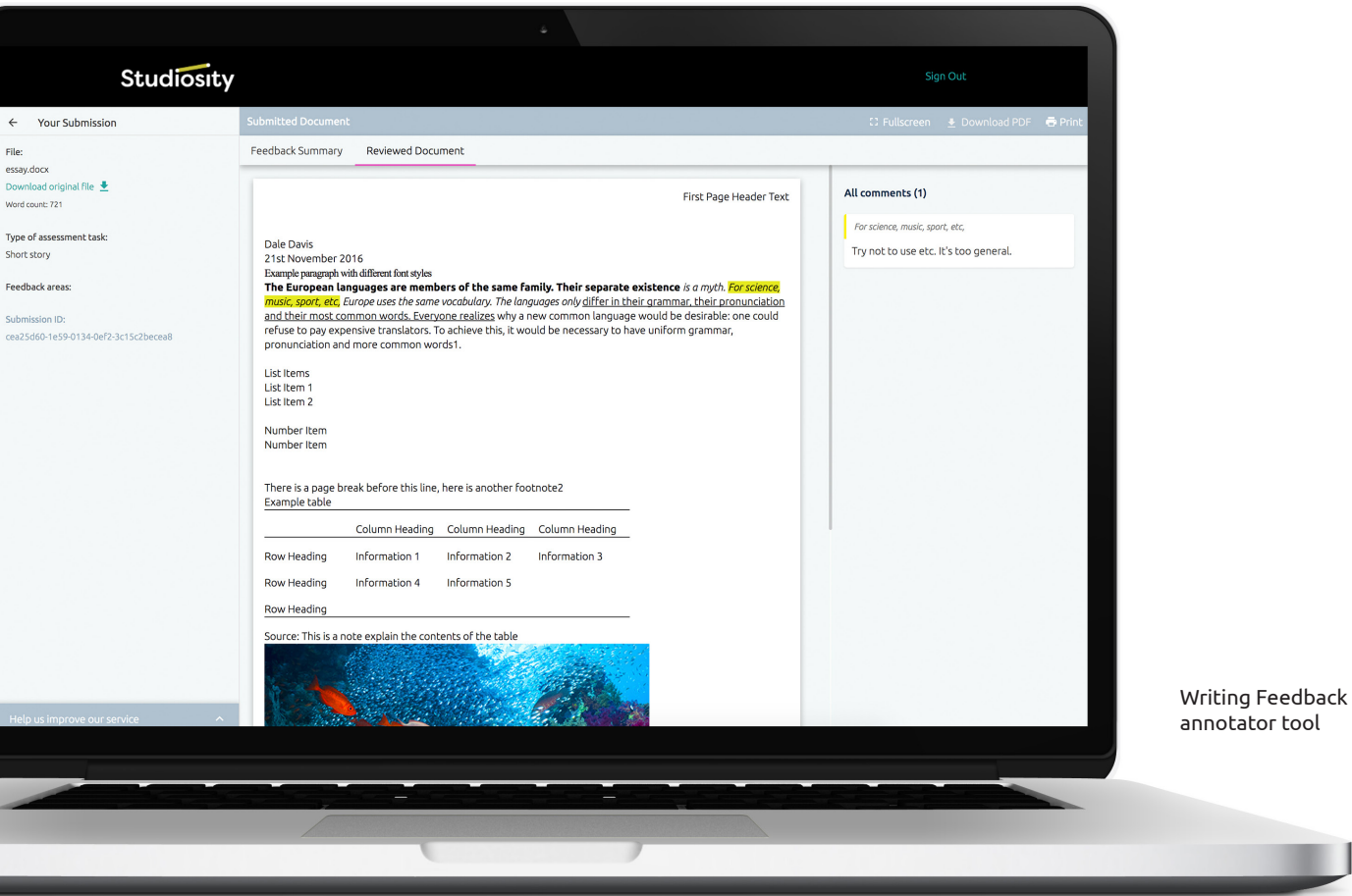
- + Feedback and critical thinking about a draft is core to the writing process
- + With Writing Feedback, students upload their own piece of writing in the weeks prior to the assignment due date
- + Formative feedback is then returned in under 24 hours
- + Students are given the opportunity to further consider their own work

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 expert 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 what they can do to make their draft even better, where their work is strongest and where they should focus their attention with real examples from within their text.



