

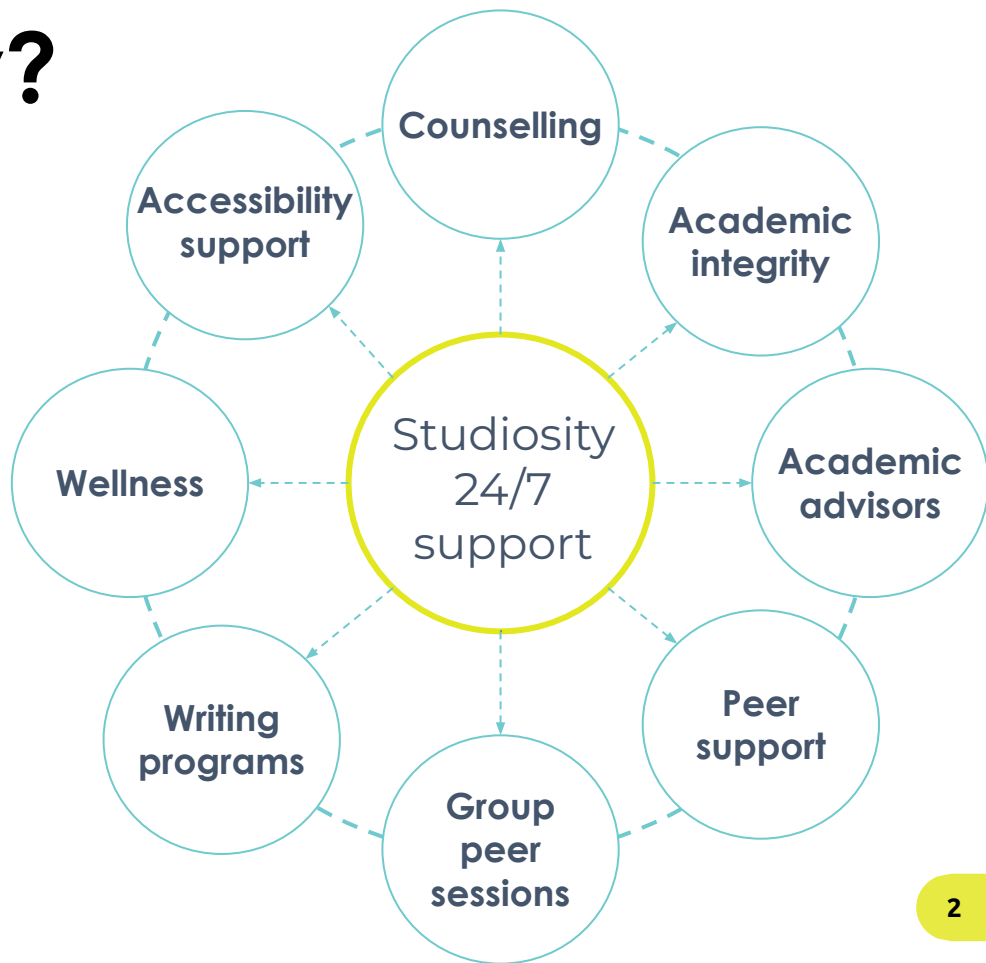
Support outside the classroom:

The impact of 24/7 assignment
and study support on critical
thinking skills and student
confidence

What is Studiosity?

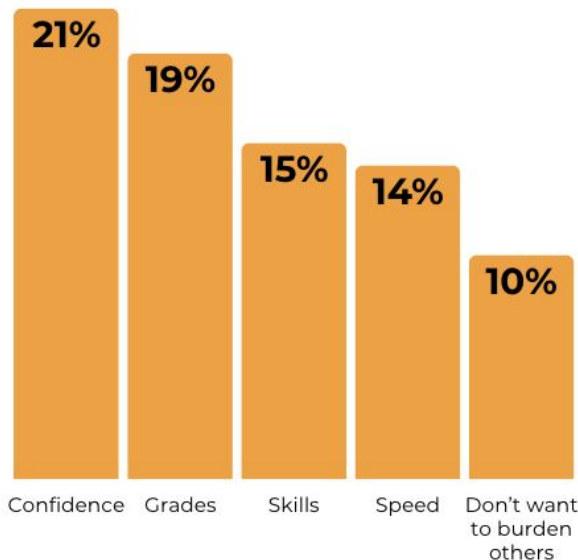
Ethical writing feedback and study support service in pursuit towards increasing the life chances of every student in the world.

