

CASE STUDY

How UMGC Increased Course Success, Persistence, and Social Cohesion with InScribe



EXECUTIVE SUMMARY

The University of Maryland Global Campus (UMGC), a leader in flexible education for working adults and military personnel, faced the challenge of fostering community and engagement among its geographically dispersed students. Many of these learners juggle education with work, family, and other responsibilities. To address these challenges, and explore ways to improve student outcomes, UMGC partnered with InScribe to create a digital community space designed to enhance peer-to-peer connections and academic support.

Initially integrated into the university's Program and Career Exploration (PACE) courses, the InScribe platform provides an online space for students to collaborate, seek advice, and build social capital. During the initial pilot phase, over 8,000 students actively participated in the platform. Compared to non-users, students who engaged with InScribe showed:

- 13 percentage points higher course success rate
- 19 percentage points more likely to earn an A
- 13 percentage points more likely to persist
- A stronger sense of connection and engagement with peers
- Positive faculty feedback on student participation

These findings reinforce the value of InScribe in enhancing student success and engagement. While its integration

coincided with broader course enhancements, the strong correlation between InScribe usage and positive student outcomes highlights the value of student engagement and its correlation with success and retention. Based on this success, UMGC is expanding use of InScribe across the institution to support program-specific communities, learning communities, and student groups. As UMGC continues to scale its use of InScribe, the university reaffirms its commitment to innovation and inclusivity, ensuring that students receive the support they need to succeed in their academic journey.



+13 pts
course success
rate



19 pts
more likely to
earn an A



13 pts
more likely to
persist



**Higher levels of
social cohesion**



"Connection and community are vital to student success, and the InScribe pilot confirmed this. Expanding the platform at UMGC ensures all students, wherever they are, can access the support they need to thrive."

**Matthew Belanger, VP Student Engagement & Achievement and
Senior Advisor to the University President**

ABOUT THE UNIVERSITY OF MARYLAND GLOBAL CAMPUS



UMGC is the largest public online university in the United States, with a mission to offer high-quality, accessible education to adult learners, military personnel, and veterans. Serving 95,000 students worldwide, UMGC specializes in providing flexible degree programs that meet the needs of non-traditional learners, including active-duty servicemembers and their families, National Guard members, and veterans. With more than half of its student population affiliated with the military, UMGC is dedicated to supporting its students both academically and professionally. Learn more about UMGC at www.umgc.edu

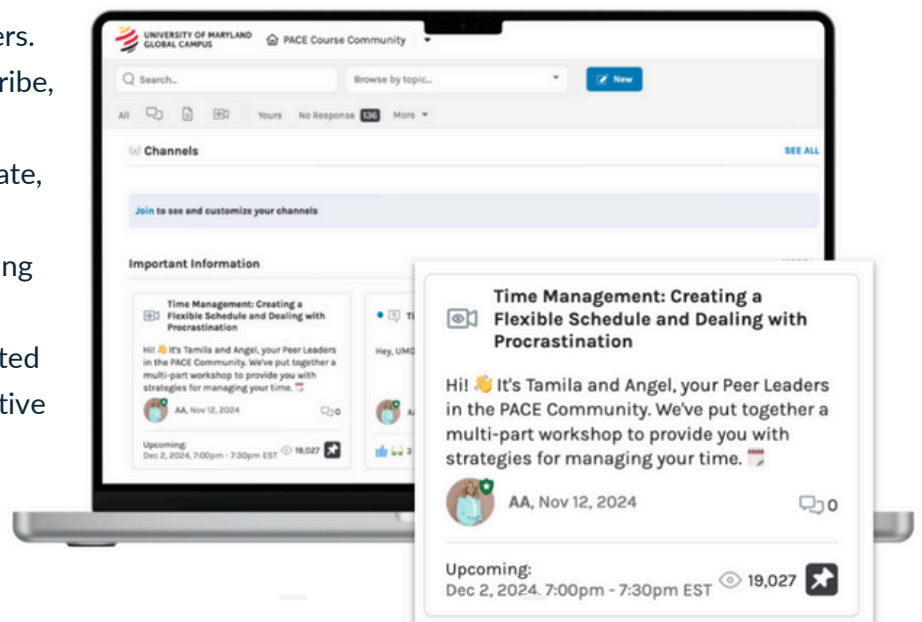
THE CHALLENGE

UMGC has long recognized that peer connections and relationships are essential to the educational journey. However, creating a strong sense of community for busy adult learners who are juggling education, work, family, and other responsibilities is not an easy task. UMGC had a vision for a virtual campus, where students could connect, find support, and build relationships, while maintaining the flexibility and ease of access that is so important for these students.

