

# **PodIntel Report: Chegg**

Trailing Year (December 15th 2023 - December 15th 2024)

## **AI Executive Summary**

Analysis of 33 relevant mentions:

- **Rise of AI as a Competitor:** ChatGPT significantly impacts Chegg's market, taking away student users by providing easily accessible study assistance and homework answers.
- **Chegg's Adaptive Strategies:** To counteract AI disruption, Chegg is focusing on enhanced services, such as their own AI-driven automated answer solutions and pivoting towards institutional partnerships.
- **Evolving Business Model:** Chegg is shifting from direct-to-consumer educational tools to more **enterprise-focused training**, notably affecting their coding bootcamp operations.
- **Mixed Perception and Controversies:** Public perception of Chegg is mixed, with some associating the platform with facilitating academic dishonesty, despite Chegg's emphasis on learning rather than simply providing answers.
- **Focus on Unique Value Proposition:** Chegg aims to differentiate itself by emphasizing personalized learning experiences and helping students to understand concepts in depth, positioning against generic AI tools.

## **Key Mentions & Timestamps**

1. Podcast: The Rundown



Episode: McDonald's Sales Hurt by Middle East Turmoil, Eli Lilly's Weight-Loss Drugs Drive Guidance Higher

Date: April 30, 2024 09:40 AM EST Investor Relevance: 92/100 Speaker Type: External Observer <u>Listen to Full Episode</u>

## **Key Quotes:**

 $[00:04:24.320] \ "Chegg \ stock \ is \ down \ more \ than \ 14\% \ in \ pre-market \ trading \ after \ reporting \ their \ Q1 \ earnings."$ 

[00:04:28.320] "The revenues are down 7% which did beat Wall Street estimates but they also reported a loss of \$1.4 million that came in higher than Wall Street estimates."

[00:04:33.320] "Also their current CEO is stepping down June 1st."

[00:04:40.320] "Now the worst part for Chegg is that they expect their Q2 revenues to be lower than what Wall Street was estimating."

## 2. Podcast: Chit Chat Stocks



Episode: Long Bitcoin, Short MicroStrategy Date: March 31, 2024 04:00 AM EST

Investor Relevance: 87/100 Speaker Type: External Observer Listen to Full Episode

## **Key Quotes:**

[00:51:00.000] "I think there's just been so much pushback from the actual education community on Chegg that they're fighting an uphill battle." [00:51:20.000] "I don't think the answer is a huge buyback program if that's the company's default like and if if you're not seeing improvement in the KPIs that really matter but they're announcing giant buybacks that's usually the recipe for continued underperformance."

## 3. Podcast: Niche Pursuits Podcast: Find Your Next "Niche" Business Idea!



Episode: These Goliath SEO Sites are Seeing MASSIVE Growth

Date: March 29, 2024 11:18 AM EST Investor Relevance: 83/100 Speaker Type: External Observer Listen to Full Episode

#### **Key Quotes:**

[00:08:58.000] "The CEO says for Chegg that their business model benefits from students asking more questions and then of course as they index those answers that just drives even more people."

[00:09:03.200] "Chegg automated answers delivered 2.2 million solutions to students which is three times the number of new questions asked and answered at the same time last year."

## 4. Podcast: The EdUp Experience



Episode: 845: The Education Evolution - with Dan Rosensweig, President & CEO, Chegg

Date: March 18, 2024 08:31 PM EST Investor Relevance: 83/100

Speaker Type: Company Representative

Listen to Full Episode

## **Key Ouotes:**

[00:31:51.000] "There's an opportunity now for Chegg to build what was a direct to consumer product into these institutions as part of that Peter and the skills part that you talked about earlier."

## 5. Podcast: The EdUp Experience



Episode: 845: The Education Evolution - with Dan Rosensweig, President & CEO, Chegg

Date: March 18, 2024 08:31 PM EST Investor Relevance: 78/100

Speaker Type: Company Representative

Listen to Full Episode

**Key Quotes:** 

[00:35:04.000] "That's why Chegg is trying to provide those capabilities over the next several years where we'll say we know what job you're likely to go for."

[00:35:04.000] "There's a real focus on something called durable skills not just how do you code because you know what AI will code for you."

## 6. Podcast: The EdUp Experience



Episode: 845: The Education Evolution - with Dan Rosensweig, President & CEO, Chegg

Date: March 18, 2024 08:31 PM EST Investor Relevance: 73/100

Speaker Type: Company Representative

Listen to Full Episode

#### **Key Quotes:**

[00:09:15.000] "And so Chegg is always focused on one of the biggest obstacles to students success. And how do we reduce them?"

[00:09:28.000] "So we started with textbook rental because the price of education is still too damn high."

[00:09:34.000] "The fact that textbooks back in the day were the equivalent of 25% of an annual tuition. There's a ripoff and insane."

[00:09:43.000] "The biggest thing that we do today is online homework help."