One piece within a wider support ecosystem, Studiosity amplifies other support services.



Wellbeing Report: AI Usage

TOP 5 REASONS FOR USING THE
UNIVERSITY'S AI SUPPORT OR
FEEDBACK



78% of Canadian students have used AI tools to help with assignments and study

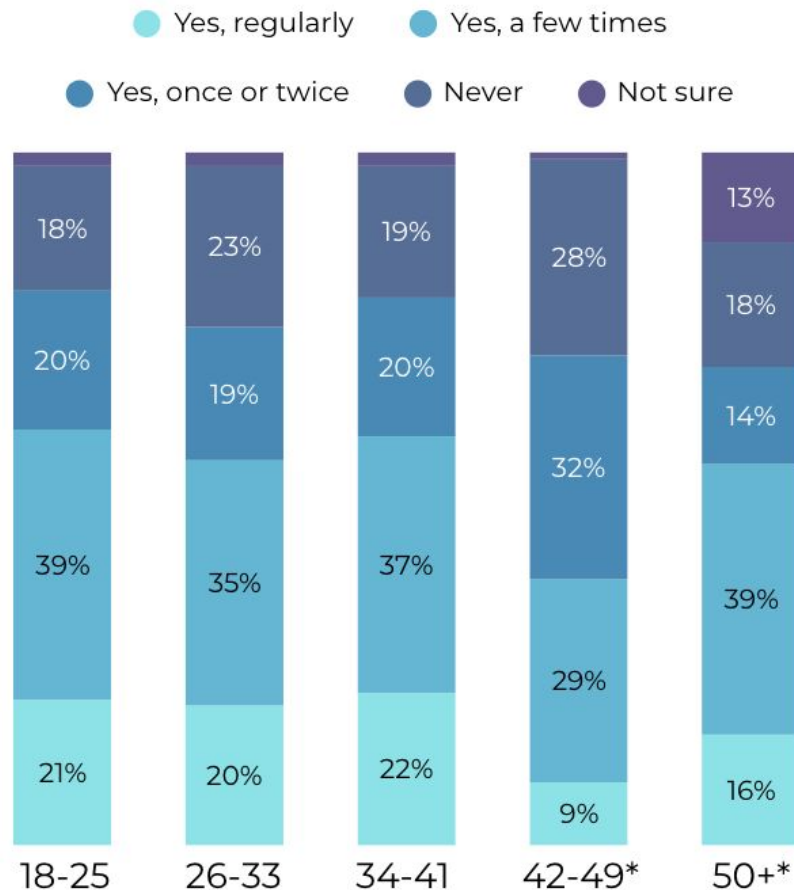
65% of students were only slightly to moderately confident that they were learning and improving their skills while using genAI tools; only 11% were extremely confident in their skill building

Wellbeing Report: AI Usage

48% believe that their university is adapting fast enough to provide AI study support tools

50% of students expect their university to provide them with AI tools to support their studies

FREQUENCY OF AI USE BY AGE AMONGST UNIVERSITY STUDENTS



Wellbeing Report: Student Connection

13% of students find it hard to ask questions to other students

49% of students lacked a senior mentor in their first year; 53% of those students wanted one

51% of international students cited use of AI tools as a reason for increased interaction with peers and teachers

Wellbeing Report: Student Stress

72% of students are stressed weekly or more often

46% of full-time students are stressed daily or constantly (more than twice a day)