THE SOLUTION

To help accomplish this goal, UMGC partnered with InScribe to design and launch a digital community that would foster peer-to-peer connections and enhance academic support, anytime, anywhere. Initially integrated into the university's Learning Management System (LMS) for its Program and Career Exploration (PACE) courses, the platform was rolled out to incoming students, providing them with a virtual space to collaborate, ask questions, share ideas, and build social capital.

The PACE courses focus on essential skills such as communication, teamwork, and professionalism. The pilot phase saw over 8,000 students actively participating in the InScribe-powered PACE community, with individuals joining from countries around the world. UMGC monitored the impact of InScribe on student success during the pilot phase and found several positive outcomes among users. While students opted into using InScribe, which could suggest that engaged students were more likely to participate, the strong improvements observed highlight the platform's role in fostering success. Additionally, although other course modifications were implemented concurrently, the consistency of positive outcomes across various metrics underscores InScribe's significant contribution to enhancing student performance and engagement.



OUTCOMES

The InScribe pilot at UMGC delivered remarkable outcomes that confirmed the value of digital communities in fostering student success. Students who became InScribe users had significantly better outcomes than nonusers:

- **Course Success:** 13 percentage points higher course success rate
- **Final Grades:** 19 percentage points more likely to earn an A
- **Persistence:** 13 percentage points more likely to persist
- **Community:** A stronger sense of connection and engagement with peers
- **Faculty:** Positive faculty feedback on student participation

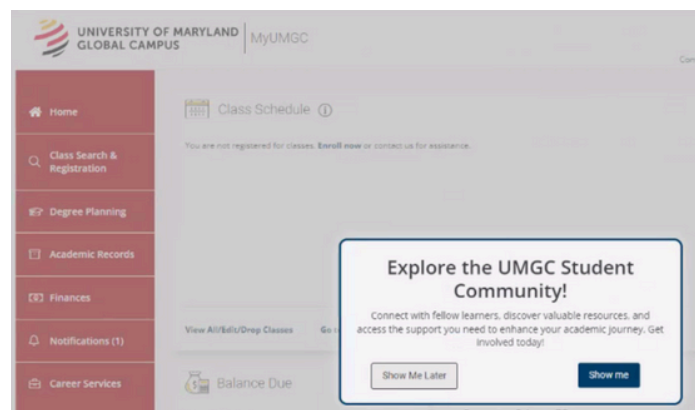
While UMGC recognizes that other course improvements occurred alongside InScribe and that some student data could not be matched between systems, InScribe demonstrates value as a means of engaging students in online courses. In addition to fostering community, the data collected through InScribe offered UMGC insights into student needs, high-priority topics, and patterns of participation. These data points enable UMGC to make informed decisions to further enhance student support, and the consistent and positive trends observed across key performance indicators suggest that InScribe played a significant role in enhancing student outcomes.

“The integration of InScribe has not only improved learner support and sense of connection, but it also provides us with key data to make informed decisions that directly impact student success. We’re excited to further explore how InScribe can enhance the learning experience for our students,” said Dr. MJ Bishop, VP of Integrative Learning Design, UMGC.

LOOKING FORWARD

Encouraged by these initial findings, UMGC plans to expand its partnership with InScribe while continuing to evaluate its impact on student outcomes. The university aims to create a comprehensive digital ecosystem where students can access academic resources, social support, and career development tools, regardless of their location or time zone. “We are excited to expand our partnership to offer program-level communities, academic support spaces, and new solutions for student clubs and affinity groups,” said Belanger.

Additionally, the data gathered from the InScribe platform will continue to play a key role in guiding UMGC’s efforts to further personalize and enhance the educational experience for its diverse student body. Future evaluations will focus on measuring long-term engagement trends and their impact on academic achievement and persistence.



CONCLUSION

UMGC’s collaboration with InScribe has demonstrated the potential for digital communities to support student success. While early findings indicate positive trends in course success rates, persistence, and academic achievement, continued assessment is necessary to fully understand the platform’s long-term impact. This partnership highlights UMGC’s commitment to innovation, inclusivity, and student achievement as the university continues to lead the way in online education.



InScribe is a digital community platform grounded in our Theory of Change principles: fostering belonging, building social capital, and promoting help-seeking behavior. By combining the power of community and AI, InScribe connects students with the answers, resources, and relationships they need to thrive.

InScribe breaks down traditional support silos by creating a single, accessible space for on-demand collaboration. Through meaningful interactions with peers, mentors, and experts, students feel a stronger sense of belonging, expand their social capital, and gain the confidence to seek help when needed. These connections enhance engagement, satisfaction, and retention—paving the way for long-term academic, professional, and personal success. Learn more at inscribeapp.com or contact us at hello@inscribeapp.com.

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