

# Helping online learners achieve academic success

## Improving the lives of 8,000 students with tailored course support

Sinclair Community College identified a significant attainment gap between online and in-person learners. To provide better support for online courses, the college developed Coaching to Complete, an innovative coaching program powered by D2L Brightspace. As a direct result, the college has helped thousands of students improve their grades and increase motivation.

Client: Sinclair Community College

Learners: 32,000

Industry: Higher Education

Website: [www.sinclair.edu](http://www.sinclair.edu)

### Platform/Features:

- Brightspace Core
- Quizzes
- Class Progress

### Interviewees:

- Jessica Hodel, Manager of Flexible Learning
- Brad West, Professor, Business Information Systems
- Christopher Prokes, eLearning Strategist and Innovation Lab Manager
- Allie Hawley, Manager, Tutoring and Learning Center

### Highlights:

- 6% higher passing grades achieved by students on courses supported by a Success Coach
- 64% of learners said they felt more successful in their course after engaging with a coach
- 6,400 students have been positively impacted by the Coaching to Complete initiative

“Brightspace took care of routine messaging, reminders, and nudges, and allowed the coach and I to concentrate on the real work of coaching struggling students.”

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Brad West

Professor, Business Information Systems