

From Pilot to Large-Scale:

How the University of New Hampshire Scaled Peer Support for 430+ Unique Courses

About the University of New Hampshire

- A public land-grant research institution (R1) located in Durham, New Hampshire
- The university has a total undergraduate enrollment of 11,500+ students.
- For more than 150 years, UNH has delivered hands-on learning, research and work experiences that bring together students, faculty and private and public partners.

Simple Implementation, Efficient Scaling

- > 8.30.21 - Program launched
- > 12.17.21 - End-of-term call hosted by Partner Success Manager, 449 student contact hours used
- > Summer '22 - Wide-scale expansion
- > 11.15.22 - 1,626 student contact hours & 2,366 sponsored students

"Knack has helped us strengthen the peer learning community on campus and cater to the unique needs of our student population."

Our tutoring programs facilitate the many ways our students learn and offer more personalized, accessible support at scale."



Dr. Kate Ziemer,
Senior Vice Provost for
Academic Affairs

Problem Statement

The University of New Hampshire (UNH) believes education is essential to a thriving and inclusive society. To ensure every student has access to the resources they need to succeed, UNH leadership and the student community sought a more cost-effective solution that scaled high-impact support to all campus undergraduate populations.

Opportunities

UNH aimed to enhance their existing tutoring networks and strengthen their peer learning community, 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 & Diverse Experiences

Students needed access to rich, part-time work and peer-led team learning opportunities that would help prepare them for post-collegiate careers.



Opportunity #3: Improve ROI

UNH 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 August 2021, UNH 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
- Relationship-relevant learning communities
- Scalable virtual, part-time jobs providing meaningful professional development opportunities (while only paying per session)

Impact



433 Courses Covered

As of Fall '22, 433 courses were eligible for Knack tutoring, with sessions being supported by 107 sponsored tutors.



413% Increase in Sponsored Students

From Fall '21 to Fall '22, UNH increased the number of sponsored students from 436 to 2,366.



100% Satisfaction

100% of students tutored responded on a satisfaction survey that their tutoring sessions were Excellent, Very Good, or Good! 100% said they would return for tutoring, and 75% said they would recommend to a friend.