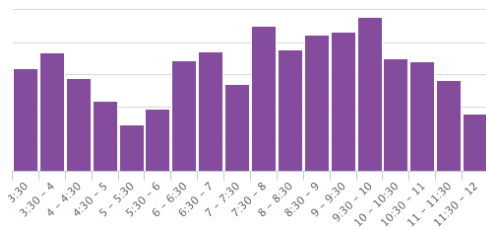


YourTutor: Inimitable support for success

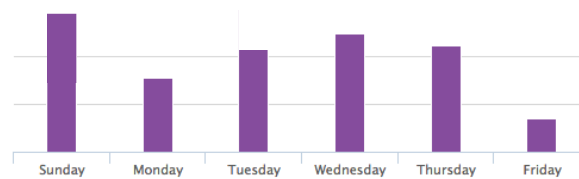
- + **Avail** - support students after hours, anywhere, in less than five minutes
- + **Achieve** - increase academic performance, decrease attrition rates
- + **Engage** - reach up to 40% of your first-year cohort, regardless of their mode of study
- + **Delight** - provide an industry-leading support experience
- + **Succeed** - lay the pathway to student success

1. Support available when students need it

Students need support in the evenings and on weekends. In fact, our data shows students need help mostly after 7.30 pm at night, and on Sundays. YourTutor connects students to an academic expert aligned to Australian standards, in less than five minutes, 90% of the time. Writing feedback is available 24/7, with documents returned in 24 hours or less - guaranteed.



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

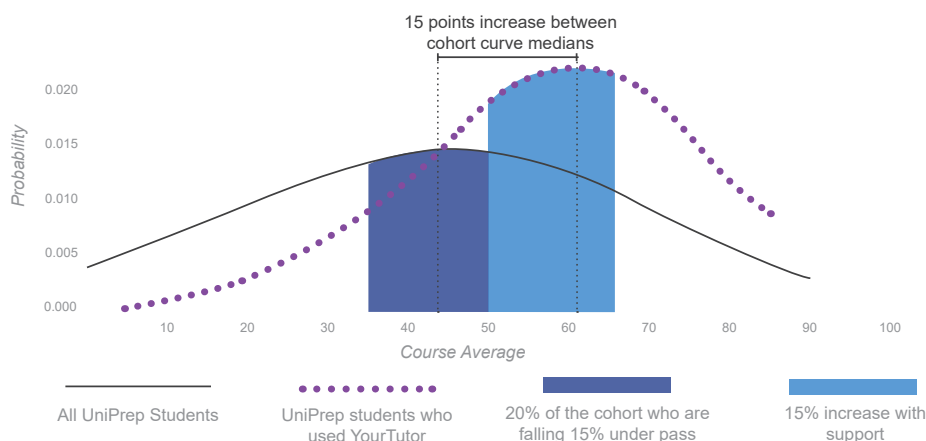


Average dispersion of YourTutor student support request times by day of the week in 2015-2016

2. An effective tool for higher achievement

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). The overall pass rate of a cohort can dramatically improve, raising academic completion and delivering a 5 to 10-fold return on investment.

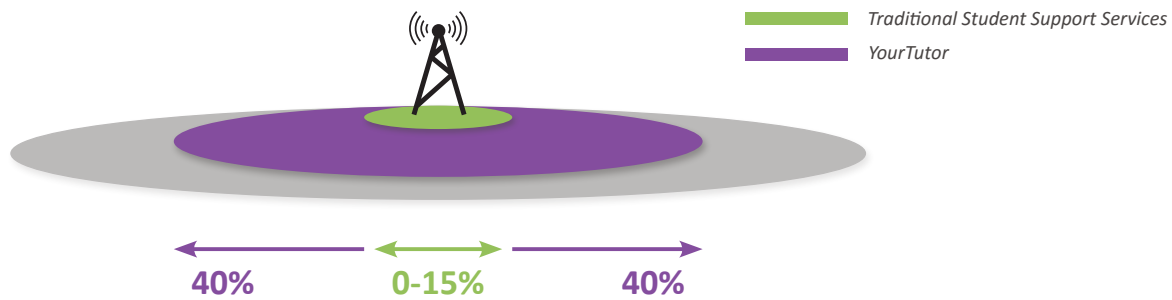
Graphic 1: Distribution of course averages for students who started study in Semester 1, 2015



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

3. A most engaging experience

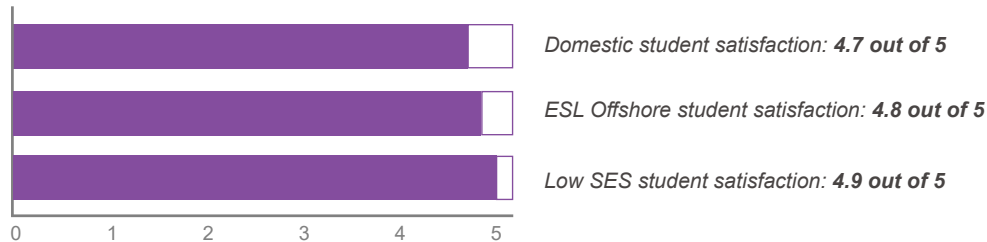
Traditional support provides a range of invaluable services largely to a small cohort of motivated students. YourTutor extends this reach to 15% - 40% of your students, and enhances the engagement scale far beyond the capabilities of campus-based support.



4. A more satisfying experience

YourTutor complements your existing support with exceptional satisfaction rates amongst all students including distance, low SES and ESL students. With YourTutor, 84% of students are more satisfied with the services offered by their University. Our expert tutors ensure that the quality of your brand and existing campus support services are extended to reach a greater percentage of your student cohort, with an industry-leading support experience.

Average YourTutor service satisfaction ratings:



5. A smoother path to success

Retention rates can be influenced by many factors, like lack of preparedness or study-life balance. When these stresses threaten to derail progress, small, timely interventions can make a big difference. 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. The easily accessible expert support from YourTutor helps students right when they need it; it's often the only support they engage with, and will use again. And again.

*"Thank you for being encouraging. I appreciate that you point out the good as well as what needs improvement. I've been telling people about this wonderful service. I believe **your feedback is the reason I didn't quit my course at census date.**"*

Bachelor of Education Student at Federation University, April 2016

To date, YourTutor partners with over 25% of Australian Universities to engage with more students directly, online - turning moments of frustration into study success. YourTutor's online, on-demand study support is provided by experts benchmarked to Australian education standards.

With 13 years of data-driven provisioning, an exclusive, stringently managed network of 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.