#### 7. Podcast: The EdUp Experience



Episode: 845: The Education Evolution - with Dan Rosensweig, President & CEO, Chegg

Date: March 18, 2024 08:31 PM EST Investor Relevance: 73/100

Speaker Type: Company Representative

Listen to Full Episode

## **Key Quotes:**

[00:22:49.000] "What they do is not necessarily accurate; they don't really focus on sort of the homework help kinds of questions; they're better for ideation and writing. That's not what Chegg does."

[00:22:55.000] "Chegg is for learning specific subjects rather than work with their large language model; we used our own data set."

[00:23:00.000] "Chegg made is what we called it last April; it's actually now just chat because one of the lessons that I learned was that AI was not going to be the thing; AI was going to be within the thing."

## 8. Podcast: The EdUp Experience



Episode: 845: The Education Evolution - with Dan Rosensweig, President & CEO, Chegg

Date: March 18, 2024 08:31 PM EST Investor Relevance: 72/100

Speaker Type: Company Representative

Listen to Full Episode

## Key Quotes:

[00:05:00.000] "And, you know, we've gone as far as to offer every student that subscribes to Chegg free access to calm as an example of meditation app."

[00:05:29.000] "For those who don't know, Chegg hit a COVID peak doubled the business. And since then the business has, I would say been normalizing and you could change my wording if you want post COVID peak but still healthier than it was pre-COVID from what I understand in the research that I've done."

## 9. Podcast: The EdUp Experience



Episode: 845: The Education Evolution - with Dan Rosensweig, President & CEO, Chegg

Date: March 18, 2024 08:31 PM EST Investor Relevance: 72/100

Speaker Type: Company Representative

Listen to Full Episode

#### **Key Ouotes:**

[00:06:13.000] "For those who don't know, Chegg hit a COVID peak doubled the business."

[00:06:13.000] "And since then the business has, I would say been normalizing and you could change my wording if you want post COVID peak but still healthier than it was pre-COVID."

[00:06:13.000] "You've had the aid to I disruption which I know you'll hit on you've talked about the mental health set the vision for us as you've hit this new beginning for Chegg as the CEO."

 $[00:06:39.000] \ "You \ know \ it's \ interesting \ to \ join \ Chegg \ in \ 2010 \ after \ being \ the \ CEO \ of \ guitar \ hero."$ 

## 10. Podcast: The EdUp Experience



Episode: 845: The Education Evolution - with Dan Rosensweig, President & CEO, Chegg

Date: March 18, 2024 08:31 PM EST Investor Relevance: 72/100 Speaker Type: Company Representative

<u>Listen to Full Episode</u> **Kev Quotes:** 

[00:21:24.000] "Chegg only has of 14 years worth of history 100 million questions that have been asked or answered in the month of January alone we answered another 2.6 million new questions that had not been asked before surprise so it was actually a big surprise to us."

[00:21:24.000] "Having accurate relevant up to date contextualize within the process of learning for learning differentiates us."

## 11. Podcast: The EdUp Experience



Episode: 845: The Education Evolution - with Dan Rosensweig, President & CEO, Chegg

Date: March 18, 2024 08:31 PM EST Investor Relevance: 72/100 Speaker Type: Company Representative

Listen to Full Episode

## **Key Quotes:**

[00:41:05.000] "So if you look at Chegg as a report card on higher education what it says is students are not able to learn everything professors want them to learn in the short period of time they have them."

## 12. Podcast: Niche Pursuits Podcast: Find Your Next "Niche" Business Idea!



Episode: These Goliath SEO Sites are Seeing MASSIVE Growth

Date: March 29, 2024 11:18 AM EST Investor Relevance: 68/100 Speaker Type: External Observer <u>Listen to Full Episode</u>

#### **Key Quotes:**

[00:07:53.000] "Chegg.com is an educational platform where people go to do all sorts of things, learn about different subjects, get answers to different questions, and really kind of dive deep they're an educational platform."

[00:08:02.040] "On the Chegg's Q4 of 23 earnings call, they announce they're enhancing SEO with automated answers, expanding our presence on TikTok, and increasing word of mouth."

[00:08:12.040] "The subdirectory on Chegg is slash homework help; you go there and there's all sorts of these automated answers that must be getting indexed by Google and it's driving a lot of traffic."

## 13. Podcast: Women in TECH with Ariana



Episode: SORA AI: Transforming Economy with AI Videos

Date: March 12, 2024 10:49 AM EST Investor Relevance: 68/100 Speaker Type: External Observer Listen to Full Episode

## **Key Quotes:**

[00:03:47.540] "Well since the launch of like chat GPT Chegg is basically like they are going belly up and they're losing a lot of people because since the launch of chat GPT, like there's a whole you can Google it and find a graph on it about how chat GPT specifically transformed their company and how a lot of students aren't using the technology."

## 14. Podcast: Course Report



Episode: June 2024 Coding Bootcamp News Roundup

Date: July 01, 2024 10:19 AM EST Investor Relevance: 67/100 Speaker Type: External Observer Listen to Full Episode

## **Key Quotes:**

[00:04:28.130] "Chegg announced its restructuring by focusing on enterprise training. So that means that it's basically sunsetting their bootcamps for individual career changers."

