

Braving the Epidemic

敢創抗疫



A school that fits in your pocket

Early morning, Maggie logged into the school's system to check her English test grades. Just as she expected: an 'F'. "How could I pass if I don't even understand what the teacher was saying and had no chance to ask her?" Maggie lamented to herself.

Classes have been held online due to the pandemic, but inside her family's miniscule sub-divided unit, Maggie has found it impossible to focus under the noisy environment. Even though she began watching and re-watching her teacher's teaching videos till late, without further elaboration, Maggie just hasn't been able to catch up.

Luckily, with the help of a non-profit organisation, Maggie received free membership for the online learning platform, Snapask. Through the application, Maggie would be matched with an instructor who could answer her questions one-on-one.

The emergence of Snapask revolutionises conventional learning. For Maggie, learning is no longer bound by her environment or even time, and she is able to get help through the application, anytime, anywhere. Through the educational videos on the platform, Maggie is able to enjoy interactive learning. With the platform, Maggie's grades have received a good boost.

With over 16,000 high-quality instructors, specialising in an array of subjects on its platform, Snapask offers around-the-clock tutoring services for learners of all different ages. All that students have to do is simply snap a picture showing the homework they do not understand, and the mobile app will be able to help solve the problem, as quickly as 10 minutes.



"The HKDSE examinations took place when schools were suspended in Hong Kong," says Timothy Yu, Founder of Cyberport Community Member Snapask. "We have, as a result, seen an increase in questions raised by students taking DSE on Snapask by a double, to as many as 80 per student in a month. At the same time, 38 percent of our Snapask video watchers are secondary school students. We are glad to see Snapask helping so many Hong Kong students in their academic studies pathway during this difficult pandemic."



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The home learning situation is particularly dire for over 110,000 students from underprivileged backgrounds. In this regard, Snapask has been working with NGOs to offer these needy students 30 one-on-one study sessions over the course of three months. This initiative has helped over 4,000 students, providing them with the very best teaching resources 24/7.

Quick facts



- Snapask collaborates with the Hong Kong Federation of Youth Groups to offer an average of 15 to 20 hours of free learning assistance to each student in need.
- The mobile app uses AI to classify the question and then the matching algorithm to identify the right tutor to answer the specific question.

Company Profile

Snapask connects over three million learners with more than 350,000 tutors, offering on-demand one-on-one academic support to them 24/7. The learning platform is further enhanced by a collection of teaching videos, designed to make online learning fun and interesting, and motivate learners to 'ask and learn'. Recently the online tutoring platform has raised US\$35 million in Series B funding, which will be injected into its Southeast Asia market.



Learn more about
Snapask

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只要有手機， 哪裡都是學校

遙距學習及
在家工作



天早上，讀中四的敏婷登入學校內聯網查看英文測驗的成績：一如所料，這次測驗不及格。「聽又聽不明白，又沒有機會問老師，會及格才怪...」敏婷灰心地自言自語著。疫情之下學校推行網上學習，然而跟家人住在劏房的敏婷整天屈在家中，嘈雜的環境令她根本不能專心聽課，就算每晚「挑燈夜讀」不斷翻看老師發佈的課堂影片至午夜，礙於缺乏解說她完全追不上進度。幸好敏婷其後申請網上補習平台Snapask，更獲非牟利機構協助成功得到免費會籍，透過手機程式配對導師，為她一對一解決功課疑難。

Snapask的理念顛覆傳統實體教育模式：如今敏婷不再受家庭環境及時間所限，隨時隨地透過手機程式問功課，又可觀看到Snapask各類型教學影片，真正領略到網上互動學習的樂趣，成績亦有顯著進步。

Snapask平台上超過1萬6千名經學歷驗證、擅長不同科目的活躍導師，每日24小時為學生配對補習服務，學生只需用手機將功課問題拍照上傳，程式最快於10分鐘內為學生一對一解決功課疑難。Snapask創辦人余佑謙Timothy表示：「很高興Snapask網上補習平台在新冠病毒疫情期間能切實地幫助香港



來說，可以說是一根救命稻草。因應新冠病毒疫情，Snapask與非牟利機構合作向全港超過4,000名低收入家庭學生，於3個月內各提供免費30次Snapask一對一線上學習輔導，讓他們隨時隨地得到最優秀的教學資源。



學生：停課期間正值中學文憑試開考之初，我們發現應屆中六學生平均發問量大增一倍，達每月80題；也有多約38%初中至中五學生使用Snapask觀看教學影片。」

疫情之下學生被迫停課，Snapask方便且全天候的一對一網上補習服務對本港11萬學習資源相對貧匱的低收入家庭學童

速覽



- Snapask與香港青年協會合作提供免費學習輔導，相等於每名學生大約15至20個小時的學習時數。
- 手機程式運用人工智能識別問題核心，再以人工智能演算法推算出學生的問題類型，以配對合適導師。

公司簡介

一站式學習平台Snapask於全球擁有超過300萬名學生用戶，每日24小時服務學生，超過35萬名頂尖導師在線提供最詳細清楚的一對一解題。配合教學短片等多元媒體，讓學習充滿趣味，提升對溫習、發問的興趣。Snapask最新完成B輪融資3,500萬美元融資，新資金將用於拓展東南亞市場。



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