NCR EDUSERVICES
Empowering Education Ecosystem Globally

13 YEARS

Case Study

How NCR Eduservices Supported a USA based global E-tutoring company to manage their quality Vertical



Helping Students To Learn Better By Empowering Global Education Ecosystem

Stanford | Seed Company

160,000+ Experts | 500+ Companies | 16+ Countries

Title: Ensuring Quality in Rapid Expansion

A Collaborative Case Study between NCR Eduservices and USA-based e-Tutoring Company

ABSTRACT

This case study explores the strategic collaboration between NCR Eduservices and a leading USA-based EdTech company specializing in providing online education. As the EdTech company embarked on a significant expansion phase, they faced challenges in maintaining the quality of their online sessions, a critical component of their educational offerings. NCR Eduservices provided a comprehensive solution through their Academic Review Service, enabling the EdTech company to sustain high-quality instruction while focusing on growth. The study delves into the background of the partnership, the challenges encountered, the solution implemented, and the resulting impact on the client's operations.

INTRODUCTION

The rapid evolution of the EdTech industry has brought about both opportunities and challenges for companies delivering online education. With the growing demand for online learning, EdTech companies are under immense pressure to scale their operations without compromising on quality. This case study examines how NCR Eduservices partnered with a USA-based EdTech company to address the complexities of scaling their academic delivery while ensuring consistent and high-quality online sessions. The collaboration between the two organizations not only addressed immediate operational challenges but also set the stage for long-term success in a competitive market.

BACKGROUND

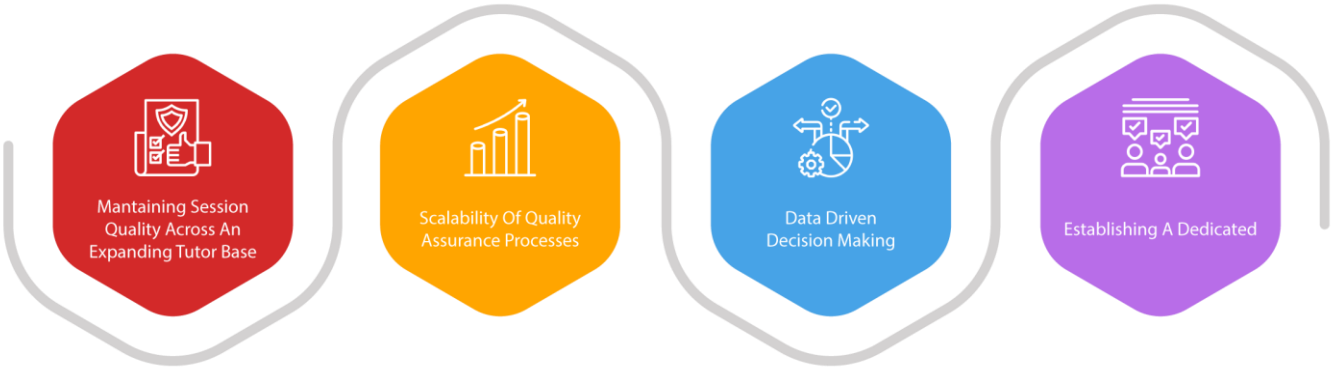
The EdTech company at the center of this case study provides a wide range of online classes to students across the United States, during school hours learning needs. With a growing reputation for delivering personalized and effective online education, the company experienced a significant increase in demand, prompting them to expand their services rapidly. This expansion included increasing the number of online sessions, recruiting more tutors, and broadening their curriculum offerings.

However, as the company scaled, they encountered several challenges that threatened to undermine their commitment to quality. The leadership team recognized that without a robust quality assurance mechanism, the expansion could lead to inconsistencies in session delivery, ultimately affecting student satisfaction and learning outcomes. Determined to maintain their high standards, the company sought a partner who could provide the necessary expertise to monitor and enhance the

quality of their online sessions during this critical growth phase.

