

How Fordham University Centralized & Virtualized Their Tutoring Networks to Create a Campus-Wide Program



About Fordham University

- A top-ranked Jesuit, Catholic university located in The Bronx, New York
- Offers education in the Jesuit tradition to 16,000+ students across 9 schools
- The University seeks to foster in all its students life-long habits of careful observation, critical thinking, creativity, moral reflection and articulate expression

Centrally Led Implementation & Scaling

- > 10.20.21 - Program launched
- > 12.31.21 - 84.1 student contact hours achieved
- > 3.10.21 - 700+ hours of tutoring completed
- > 5.16.22 - 1,552 tutoring hours completed between 206 students and 71 tutors by the end of spring '22

"Knack will help us expand and equalize tutoring access in support of student success. It's a little like Uber for tutoring, but the university maintains complete control over who serves as a tutor.

We believe that Knack will help us increase tutoring engagement and participation while offering flexible and meaningful employment opportunities for our students, giving them valuable experience while furthering their own academic and professional development."

Christie-Belle Garcia,
Assistant Dean for Student
Support & Success



Problem Statement

Prior to the pandemic, Fordham University (FU) offered in-person tutoring in limited subject areas and began offering virtual tutoring to undergraduate students in March 2020. Though successful, the new approach proved labor intensive and required significant monitoring.

Opportunities

FU originally sought a solution that would enhance their multiple tutoring networks, with the three main opportunities for improvement being:



Opportunity #1: Increase Accessibility & Engagement

Existing tutoring resources were not best suited for many students, or tutors.



Opportunity #2: Foster Meaningful Professional Development

Students needed access to rich part-time work opportunities that would help prepare them for post-collegiate careers.



Opportunity #3: Improve ROI

FU desired eliminating wasted funds due to unutilized drop-in hours, which would save thousands of dollars each semester.

The Solution: Virtualize & Scale Peer Tutoring



In October 2021, Fordham University launched a Knack Managed Peer Tutoring Program, providing:

- Course-specific peer tutoring for students, by students
- Flexible scheduling that fits the needs of their students
- Scalable virtual, part-time jobs providing meaningful professional development opportunities (while only paying per session)

Impact



~30% of Fordham's Students Used Knack

By the end of spring '22, 1,335 students were using Knack, with sessions being completed in 66 unique courses.



176% Increase in Tutors Between Fall & Spring Semesters

109 sponsored tutors covered 140 of the 183 supported courses.



100% Average Satisfaction

100% of Knack users at Fordham responded that their tutoring sessions were "Excellent," "Very Good," or "Good." 100% also said they would "definitely" recommend Knack to a classmate or friend!

Learn how you can scale peer tutoring for every student & course at:

joinknack.com/partner