



TEACHUP

# Understanding the Results

Making hypotheses



Co-funded by the  
Erasmus+ Programme  
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# Why do we see an impact with some teachers?

The personalised support acted as...



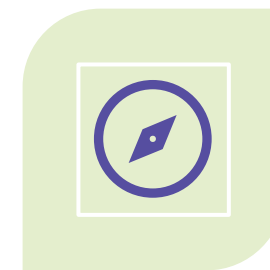
A sense of  
control



A sense of not  
being alone



A prompt



A guidance

# Why do we see no impact with students and in Turkey?



Student Teachers

- Need guidance
- Are “observed”

More research is needed!

Turkis

(the moderator and the higher number of participants)

on rates  
ry few who

on  
e.g. role of

# Why do we see so little response & take-up of support?



Users struggled with digital nature of support



Agents' emails did not reach users



Communication was too formal, strict, and unpersonal

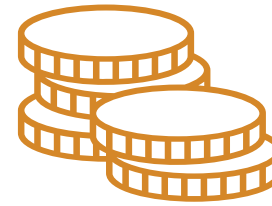
# Is the personalised support scalable & cost-effective?



## Scalable : more than expected

The work can easily be done by existing course teams – no real new expertise or training required

Some of the work could be automatised



## Cost-effective : to an extent

3 participants supported without effect for every 1 participant where there was an effect

Significant potential for increasing effectiveness