CHALLENGES FACED

As the EdTech company expanded, several key challenges emerged that required immediate attention



Maintaining Session Quality Across an Expanding Tutor Base:

- With the rapid onboarding of new tutors to meet the growing demand, ensuring that each tutor adhered to the company's teaching standards became increasingly difficult. The company was concerned that without consistent monitoring, variations in session quality could negatively impact the student experience.

Scalability of Quality Assurance Processes:

- The company's existing quality assurance processes were not equipped to handle the increased volume of online sessions. The manual evaluation of sessions was time-consuming and resource-intensive, making it difficult to scale these processes in line with the company's expansion goals.

Resource Allocation and Operational Efficiency:

- As the company focused on expansion, their internal teams were stretched thin, leaving little capacity to monitor and improve session quality. The leadership team needed a solution that could alleviate this burden while ensuring that quality remained a top priority.

Data-Driven Decision Making:

- The company lacked a comprehensive system for tracking and analyzing quality metrics across their online sessions. Without actionable insights, it was challenging to identify areas for improvement and make informed decisions to enhance the overall quality of instruction.

SOLUTION AND IMPLEMENTATION

In response to these challenges, the EdTech company engaged NCR Eduservices to implement a solution that would enable them to maintain the quality of their online sessions while continuing to grow. After a thorough assessment of the company's needs, NCR Eduservices proposed their Academic Review Service as the ideal solution. The implementation process was designed to be both comprehensive and scalable, addressing the client's immediate concerns while laying the groundwork for future growth.



Customizing the Academic Review Framework:

- NCR Eduservices worked closely with the EdTech company to develop a tailored academic review framework that aligned with the company's educational philosophy and quality standards. This framework included a detailed rubric for evaluating online sessions, focusing on key aspects such as lesson planning, content delivery, student engagement, and adherence to curriculum guidelines.

Establishing a Dedicated Review Team:

- NCR Eduservices assembled a team of experienced academic reviewers who were well-versed in education and online teaching methodologies. This team was responsible for conducting regular evaluations of the company's online sessions, providing objective assessments and detailed feedback to tutors.

Implementing a Scalable Quality Assurance Process:

- To ensure that the quality assurance process could scale with the company's growth, NCR Eduservices introduced a systematic approach to session evaluation. This included the use of advanced analytics tools to track session performance, monitor trends, and generate comprehensive quality reports. The process was designed to be flexible, allowing for adjustments based on the company's evolving needs.

Providing Actionable Feedback and Professional Development:

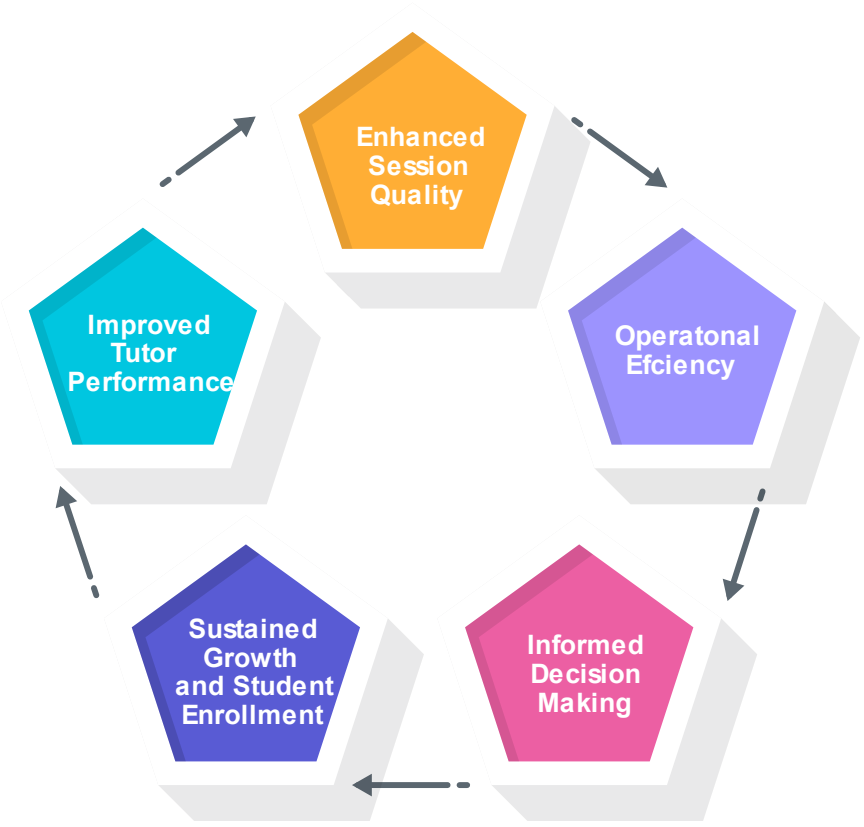
- The feedback provided by NCR Eduservices was not only detailed but also actionable, enabling tutors to make immediate improvements in their teaching practices. Additionally, NCR Eduservices collaborated with the EdTech company's internal teams to design professional development programs based on the insights gained from the session evaluations. These programs were aimed at enhancing tutors' skills and ensuring consistency in session delivery.

