NCR EDUSERVICES
Empowering Education Ecosystem Globally

13 YEARS

Case Study

How NCR EDUSERVICES partnered with a USA based non-profit edtech organization to support their students academically



Helping Students To Learn Better By Empowering Global Education Ecosystem

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Title: Empowering Educational Success (Not for Profit)

A Collaborative Case Study between NCR Eduservices & USA-based Non-Profit Ed-Tech Organization

OVERVIEW

NCR Eduservices, a leading Edtech service company based in Noida, India, has been instrumental in providing a spectrum of services to Edtech organizations worldwide since 2012. These services include online tutoring, Quality review, customer care, technical support, content creation, and more. Recently, NCR Eduservices collaborated with a non-profit Edtech organization based in the USA, dedicated to providing academic support to students based out at USA, including college counselling and assistance to apply and get financial aid.

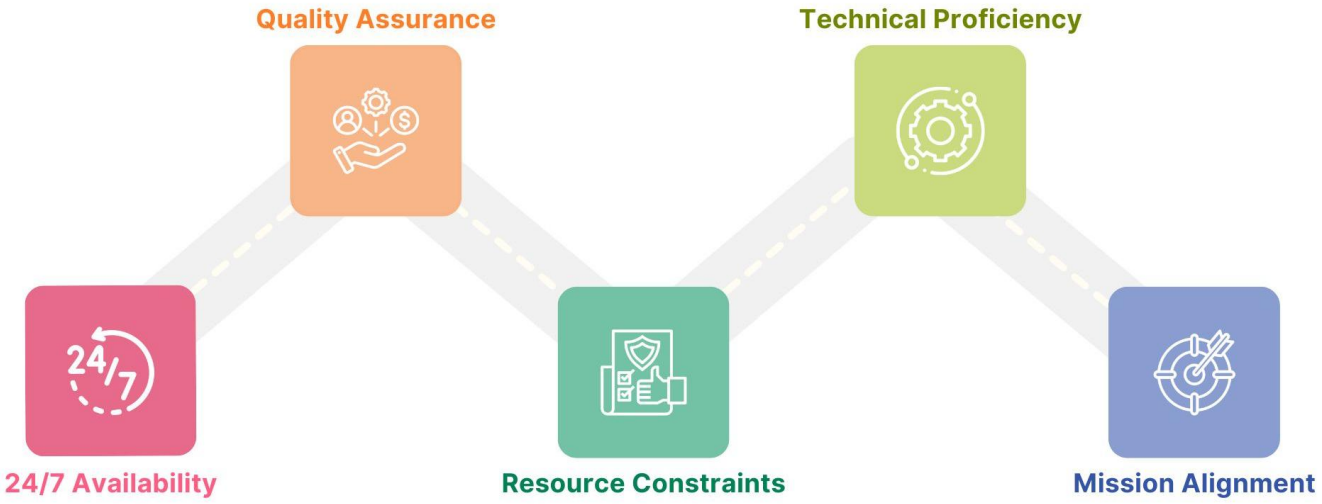
INTRODUCTION

In an ever-evolving educational landscape, the importance of accessible and quality academic support cannot be overstated. This case study delves into a transformative partnership between NCR Eduservices and a non-profit Edtech organization based in the USA, aimed at enhancing academic assistance for students. By combining expertise and resources, this collaboration sought to address the challenges of providing round-the-clock support across various subjects, including critical areas like college counselling. Through meticulous planning and execution, the partnership aimed to create a positive impact on student learning outcomes while upholding the organization's mission of providing free educational support.

BACKGROUND

The non-profit Edtech organization based in the USA is dedicated to democratizing access to education by offering free academic support to students. Beyond traditional subject tutoring, the organization extends its services to encompass college counselling and financial aid assistance, ensuring holistic support for students navigating their educational journey. Operating primarily through a chat platform, the organization provides a convenient and accessible avenue for students to seek assistance, regardless of their geographical location or time constraints. With a commitment to excellence and integrity, the organization endeavors to empower students with the knowledge and guidance needed to achieve their academic goals.

CHALLENGES



The non-profit Edtech organization faced multifaceted challenges in delivering comprehensive academic support to students across diverse subjects, including college counselling and financial aid assistance. These challenges encompassed:

24/7 Availability:

- Providing round-the-clock academic support posed a significant challenge due to varying time zones and the need for continuous assistance for students seeking guidance at any hour. This organization used to rely heavily on the volunteers who support students as per their flexibility leaving a big gap in the turnaround time of support.

Quality Assurance:

- Ensuring the highest quality of service delivery was paramount, considering the organization's commitment to providing free support. Maintaining consistency in the quality of tutoring and counselling sessions was crucial to fostering trust and credibility among students.

Resource Constraints:

- Limited resources, particularly in the areas of mathematics and college counselling, posed a challenge to meeting the demand for support. The organization required additional expertise and manpower to address the diverse needs of students effectively.

Technical Proficiency:

- Operating on a chat platform for delivering academic support necessitated tutors' proficiency in handling digital tools and communication platforms. Ensuring that tutors were adept at navigating the chat interface while providing personalized assistance to students was essential for a seamless experience.

Mission Alignment:

- Aligning the values and mission of the non-profit organization with the recruited tutors was critical to maintaining the integrity of the services provided. Tutors needed to demonstrate a genuine commitment to supporting students' educational aspirations while upholding ethical standards and fostering a positive learning environment.