Writing Feedback
annotator tool

What subjects are available?



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

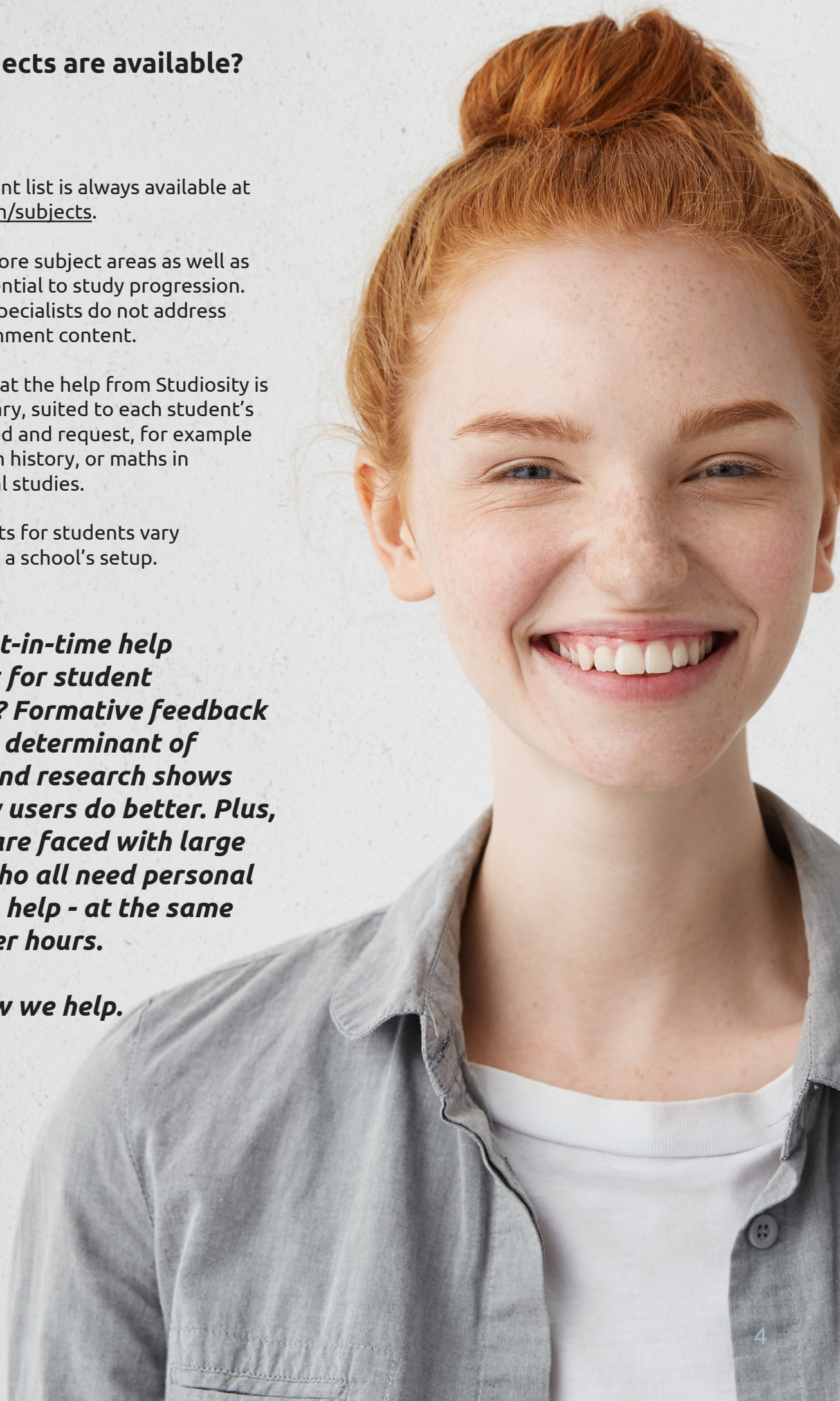
We cover all core subject areas as well as concepts essential to study progression. The Subject Specialists do not address specific assignment content.

