

WorldWideWhiteboard®
Connect. Engage. Learn.

“The customization provided by LSI has made the WorldWide Whiteboard® an even more powerful and flexible online tutoring platform for ASAP and the students we serve. Through LSI, we are more empowered to constantly measure impact and continuously improve our offerings.”

Teri A. Vigars
Assistant Director
SUNY Cortland

An LSI Case Study

SUNY Cortland Academic Support and Achievement Program

*Custom solutions to
measure student success
and student satisfaction
with online tutoring
services*

Client: SUNY Cortland Academic Support and Achievement Program (ASAP)

Challenge: SUNY ASAP helps students learn how they learn best. ASAP staff provides academic support to students of all ability and achievement levels, both undergraduate and graduate, through tutoring in writing, reading, math and study skills.

Students may use the services through self-referral or faculty referral by an advisor, faculty member, or a dean and can take advantage of: professional staff and professionally trained tutors, one-on-one instruction, small group instruction, workshops, consultations with certified peer tutors, and supplemental instruction attached to challenging courses.

Extending these offerings to students working online created a unique set of challenges, including the ability to measure student satisfaction with the online tutoring experience.

Solution: ASAP uses LSI's WorldWideWhiteboard® for online tutoring services to supplement their face-to-face instruction and consulting in writing, chemistry, and Science 142 (Teaching Elementary Science). The LSI team worked with ASAP management to integrate a student survey tool, so students can report on their satisfaction/success at the conclusion of each online tutoring session.

The WorldWideWhiteboard provides a convenient way for individuals to communicate with each other without being in the same physical location.

Result: Students who have regularly attended ASAP sessions have developed increased confidence in their abilities, have acquired independent learning skills, and have shown marked improvement in their success, which ASAP staff can easily measure.

Testimonial: "The customization provided by LSI has made the WorldWide Whiteboard an even more powerful and flexible online tutoring platform for ASAP and the students we serve. Through LSI, we are more empowered to constantly measure impact and continuously improve our offerings."—Teri A. Vigars, Assistant Director, SUNY Cortland

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