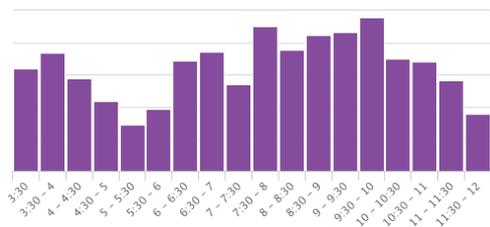


## Inimitable support for success

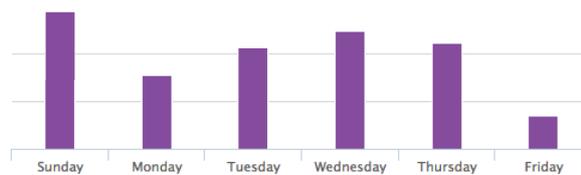
- + Extend - enhance your existing support with personalised 24/7 study help
- + Achieve - increase academic performance, progression and retention
- + Engage - reach up to 40% of your first-year cohort
- + Satisfy - increase overall student satisfaction
- + Succeed - support the pathway to student success

### 1. Extend your personalised student support

Our data shows students need help in the evenings and on weekends - mostly after 7.30 pm, and on Sundays. YourTutor provides after-hours, on-demand support online, connecting students to an academic expert in less than five minutes, 90% of the time. 24/7 Writing Feedback is available around the clock, with documents returned in 24 hours or less - guaranteed.



Average dispersion of YourTutor student support request times by time of day in 2015-2016

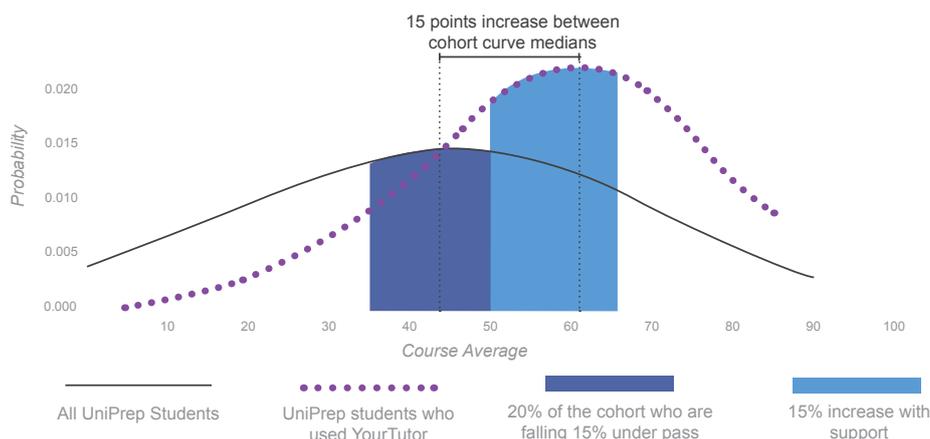


Average dispersion of YourTutor student support request times by day of the week in 2015-2016

### 2. An effective tool for higher achievement and greater progression

The significant, yet traditionally overlooked 'middle majority' segment of students can produce impressive results, when the academic needle amongst moderately underperforming students is moved by just a few percentage points (Graphic 1). A study showed that students who use YourTutor have better results, and are more likely to pass than the control group of non-users. Hence, the overall pass rate of a cohort can dramatically improve, raising academic completion and delivering a 5 to 10-fold return on investment.

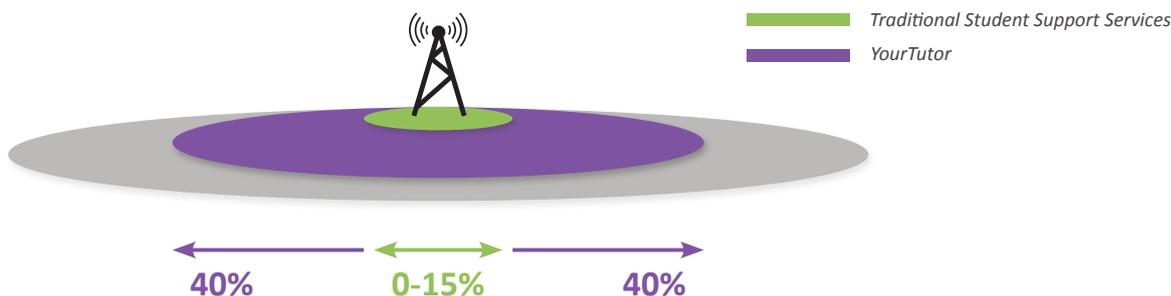
Graphic 1: Distribution of course averages for students who started study in Semester 1, 2015



Study from an Australian University, name requested to be withheld for competitive reasons.

### 3. A most engaging experience

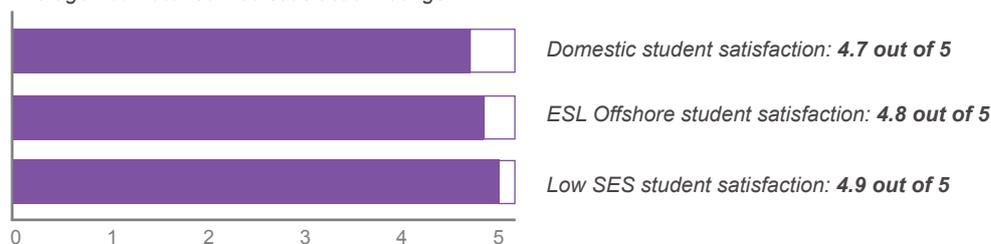
Traditional academic literacy support provides a range of invaluable services to the most motivated students. YourTutor enables you to extend your study support online to 24/7 connectivity. Our extensive usage data shows that universities with YourTutor reach up to 40% of their first-year cohort, thereby complementing campus-based support capabilities and achieving enhanced engagement.



### 4. Increase student satisfaction

With YourTutor, 84% of students are more satisfied with the services offered by their University. Our YourTutor expert tutors ensure that the quality of your existing campus support services are amplified to reach and satisfy a greater percentage of your student cohort whenever they need help. This includes the underrepresented, ESL and online only student.

Average YourTutor service satisfaction ratings:



### 5. Enabling a surer path to success

Completion rates are influenced by many factors and timely study support can make a real difference. Our data shows that 85% of students feel more confident with their studies using YourTutor support, and identify YourTutor as a highly important factor for continuing, and succeeding with their studies. 24/7 accessible expert support helps students right when they need it most.

*“Students who use YourTutor do better overall.”*

Sue Kokonis, Academic Director, Swinburne Online

*“This has helped my writing and sentence structure through positive feedback. Thank you for providing a service that not only helps us become more concise writers but overall better students.”*

Bachelor Student at Western Sydney University, October 2016

*To date, YourTutor partners with 50% of Australian Universities to engage with more students directly, online - turning moments of frustration into study success.*

*With 13 years of data-driven provisioning, an exclusive, stringently managed network of YourTutor certified expert tutors, and a quarter of a million tutorials delivered annually, YourTutor has been trusted by educators for over a decade to add a crucial missing piece to a world-class student experience.*