Institution: McMaster University
Location: Hamilton, ON, Canada
Size: 30,000+ students

"Using HelpHub as our tutoring platform has helped us streamline tutoring services while reducing administrative work and costs. It has been an easy and smooth transition."

Jennifer Meister, Academic Skills Program Coordinator

About McMaster University

McMaster University is a medical-doctoral, research-intensive university founded in 1887, consistently ranked in the Top 100 in the world. McMaster is dedicated to "teaching, learning and service". The school is known for pioneering the problem-based approach to learning that is now known around the world as "the McMaster model" [1]. The institution currently has a total student population of 30,117 including part-time, interns/residents and Divinity College [2].

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 program allows schools to utilize the company's technology to **automate and streamline their tutoring programs**.

The Opportunity

Before implementing HelpHub, the school did not run a centralized tutoring program and supplementary help was largely departmentalized. Various departments, student societies, and faculties managed their own individual programs – students would be directed to the respective department when looking for help on a specific subject. Staff and administrative resources were allocated to oversee, manage, and facilitate student demand for tutoring, spending large amounts of time allocating and keeping track of subsidies, scheduling, and arranging sessions. **The school's IT department estimated the in-house development costs for a basic tutor registry or database to range in the tens of thousands of dollars**, and recommended the school to implement HelpHub, which not only streamlined their entire tutoring program but also provided analytics and management tools for the program administrators.

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[1] http://www.mcmaster.ca/opr/html/opr/our_campus/main/our_campus.html

[2] http://www.mcmaster.ca/opr/html/opr/fast_facts/main/about.html

The Integration

By implementing HelpHub, McMaster was able to offer a centralized program that combined the pool of tutors that were hired and vetted by other departments. **Only tutors approved and added by McMaster are listed on this community**. This provided students with an immediate, seamless source of supplementary help for all subjects. HelpHub also streamlined the allocation and management of subsidies offered to students, **alleviating the workload and allocation of resources across various departments** and avoiding the upfront development costs of a much more limited, in-house resource. McMaster is now able to scale their program and serve more students without allocating additional resources across all departments.

McMaster University's community page available at: https://helphub.me/networks/mcmaster-university-tutoring

The Results

Bringing together all tutors from various departments and driving student awareness to a new centralized program now available on McMaster's HelpHub community not only created efficiencies, but ultimately provided students at the school with a convenient, always-available source of supplementary help.

"I had a **very positive experience working with my tutor online**. I found it **very easy to find the exact tutor** that I wanted. I really like how the tutors have profiles where you can learn more about them before contacting them" commented Abbie Loshuk, a second-year Commerce Program student at the DeGroote School of Business at McMaster University.

- New **centralized program**

- New program immediately available to all **30,000+ students**

- New available **real-time insights** on students' usage of tutoring, subsidies, and demand for subject help

- New departmental efficiencies

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