48% of students ranked 'Fear of failing' among their top 3 stressors

VIU & ACP Programs

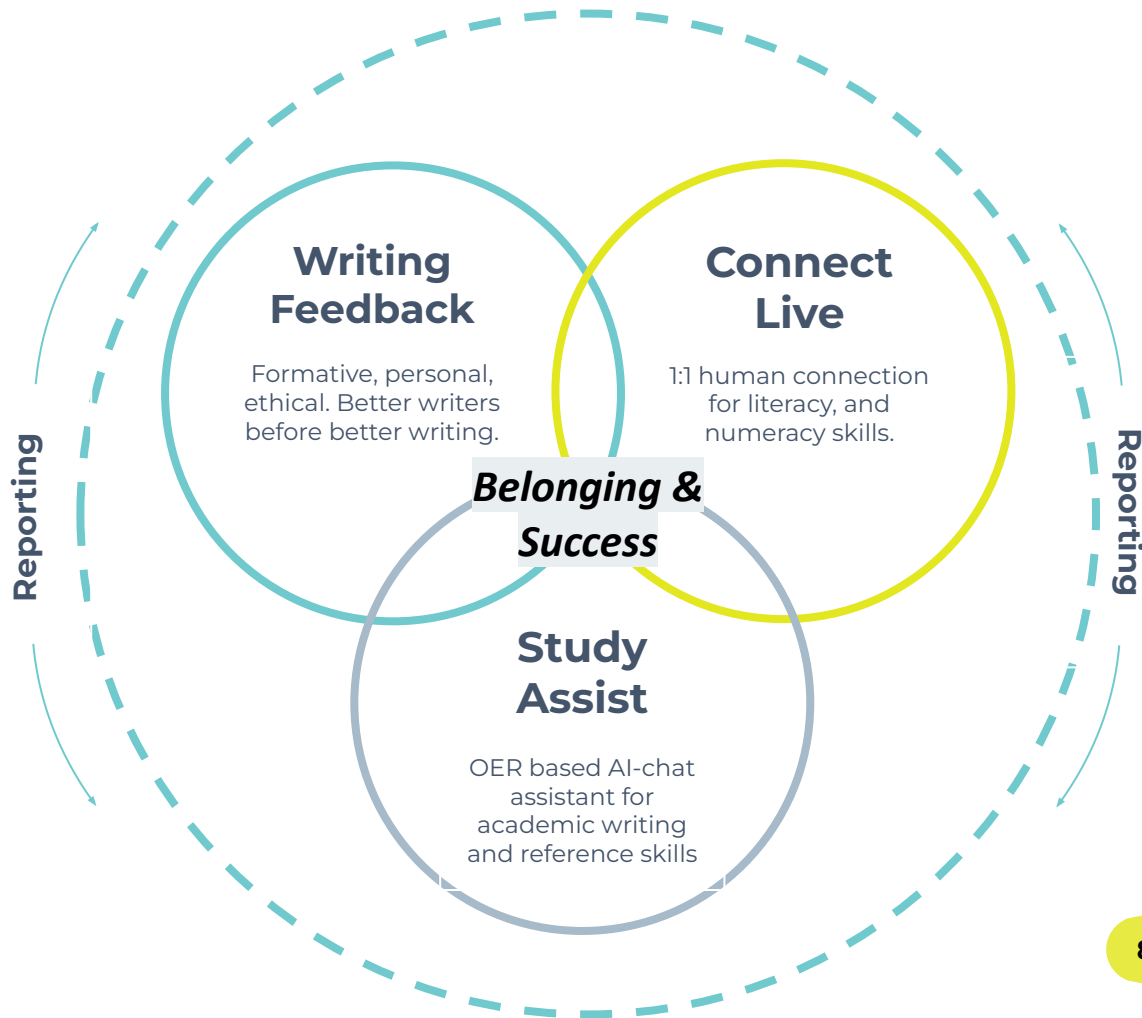
VIU is a comprehensive regional university, with three campuses across Vancouver Island and the Sunshine Coast.

Academic and Career Preparation (ACP) has many programs to help students come back to school. ACP is designed to offer a starting point that is right for all types of learners.



