



Institution: UBC Alma Mater Society

Location: Vancouver, BC, Canada

Size: 48,000 students

“HELPHUB HELPED US GROW OUR PAID TUTORING PROGRAM BY 600% IN ONE MONTH.”

Ron Gorodetsky, Manager of Student Services

About UBC and AMS

The University of British Columbia is a global centre for research and teaching. Consistently ranked among the **40 best universities in the world for almost a century**. “The university has embraced innovation and challenged the status quo. Its entrepreneurial perspective encourages students, staff and faculty to challenge convention, lead discovery and explore new ways of learning.” The Alma Mater Society represents and provides a variety of services to over 48,000 students at the school. Tutoring is one of the most demanded and popular services provided by the society.

About HelpHub

HelpHub's mission is to make learning universally interactive by empowering people to connect, communicate and collaborate more effectively. Through a variety of interactive communication features, students and tutors can connect anytime, anywhere, making tutoring an on-demand and real-time experience. HelpHub's institutional partnership program allows schools to utilize the company's technology to **automate and enhance their tutoring programs**.

The Opportunity

Before using HelpHub, the UBC AMS tutoring services was traditional by all accounts. Utilizing manual appointment management and a common tutor registry for overflow, students were required to schedule appointments with tutors 48 hours in advance by calling, emailing, or showing up in person. This system often **left to delays and students were not able to get the help they needed**. The AMS had two full-time staff members dedicated to scheduling, collecting payments, and managing their tutors availability. All of this was conducted manually.

The Integration

Integrating HelpHub to AMS' tutoring program was a seamless process. Their controlled network was fully operational as soon as a list of tutors was uploaded to the system by a member of their staff. By automating this process, **the society simply needed to direct students to their network page in order to get help** – eliminating the 48-hour window, and

allowing for direct communication between tutors and students. Uploading and managing the system takes very little technological know-how.



UBC AMS HELPHUB NETWORK PAGE – STUDENTS ARE ABLE TO START CONVERSATIONS AND INTERACT WITH TUTORS LISTED ON THE SITE, MANAGED BY THE INSTITUTION.

The Results

“HelpHub helped us **grow our paid tutoring operations by 600% in a single month**,” said Ron Gorodetsky, Manager of Student Services at the society. HelpHub reduces the workload involved in manually operating a tutoring program and enables students to communicate with tutors anytime, anywhere. HelpHub led AMS to focus on marketing, growing, and scaling their tutoring program to reach and serve more students. By streamlining all steps of the society’s tutoring needs, HelpHub allows them to spend **less time managing their tutoring system and more time focused on what matters**, helping students achieve their academic goals.

The society continues to provide free group tutoring sessions and is looking to augment this operation with future integration of HelpHub’s online group tutoring service.

The UBC AMS HelpHub page is live at <http://ams.helphub.me>.

Institutions can find out more about this program at <https://helphub.me/institutions>.

600% GROWTH IN ONE MONTH

OVER 5,000 SEARCHES

BEST TUTOR GROSSED OVER \$2,500 IN A SINGLE MONTH