

Overview

For years, “soft skills” amongst new college graduates have been seemingly hard to come by. Study after study has shown that key soft skills are in ever-increasing demand by employers across every industry, and, yet, many students feel ill-prepared to meet these expectations.

Many universities, like the University of Florida, have invested heavily in recent years to build professional development initiatives that prepare students for life beyond graduation.

From 2020 to 2021, there were 285 active Knack Peer Tutors at the University of Florida. Knack’s Skills Development Program was designed to provide these tutors a unique opportunity to cultivate key skills needed for success in the 21st-century workplace, while modeling good practices for their peers.



Knack's Tutor Skills Development Program



Keystone



Kornerstone



Kapstone

With our Tutor Skills Development Program, Knack Tutors are able to earn badges following successful completion of training, self-reflections, skills assessments, and a mock interview that transforms peer tutoring into a high-impact, **career readiness experience**.

Self-reported outcomes by tutors who completed the Skills Development Program found:



- ▲ **10.6% increase** in Leadership skills
Establishing Benchmarks was most improved at 22.4%
- ▲ **10.2% increase** in Collaboration skills
Providing Feedback was most improved at 14.1%
- ▲ **9.7% increase** in Critical Thinking and Problem Solving skills
Evaluating Outcomes was most improved at 14.2%
- ▲ **8.6% increase** in Oral and Written Communication skills
Adaptability was most improved at 13.2%
- ▲ **7.8% increase** in Professionalism skills
Determining Roadblocks was most improved at 13.7%

Tutor survey statistics

Of the 285 tutors we surveyed about Knack:

- **98%** said they would recommend tutoring on Knack to a peer
- **95%** said they feel more confident in the subject areas they tutor
- **70%** said they relied on Knack as their sole source of income
- **44%** said they had no previous tutoring experience prior to Knack



View the full video at: knack.to/alyssa



As told by tutors: What Knack's Tutor Skills Development Program has meant to them.

Q: Have you learned anything through tutoring that you think you'll use in your future career?



"The most important thing that I learned is that not everyone sees everything the same as me and there might be a different angle to the same problem someone else sees but I hadn't thought of. Insight is a valuable tool that is useful for not only tutoring but for life in general and I will definitely use this skill that I have worked on while tutoring to better myself in my future job."



"I think the biggest lesson I have learned is how important it is to be fully present in the work that you do. Every student is different, every tutoring session is different. As a result, one must put in the energy to engage and be fully present in each session in order to truly help the student. I think this concept applies to a broad range of careers. It is easy to go to work and check out mentally, doing things mindlessly. But to do a job excellently, one must intentionally engage and constantly be thinking about how to do things to the best of their ability."



"I'm currently a student on the pre-med track hoping to become a physician in the future, and I believe that tutoring has allowed me to develop many skills that would be transferable to a career in medicine. One of these skills is asking "probing questions" to find out what a student needs help with before each session. This could easily be applied in a clinical setting with asking patients where they are experiencing pain, what they need checked out, etc.

Another skill that I have been able to develop is breaking down complicated concepts into simpler explanations. This would be extremely necessary as a doctor when explaining the implications of certain diseases and health conditions to patients (doctors are educators after all). Finally, tutoring has exposed me to diverse students and has taught me how to better talk to and connect with people who aren't necessarily similar to myself. I believe that this is a skill that is useful for any career path!"

Q: Would you recommend becoming a tutor on Knack to a classmate?



"I would recommend a friend to become a tutor on Knack because I believe it allows you the opportunity to work on and improve vital skills, such as communication and leadership abilities, that will be highly sought after in a candidate when applying for a job in the future."



"It's a fun experience, helping students and getting to know them. These are people you otherwise would not meet, and a lot of them have interesting things to say and give you a new perspective on school and life, even. It's also a good way to make some extra money and build your resume."



"I would recommend being a tutor on Knack to anyone who feels confident about the content in a specific course or multiple courses. It not only helps you solidify your own understanding of the material, but also connects you to a variety of people who are enjoyable to talk to. The transferable skills that you develop as a tutor are priceless as well. Finally, with the UF sponsorship, the pay is awesome! It's a highly rewarding job with flexible hours."



"It's really great that there is a sponsorship between my university and Knack because it allows me to be able to tutor lots of people without them needing to worry about paying me. From what different students have told me, there are only limited office hours for their TAs and professors, and sometimes they get filled so quickly it's nearly impossible to get help, which is where Knack comes in to save the day. As much as I love teaching, I am in financial need and the program I used to work in has been nearly shut down from the lack of exchange students. Knack has really helped me out with making ends meet."

What students are saying about their Knack Tutors

Of the students we surveyed about Knack,

- **89%** “Agreed” or “Strongly Agreed” that tutoring helped enhance their study and learning strategies
- **65%** said they had never used other free campus tutoring resources prior to Knack
- **94%** rated their last several tutoring sessions as “Excellent” or “Very Good”



“The tutor that I used knew a lot about the subject and was always available to help. I had zero bad experiences; it was all positive.”

- **94%** answered “Yes, definitely!” when asked if they would recommend Knack to a friend or classmate



“The tutors have always been helpful and kind! I would definitely want to use Knack more in future semesters.”

- **84%** “Agreed” or “Strongly Agreed” that tutoring helped increase their subject matter knowledge and self-confidence



“It is helpful when I feel completely lost, especially because it is offered for free through my university. I have recommended Knack to many peers and have considered tutoring with Knack.”

- **79%** “Agreed” or “Strongly Agreed” that their academic performance improved from Knack and said they would use Knack again in a future term



“It was helpful for me to talk through problems with someone who is confident about the subject matter. However, I will only return to tutoring if it continues to be sponsored by UF because I cannot afford to do otherwise.”



**Interested to see how we can
replicate this on your campus?
Let's chat!**

Visit

partner.joinknack.com

