NCR EDUSERVICES
Empowering Education Ecosystem Globally

13 YEARS

Case Study

HOW NCR EDUSERVICES SUPPORTED A LEADING ONLINE UNIVERSITY IN THE USA WITH DOCTORATE LEVEL RESOURCES FOR GRADING AND ACADEMIC FEEDBACK



Helping Students To Learn Better By Empowering Global Education Ecosystem

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Title: Accelerating Academic Excellence Through Expert Evaluation

A Case Study of Collaboration between a USA based Online University and NCR Eduservices

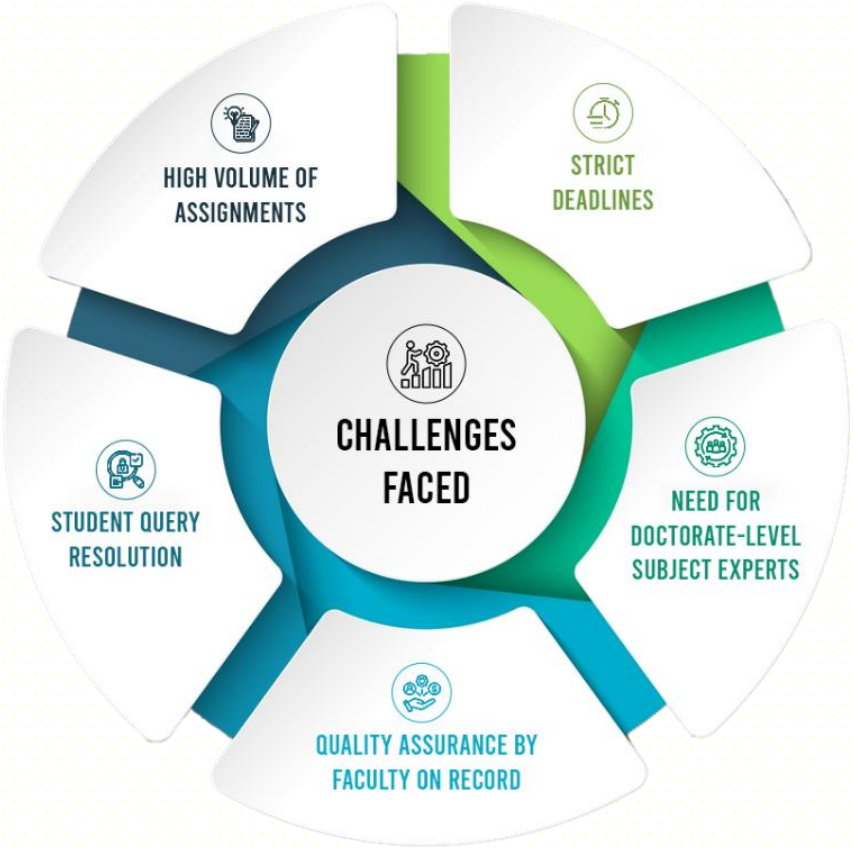
INTRODUCTION

A leading online university based in the United States sought academic professionals with doctoral qualifications to manage large-scale grading and academic evaluation responsibilities. The institution required expert reviewers who could not only grade student assignments and capstone projects but also provide comprehensive, constructive feedback that supported continuous student improvement.

To meet these requirements, the university collaborated with NCR Eduservices, a trusted global education partner known for its academic outsourcing and high-quality talent network. The partnership focused on ensuring academic rigor, quick turnaround times, and personalized feedback for students across multiple disciplines.

CHALLENGES FACED

The collaboration presented several operational and academic challenges that demanded precise execution and quality assurance:



High Volume of Assignments
The university operated on a continuous academic calendar, resulting in a large inflow of assignments and final projects each week. The grading volume was significantly higher than typical online programs, requiring an agile yet accurate grading process.

Strict Deadlines:
Unlike traditional workweek-based schedules, the university followed calendar-day deadlines, which meant weekends and holidays were also included in the submission window. Maintaining timely delivery without compromising quality required careful planning and workflow efficiency.