This means that the help from Studiosity is interdisciplinary, suited to each student's individual need and request, for example writing help in history, or maths in environmental studies.

Visible subjects for students vary depending on a school's setup.

Why is just-in-time help important for student outcomes? Formative feedback is a major determinant of success, and research shows Studiosity users do better. Plus, teachers are faced with large cohorts who all need personal core skills help - at the same time - after hours.

That's how we help.



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

Educators often make Studiosity a mandatory part of a written assignment.

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

Educators can then see the student's work, and students understand that feedback is 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.

The process of uploading a draft to Studiosity is 'low barrier', which might also suit high-risk students who are comfortable with minimal engagement. Further, students of all abilities say they prefer the anonymous help from the online specialist when it comes to their English skills.

To design Studiosity into an assignment or series of assignments, contact your local Studiosity manager first:
support@studiosity.com

What is reported back to teachers?

Teachers can receive 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 ensuring you are receiving reports.

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 will the app do?

A user-friendly companion to the desktop Studiosity service, the app will be great for students on the run. Students can take notes to remember 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 shortcut 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.

Education Policy: studiosity.com/edupolicy

Academic Integrity Policy: studiosity.com/integrity

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

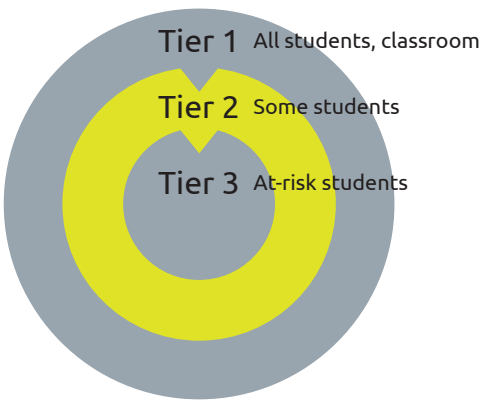
The teacher-student relationship is one of the biggest determinants of student success. However, a large part of a student’s study is done after hours, when there is less visibility into their challenges, and less access to their teacher. Further, while driving curriculum-based content for several cohorts, 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 takes on this challenge for core skills - timely, personal feedback at a whole-cohort scale, at crucial study times when a teacher can’t be on-call for every individual 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.

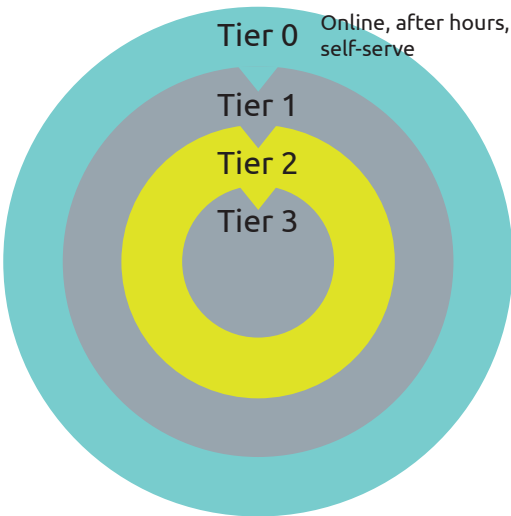


One model of tiered response to intervention

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, may be at-risk or gifted, additional staff usually involved, often on-site, face-to-face.



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.

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 <u>appropriate language choices</u> . 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 <u>structure</u> . 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 <u>voice and dialogue</u> . 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 <u>forming a question</u> . 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.

