



## Propero<sup>®</sup>: Flexible courses, personalized Help Desk and Technical Support

*As more students from across the country enroll in online learning programs, they need flexible courses with personalized support.*

Propero is a set of flexible and affordable online courses designed for student success. These courses enable students to master rigorous academic material at their own pace, using award-winning content and support provided by Pearson. Propero is unique because each course comes complete with student support tools, including access to live 24/7 Help Desk and Technical Support assistance.



**5.8+ million**  
**students**  
are taking at least  
one distance  
education course

**28.4%**  
of all enrolled  
students are taking  
at least one distance  
education course

[pearsoned.com/state-of-online](https://pearsoned.com/state-of-online)



**Pearson**

Every Propero course now includes access to personalized, live, 24/7 technical assistance. Our Help Desk Services and Technical Support team can enhance your student experience. With a **customer satisfaction rating of 92 percent**, we ensure questions are answered and technical issues get resolved quickly.

### We offer superior service we're proud of with:

- a customer satisfaction rating of 4 out of 5;
- support that has improved the course completion rate by over 47 percent;
- and an email outreach resulting in a 50% reduction of incomplete coursework.

“

Pearson is more than a vendor; they're a partner with us, and they have helped us through several completely unexpected challenges.

”

—Drew Hopkins, Chief Information Officer, TESU

“

I am so thankful for this service!! The tech was great, and I'm happy it is available at night when I get much of my work done!!

”

—TESU Student

Visit **Propero.com** to request a demo or see our list of almost 50 available courses.

Visit **PearsonEd.com/Help-Desk** to learn more about technical support options including chat and telephone support, customized online client support portals and proactive technical support outreach.

**Learning makes us**

**Every lesson builds character, shapes dreams, guides futures, and strengthens communities.** At Pearson, your learning gives us purpose. We are devoted to creating effective, accessible solutions that provide boundless opportunities for learners at every stage of the learning journey.



**Pearson**