Need for Doctorate-Level Subject Experts:
The institution's policy required evaluators to possess a doctorate in their respective disciplines, ensuring academic integrity and scholarly depth in evaluation. Recruiting such specialized resources within a short timeframe was a key challenge.

Quality Assurance by Faculty on Record:
Each graded assignment was subject to review and quality checks by the faculty on record. Therefore, feedback had to be both detailed and pedagogically aligned to the university's standards.

Student Query Resolution:
In addition to grading, evaluators were expected to respond to student queries, clarify grading criteria, and assist students in understanding instructor comments through the Canvas LMS integrated with Turnitin for originality checks.

SOLUTION AND IMPLEMENTATION

To address these challenges, NCR Eduservices implemented a structured approach focusing on rapid deployment, quality control, and consistent communication with university stakeholders. The following steps were taken:



Rapid Recruitment and Onboarding:
NCR Eduservices leveraged its extensive network of academic professionals and successfully deployed qualified doctorate-level graders within a limited timeframe. Each resource underwent a rigorous vetting and onboarding process to ensure familiarity with the university's academic integrity standards, Canvas LMS environment, and Turnitin protocols.

Workflow Optimization for Deadline Compliance:
NCR implemented a round-the-clock operational model to ensure timely turnaround on all assignments, even during weekends. Dedicated academic coordinators tracked submission schedules, monitored task distribution, and ensured no delay in grading cycles.

Structured Feedback Framework:
NCR's academic team was trained to provide detailed, constructive, and actionable feedback aligned with university rubrics. The focus was on ensuring that feedback not only justified the grade but also guided students toward improvement.

Quality Review and Alignment with Faculty Expectations:
A dedicated internal quality control layer was introduced before final submission to the university. This ensured accuracy, academic tone, and alignment with institutional guidelines. As a result, faculty on record consistently acknowledged the clarity and thoroughness of NCR's evaluators' comments.

Effective Student Interaction and Query Resolution:
Using Canvas LMS integrated with Turnitin, the NCR team efficiently handled student follow-ups and addressed grading-related concerns. They ensured transparent communication and maintained academic decorum in all interactions.

Continuous Training and Performance Monitoring:
To maintain consistency and academic excellence, NCR Eduservices introduced ongoing training and performance review mechanisms. Regular calibration sessions, peer reviews, and feedback workshops were conducted to ensure evaluators remained aligned with evolving university standards and maintained uniform grading quality across subjects.

RESULTS AND IMPACT

The collaboration between the university and NCR Eduservices produced measurable improvements across key performance areas:



100% Adherence to Timelines:
Despite high volumes and stringent calendar-day deadlines, NCR's team maintained 100% on-time submission rates for graded assignments and projects.

Enhanced Student Learning through Feedback:
The quality and depth of feedback provided by NCR's evaluators received commendations from both students and faculty. Many students specifically appreciated the actionable insights that helped them improve future submissions.

Recognition from University Faculty:
The faculty on record recognized NCR's grading team for their consistent performance, clarity in evaluation, and ability to uphold academic rigor even under pressure.

Improved Turnaround Efficiency:
NCR's structured operations significantly reduced grading turnaround times while maintaining academic quality, thereby improving overall course progression rates.

Strengthened Partnership Confidence:
The successful completion of this engagement reinforced NCR Eduservices' reputation as a reliable academic partner capable of scaling quality education delivery even under tight timelines and complex requirements.

CONCLUSION

This collaboration between the U.S. based online university and NCR Eduservices demonstrates how academic outsourcing, when executed strategically, can enhance institutional efficiency without compromising academic integrity.

By deploying doctorate-level resources, implementing a structured grading process, and maintaining consistent quality assurance, NCR not only met but exceeded expectations.

The project's success underscores NCR's ability to provide specialized academic expertise, timely delivery, and student centered evaluation, contributing directly to the university's mission of delivering world-class online education with measurable impact.

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