**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.

Is video or voice chat available?



Neither video nor voice is available, as a result of student feedback and preference. Chat-style, or texting, is the preferred method of communication for many students, from teenagers through to mature-age students.

Chat fields also facilitate a faster session, ensuring students get to their question and thinking more efficiently, not distracted by formal introductions with the Subject Specialist.

We also serve a diverse cohort of students from around Australia and the world; the chat feature ensures that students can work at their own pace, without the pressure of additional verbal cues or fear of judgement.

Who are the Subject Specialists?



We employ strict recruitment and screening processes. Threshold criteria include an undergraduate degree, a high level of written English, a demonstrated passion for education and a current Working With Children and police check.

Every eligible applicant then undergoes extensive knowledge and subject matter testing. For certain subject areas, breaking down the question to demonstrate step-by-step solution methodology is essential.

The Writing Feedback screening test also involves a review of a 'sample' submission that the applicant is required to annotate with comments in problematic areas and provide a feedback summary detailing

areas for improvement. These are screened by Studiosity's Academic Services Head of Recruitment and Development.

Approximately 75% of applicants do not pass our rigorous screening and testing process and therefore do not gain a place in the network.

How are the Subject Specialists trained and what is the on-boarding process?

We have established a best practice competency framework for the training and ongoing Professional Development (PD) of our online staff. All Subject Specialists go through initial mandatory training of 2-6 hours of eLearning modules to up-skill them to the baseline of these competencies, thus becoming 'student-ready'.

The learning modules within this training program include a number of training videos and quizzes that are used to ensure Subject Specialists are knowledgeable about Studiosity's core policies and procedures, services and bespoke tools. This includes direct training and testing on our Academic Integrity policy, which outlines the standards expected of all employees.

There are also two 'sandbox' environments related to the Writing Feedback and live online classroom platforms, to allow Subject Specialists to become familiar with the live classroom interface and the Writing Feedback annotator. This way, they can raise any questions or queries about the tools prior to entering their first live session with a student, or providing feedback on a submission.

Once they complete the training and reach 'student-ready' status, Subject Specialists are assigned a Mentor and all their activity is monitored closely for a probationary period of six weeks while they are still considered 'novice'. After this, Subject Specialists are given ongoing PD including

annual training, to ensure their skills and underpinning knowledge are evolving with the latest information about best practice for their discipline.

Subject Specialists who show outstanding aptitude and dedication are given the opportunity to develop their skills further, and become Senior Subject Specialists, Mentors, or work in other functions within the Academic Services team.

What qualifications do they have?

Our Subject Specialists are passionate lifelong learners. Over 35% graduated with Honours, 58% are currently studying towards a further qualification and 30% already hold postgraduate qualifications such as a Grad Dip, Masters or PhD.

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 28% 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?

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 accreditation, onboarding, and mentoring program which ensures that - no matter who a student connects to - every Subject Specialist and interaction is of consistently exceptional quality.

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

What do students see?

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

When collecting 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 provided by the Subject Specialist highlighting specific examples of where the student can improve their work.

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 support@studiosity.com.

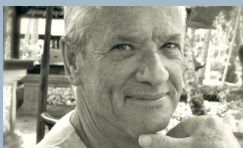
Best wishes,

Jack Goodman
Founder and Executive Chairman
studiosity.com

Meet some of our team and Academic Advisory Board:



Dr Lesley Halliday
Head Academic Services,
Studiosity Asia-Pacific, UK



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Principal Consultant
Gifted & Talented in
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University



Prof Judyth Sachs
Former Deputy Vice
Chancellor, Provost
Macquarie University and
Former Pro Vice Chancellor
learning and teaching at
The University of Sydney

More resources:

Education Policy: studiosity.com/edupolicy
Academic Integrity Policy: studiosity.com/integrity



Noun. / stjʊ:di'bsiti / **The quality of being studious**