Continuous Monitoring and Trend Analysis:

- To maintain high standards over time, NCR Eduservices implemented continuous monitoring of session quality, coupled with trend analysis to identify patterns and potential areas of concern. This proactive approach allowed the EdTech company to address issues before they escalated, ensuring that quality remained consistent as the company expanded.

RESULTS AND IMPACT

The partnership between NCR Eduservices and the EdTech company yielded significant results, both in terms of quality improvement and operational efficiency:



Enhanced Session Quality:

- Within the first quarter of implementing the Academic Review Service, the quality of online sessions improved by 20%, as evidenced by higher scores across key evaluation metrics. Students reported increased satisfaction with the lessons, noting improvements in engagement and content delivery.

Improved Tutor Performance:

- The detailed feedback and professional development initiatives led to a 30% improvement in tutor performance, as measured by student feedback and internal evaluations. Tutors became more adept at delivering engaging and effective lessons, contributing to a more consistent learning experience for students.

Operational Efficiency:

- The introduction of a scalable quality assurance process reduced the time and resources required for session evaluations by 25%. This efficiency gain allowed the EdTech company to allocate resources to other critical areas, such as curriculum development and student support.

Informed Decision Making:

- The data-driven approach to quality assurance enabled the EdTech company to make informed decisions about their operations. With access to detailed quality reports and trend analysis, the leadership team could identify areas for improvement and implement targeted interventions, leading to continuous improvement in session quality.

Sustained Growth and Student Enrollment:

- With the assurance that session quality was being consistently monitored and improved, the EdTech company was able to continue their expansion efforts without compromising on the quality of education delivered. Over a six-month period, student enrollment increased by 25%, demonstrating the company's ability to scale successfully while maintaining high standards.

CONCLUSION



The collaboration between NCR Eduservices and the USA-based EdTech company serves as a compelling example of how strategic partnerships can drive success in the rapidly evolving EdTech industry. By addressing the challenges of maintaining quality during a period of rapid growth, NCR Eduservices enabled the EdTech company to focus on their core mission of delivering exceptional online education. The Academic Review Service not only ensured that session quality remained consistent but also contributed to the overall improvement of tutor performance and operational efficiency.

As the EdTech company continues to expand, the foundation laid by this partnership will serve as a critical component of their ongoing success. The lessons learned from this collaboration highlight the importance of quality assurance in online education and the value of leveraging expert services to achieve sustained growth and excellence in a competitive market.

NCR EDUSERVICES
Empowering Education Ecosystem Globally

hello@ncreduserviceS.com



www.ncreduservices.com

For further details, **contact**

+1-315-756-2877 +44-788-886-8325 +91-99118-24292

1,60,000+ Experts | 500+ Companies | 16+ Countries