Addressing these challenges required a strategic partnership with a reliable service provider like NCR Eduservices, equipped with the expertise and resources to augment the organization's capabilities and overcome operational hurdles.

SOLUTION

To address the multifaceted challenges faced by the non-profit Edtech organization, NCR Eduservices proposed a comprehensive solution tailored to meet the organization's unique needs:

Dedicated Resources:

- NCR Eduservices committed to providing one resource each for mathematics and college counselling, ensuring specialized support in critical areas of academic assistance. These dedicated resources were meticulously selected and trained to align with the organization's mission and values, guaranteeing the delivery of high-quality services.

24/7 Availability:

- Recognizing the importance of round-the-clock support, NCR Eduservices ensured that the recruited resources were available 24/7, accommodating students across different time zones and enabling seamless access to academic assistance whenever needed. This helped in increase the response time from **10 minutes to 1 minute.**

Quality Assurance:

- The process of quality control mechanism was set up from the scratch. Quality evaluations were put in place to monitor and maintain the standard of tutoring and counselling sessions. Regular feedback loops and performance evaluations were conducted to uphold consistency and excellence in service delivery.

Technical Proficiency:

- NCR Eduservices equipped the recruited tutors with the necessary technical skills to navigate the chat platform effectively. Training sessions focused on enhancing digital literacy and communication proficiency, enabling tutors to engage with students in a seamless online environment.

IMPLEMENTATION

The implementation of the solution involved a series of strategic steps aimed at ensuring smooth execution and optimal outcomes:

Recruitment Process:

- NCR Eduservices initiated a rigorous recruitment process to identify qualified tutors with expertise in mathematics and college counselling. Through thorough screening and assessment, individuals with the requisite skills and commitment to excellence were selected to join the project.

Training and Onboarding:

- Selected tutors underwent comprehensive training sessions conducted by NCR Eduservices, focusing on the organization's mission, values, and service standards. Tutors were equipped with the necessary knowledge and tools to deliver effective academic support while upholding integrity and professionalism.

Resource Deployment:

- Upon completion of training, the recruited tutors were deployed to work alongside the non-profit Edtech organization's existing team. NCR Eduservices ensured seamless integration and collaboration between the resources and the organization's operational structure.

Continuous Support and Monitoring:

- Throughout the partnership duration, NCR Eduservices provided ongoing support and guidance to the deployed resources, ensuring their continued success and adherence to service standards. Regular monitoring and feedback mechanisms were implemented to track progress and address any challenges proactively.

RESULTS AND IMPACT

The collaboration between NCR Eduservices and the non-profit Edtech organization proved to be highly successful. Students received timely and comprehensive academic support, leading to positive outcomes in their educational pursuits. The tutors excelled in their roles, delivering sessions with professionalism and dedication. The feedback received from both students and the organization was overwhelmingly positive, highlighting the impact of the partnership.



Enhanced Accessibility:

- The provision of dedicated resources for mathematics and college counselling ensured that students had access to specialized assistance round the clock. This enhanced accessibility enabled students to seek support at their convenience, irrespective of time constraints or geographical barriers.

Quality Service Delivery:

- The rigorous training and quality control mechanisms implemented by NCR Eduservices resulted in the consistent delivery of high-quality tutoring and counselling sessions. Tutors demonstrated proficiency in their respective subjects and maintained professionalism and integrity throughout the partnership duration.

Positive Student Feedback: ★★★★★

- Students who availed themselves of the academic support services provided by the non-profit Edtech organization expressed satisfaction and appreciation for the assistance received. Positive feedback from students highlighted the impact of the partnership in addressing their academic needs effectively.

Organizational Success:

- The success of the partnership translated into organizational milestones achieved by the non-profit Edtech organization. With the support of NCR Eduservices, the organization was able to expand its reach and impact, furthering its mission of providing free educational support to students.

Positive Reputation:

- The exemplary performance of the deployed resources and the positive outcomes achieved through the partnership enhanced the reputation of both NCR Eduservices and the non-profit Edtech organization in the educational community. The success stories resulting from the collaboration served as a testament to their commitment to excellence and innovation.

CONCLUSION



The partnership between NCR Eduservices and the non-profit Edtech organization exemplifies the power of collaboration in driving positive change in the education sector. Through a shared commitment to enhancing academic support for students, both parties successfully addressed complex challenges and achieved meaningful outcomes.

By leveraging expertise, resources, and a shared vision, the partnership facilitated the delivery of high-quality tutoring and counselling services, ensuring accessibility and excellence in educational assistance. The dedication and professionalism demonstrated by the deployed resources underscored the effectiveness of the collaboration in meeting the diverse needs of students and fostering their academic success.

Moreover, the success of the partnership not only benefited students but also contributed to the organizational growth and reputation of both NCR Eduservices and the non-profit Edtech organization. By surpassing expectations and achieving significant milestones, the partnership reinforced the importance of collective efforts in advancing educational accessibility and excellence.

As the education landscape continues to evolve, collaborations like this serve as a blueprint for future initiatives aimed at empowering students and promoting equitable access to quality education. Moving forward, NCR Eduservices remains committed to fostering strategic partnerships and driving innovation in the education sector, with a focus on creating lasting positive impacts on student learning outcomes and educational attainment.

In conclusion, the partnership between NCR Eduservices and the non-profit Edtech organization stands as a testament to the transformative potential of collaboration in shaping the future of education and empowering students to realize their full potential.

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