

Live Homework Help (LHH) Background Information

Cost of LHH per Session

We are paying \$7.75 per session, with each session averaging 20 minutes. Individuals who subscribe to LHH pay \$39.95 per hour per month. This is a bargain for Alaskan students.

Access to LHH

LHH is available to Alaskans from noon to 2 AM every day of the year except New Year's Day, 4th of July, Thanksgiving, and Christmas.

LHH Usage 2008 - 2017

Fiscal Year	Number of Sessions	Hours of Usage
2008	8,469	3,008
2009	6,690	2,406
2010	8,721	3,044
2011	16,681	5,449
2012	19,057	6,059
2013	21,012	6,996
2014	29,567	10,349
2015	27,727	9,672
2016	20,147	7,509
2017	18,405	6,725

Does the University of Alaska pay for LHH services?

The Dean of the UAA/APU Consortium Library manages the licenses for the statewide library resources, including LHH. During 2016, UAA's sessions totaled 6,662. The UAA Academic Innovation Office did pay for these 2016 sessions. Going forward, with the budget cuts they have received, it is unknown how much they will be able to cover.

If so, should IA Receipt authority be included in the budget?

No, I/A receipt authority does not need to be included in the budget. The State Library awards the entire \$138.2 to the Consortium Library as a single grant payment. The Dean combines the funds from the LHH appropriation with Academic Innovation Office funds to pay the bill for LHH.

If the State Library were to advertise the LHH service as was done in the past, would you expect a pattern similar to that in 2014 & 2015 where demand escalated?

Yes, active advertising of the service caused a surge in usage in 2014 and 2015. UAA and the State Library had to monitor usage closely to ensure we had funds to cover the sessions. If we actively advertised the service, another such surge would be expected.

If LHH service was limited to K-12 alone (eliminating University links), and once again advertised through K-12 school and community libraries, what is the likelihood the K-12 population could be fully served by the current budget of \$138.2? It appears that approximately half 2017 inquiries are from University students.

The \$138.2 appropriation covers 17,832 sessions, which would pay for K-12 usage. LHH is currently accessible to all Alaskans via SLED (Statewide Library Electronic Doorway). The system verifies that the user is an Alaskan through IP verification, so users do not need a password to use LHH if their IP is in Alaska. To limit usage to K-12, students would have to create accounts to access LHH, which would severely throttle down usage, especially from younger students.

Is there a means by which a count of unique individuals using LHH could be made and that data provided to the Legislature?

No, that data is not available through the LHH statistical reports we receive.

Is there a vendor in-state who can provide this service?

There are few companies nationally who do this service, with none that we know of in Alaska. Tutors for LHH are located all around the country since service is provided online, so some Alaskans may be tutors through LHH.

Do you have any sense of whether students are using this service from their homes, from school libraries, or community libraries?

LHH is available from noon to 2 AM, 7 days per week. About 57% of users access the service from 6 PM to 2 AM. While some public libraries are open from 6 to 9 PM and some access can be done from these public libraries, we think that the majority of this evening access is done from homes. In 2017, that would be up to 10,490 sessions using LHH from home.

With respect to the student ratings – what's the response rate?

35% of the students respond to the survey, so in 2017 about 6,440 students rated LHH.

Does bandwidth limit who can viably access LHH?

Every digital service available is limited by bandwidth and LHH is no exception. However, there is no time limit per session, so if the tutoring session is slow, it just takes longer. In terms of helping individual students with their homework, slow service is better than no service. LHH recently installed a phone chat option, so that students can now talk to tutors directly, which should help speed up some tutoring sessions impacted by bandwidth.

Is the community library the primary access point for students to learn of and utilize LHH? Do school librarians advise students to use this resource?

Both public and school librarians refer students to LHH, though school librarians may be more aware of the service. All libraries provide access through SLED and some post a link to LHH on their web page or Facebook. All Alaskans can access LHH through SLED, whether at home or library or school.