VIU's Studiosity Services

"I would not have gotten through Physics without Studiosity. I just wouldn't. I would have quit going or failed." - ABE Student



Pilot Impact: The Numbers

3068 minutes of support (>51 hours)
delivered to 71 students

92% of Connect Live interactions were
for math and sciences, for which VIU
had limited on-campus support

96% class retention, with over 90% of
students achieving 'A' grades

Pilot Impact: Students

>90% of students said they were either 'satisfied' or 'extremely satisfied' with their interaction

88% of students accessing writing support said they felt more confident

94% of students accessing Connect Live said they felt more confident after receiving feedback



Pilot Impact: Instructors

- **Direct benefit to faculty workload perception and job satisfaction**
- Instructors report feeling that Studiosity eases some of their workload burden in absence of other university services related to their subject area
- Students who were previously on the margins were more able to engage meaningfully in class work after using Studiosity

Overall Impact: Student Services

- Concerns were raised from in-house support services, including the Writing Centre, International Academic Support (IAS), and the Volunteer Tutor Program (VTP), that their services were being outsourced
- Referrals to VIU services were given in approximately 20% of all Studiosity interactions
- **Studiosity encourages and reinforces help-seeking behaviours, which extend to in-house support services**

“The support of Studiosity, that was a really great thing, especially in my first semester when I was too shy to put my hand up and be like ‘Hey! I don’t really know what I’m doing!’ By the second semester I had no problem being like ‘Okay, I have no clue what you’re talking about! Could you just like run it through?’ But that first semester when I was like, oh no, I don’t want to seem like I don’t know what I’m doing and I was first back, that was especially helpful because it was easier to ask for the help of a complete stranger than someone you know. Now I’m more comfortable asking the people I see daily.”

S23 VIU ABE Student

Overall Impact: Augmented Support

- “Currently I do use the writing center but find the 30 min time slots are too short for the kind of support I need and think this service would be way more suitable for my needs.”
- S23 VIU BA Student

Sunday was the second highest day for Connect Live engagement

7-8PM was the busiest time for support requests; 4PM-midnight maintained a busier engagement rate than any period during VIU business hours

“Hi Roberta,

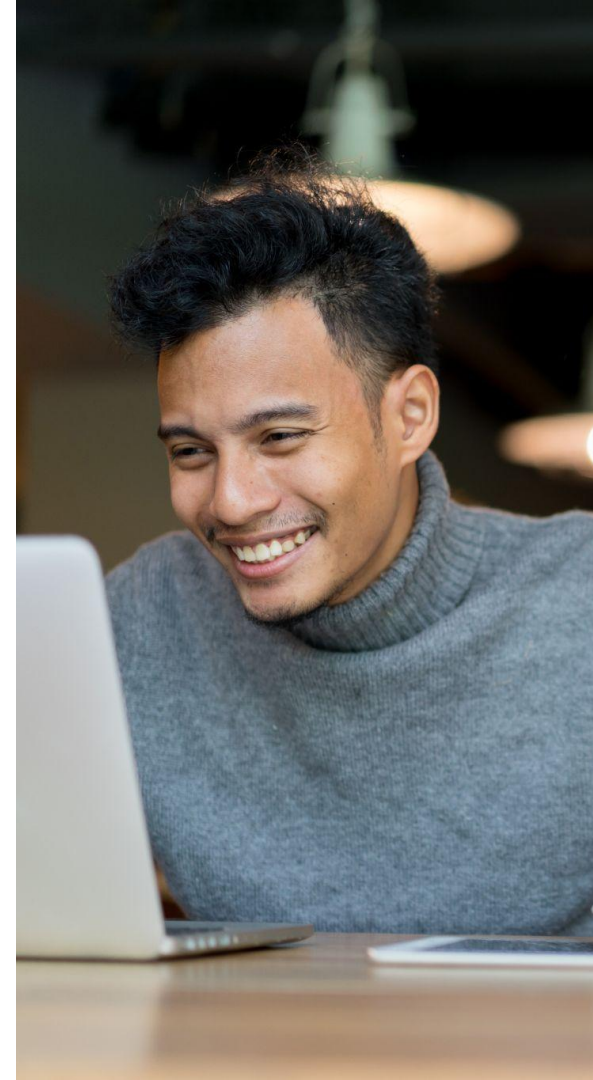
I'm in the Pathways student support program and I wanted to give you an update. I've finished my second semester in Practical Nursing now and passed all of my courses. My second semester GPA is 3.61, with 85.7% in Pharmacology II (PRNU 111).

I'm looking forward to my next semester in the PN program and my clinicals start at the end of September.”

-F24 LPN Student

Looking forward

This fall, VIU is widening participation and providing Studiosity access to all students across the university.



Thank you!

Roberta Jenkins

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