

TeachNow: Enabling Realtime 1:1 Help in Massive Online Courses

Ali Malik*, Juliette Woodrow*, Chao Wang, Chris Piech

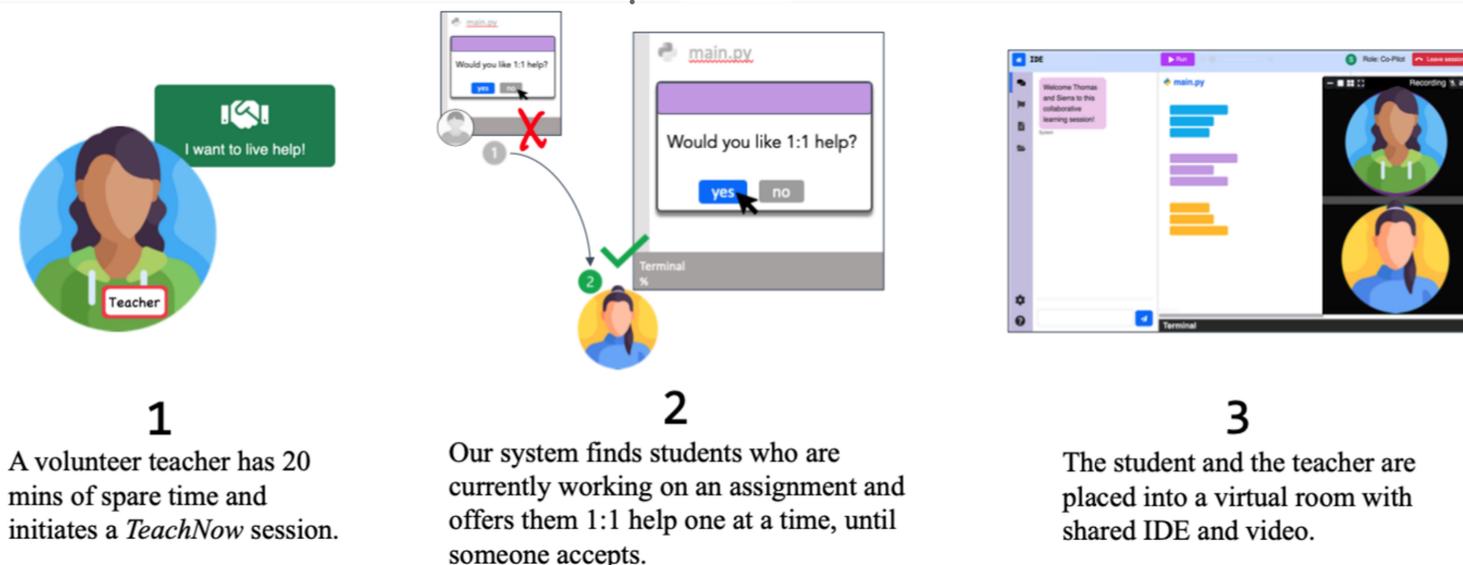
What if a teacher could offer 1:1 help at any moment, whenever their schedule allowed for it, and we could quickly find a student for them to help?

Overview

1:1 help from a teacher is the most impactful educational intervention, but extremely challenging to support in MOOCs. Code in Place showed we can get volunteer teachers. We need to balance: coordination across 100+ countries and 24 time zones; teacher free time is often sporadic and unpredictable; avoid over-promising students.

Key Insight

Move away from a model where students seek help during allotted times (demand-side), to instead giving teachers the ability to initiate 1:1 help (supply-side).



12,300

minutes of 1:1 help

83%

reduction in student drop out rate

150

countries

"I was on the verge of losing hope of learning Python. This session gave me the necessary encouragement."

