

Introducing: 24/7 access, to give students the choice

Studiosity's Connect Live service is now anytime.



Students can now access Studiosity's live chat help anytime, to better suit their study-life balance and give them the choice of when to access Studiosity; the same way they expect to access all the services in their life. So whenever your students choose to seek help, we're ready. As usual, Writing Feedback will continue to be accessible 24/7, 365.

Why *anytime*?

Learning outcomes: Studiosity has always been driven to fulfil the necessary combination of: timely help; personal help; and help that is from a more knowledgeable other. Now that the live chat service is anytime, it is ready for every student's precise learning moment.

Equity: With this change, Studiosity is more accessible, including those balancing study, work, family, and other personal needs.

Partner feedback: Studiosity is a first, low-barrier option for students, who then go on to engage in your holistic study support system. The change to anytime help means Studiosity can support more students, more often, before exams and assessment, and increase cohort engagement earlier in the semester.

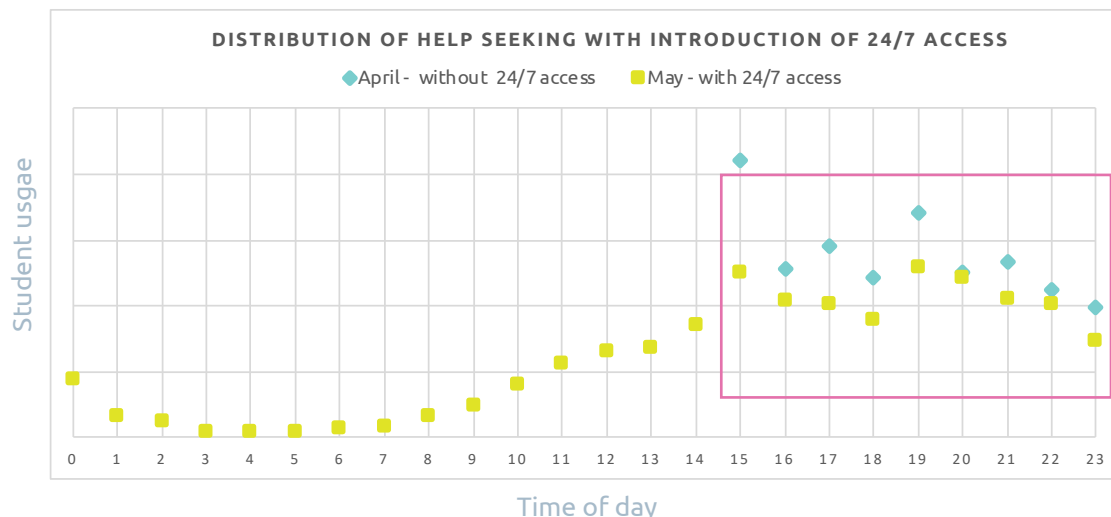
The change also practically makes Studiosity simpler to communicate to staff and students, year round: both the live chat service and the writing feedback service are just 'anytime, anywhere.'

A complement to your holistic study support system

Face-to-face, on-campus support staff are still the experts for course and student support offerings. On-campus staff help students with specific course-related, personal, or logistical enquiries, while Studiosity specialists fulfil additional, previously logistically unmet needs of students who are seeking easily accessible, on-the-go, in-the-moment, remote or online help anywhere, anytime.

In 2017, a James Cook University study showed that enquiries to on-campus staff consistently grew alongside increased use of Studiosity study help.¹

In an early pilot of the new 'anytime' hours (see graph), students chose to access Studiosity during early, and even later, times of day, with most use occurring outside business hours. Further, students offered qualitative feedback that these are the hours they prefer to study, when they are back from shift work, when campus services are closed, during commutes home, and outside time with children and family.



Google Reviews, A J, Wollongong: ★★★★★

"Studiosity is a must if you are doing distance study. No question is silly and their knowledge is vast. I wished I used it a year ago. Now I use it for every assignment. If there is something I am unsure of and I need answers, they are there to help. Hardly no waiting times when requesting help. They started offering 24/7 assistance which is fantastic for people that study late, like me. Give this a go, you won't regret it!"

Contact your Studiosity Manager for more information:

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¹ Lynch, A. (2017, April), The JCU Learning Centre approach to enhancing student success and the role of the YourTutor service. Presentation at the Universities UK Conference for Excellence in Teaching and Learning, London.