[00:04:28.130] "Chegg acquired Thinkful. They kind of rebranded Thinkful to be Chegg skills. And so that is officially, I believe, unless they make a decision in the near future. That is the end of Thinkful as we once knew it, which is a sad piece of news to hear."

## 15. Podcast: The EdUp Experience



Episode: 845: The Education Evolution - with Dan Rosensweig, President & CEO, Chegg

Date: March 18, 2024 08:31 PM EST Investor Relevance: 67/100

Speaker Type: Company Representative

Listen to Full Episode

#### **Key Quotes:**

[00:10:59.000] "Everything Chegg does is to make learning easier, less stressful, more relevant and specific to you and what you need so that you can master the subject and do better."

[00:11:58.000] "You have those that go all check you know Chegg and these other sites they facilitate cheating students really that's the only reason they go there."

## 16. Podcast: Chit Chat Stocks



Episode: IPH #98: Pat Dorsey Moat Categories; \$LYFT Earnings Typ0; Sam Altman is doing WHAT???

Date: February 18, 2024 04:00 AM EST

Investor Relevance: 65/100 Speaker Type: External Observer Listen to Full Episode

## **Key Quotes:**

[00:23:29.720] "He actually talked about Chegg on a podcast publicly and I kind of fell for this too; there was some brand value with Chegg, they had adoption from a lot of college students."

[00:23:32.720] "It has just really the bull case has not materialized."

## 17. Podcast: THETA GANG

## THETA GANG

Episode: GME Gamestop up 180% then down 50%

Date: May 20, 2024 03:00 AM EST Investor Relevance: 63/100 Speaker Type: External Observer <u>Listen to Full Episode</u>

Key Quotes:

[00:07:52.920] "It's game-changing and we're seeing some of these ramifications spread into the stock market where Chegg is down."

[00:07:43.800] "Remember we all had a Chegg membership because we wanted to like skip doing homework. We wanted the answers."

[00:08:20.000] "We are seeing impacts of AI affecting companies like Chegg."



Date: March 18, 2024 08:31 PM EST

Investor Relevance: 63/100

Speaker Type: Company Representative

Listen to Full Episode

#### **Key Quotes:**

[00:14:57.000] "The question isn't what is Chegg do, Chegg supports those kids in their efforts when they're trying to do well." [00:14:57.000] "Because of the 8 million people that use Chegg every year, they love us."

## 19. Podcast: The Wanger Show



Episode: The Cody & Brian Redemption Tour Begins + Emmys Recap! | Wanger Show 374

Date: September 17, 2024 01:56 AM EST

Investor Relevance: 62/100 Speaker Type: External Observer Listen to Full Episode

[00:21:45.230] "Chegg wasn't a thing when I started college. It was like sneaky; like this one girl was like there's a new website, Chegg.com."

[00:22:41.270] "Chegg was to rent, you would rent your textbook and then send it back like a week or so after, or else you get charged a late fee. It was just to rent textbooks for cheap like half the price of buying it.'

## 20. Podcast: For Your Institution



Episode: Navigating Higher Ed: A Parent's AI Journey with Gordon Boyes

Date: June 18, 2024 09:30 AM EST Investor Relevance: 58/100 Speaker Type: External Observer Listen to Full Episode

## **Key Quotes:**

[00:26:48.680] "Chegg and all the study tools that they have that Chegg makes available. Well, I'm here to tell you today, students, while there's a ton of value there, still there, what they're doing is they're saying to ChatGPT, Hey, I have an exam for the second section of this biochemistry class. Prepare me a study guide."

21. Podcast: The Twenty Minute VC (20VC): Venture Capital  $\mid$  Startup Funding  $\mid$  The Pitch



Episode: 20Growth: The 7 Core Levers to Win at Consumer Subscription: Growth Loops, CAC + LTV Benchmarks, Pricing, Packaging,

Notifications, Discounts, Paywalls | The Breakdown with Phil Carter

Date: September 20, 2024 03:08 AM EST Investor Relevance: 57/100 Speaker Type: External Observer

Listen to Full Episode

#### **Key Quotes:**

[00:51:53.960] "You've got Chegg Hero, Quartz Hero, Brain Lee, you've got more and more AI products that are cropping up and even chatGPD right?"

## 22. Podcast: Building Better Managers



 $Episode: Unlock \ the \ Power \ of \ Data-Driven \ Leadership \ with \ Lora \ Kyle \ (Our \ 100th \ Episode!) \ | \ Ep \ \#100 \ | \ Episode!)$ 

Date: May 28, 2024 03:00 AM EST Investor Relevance: 57/100 Speaker Type: External Observer <u>Listen to Full Episode</u>

## Kev Quotes:

[00:28:46.060] "So being able to give them this kind of challenging things, the stuff that you're doing with Chegg skills that are very different than what we do at new level work with management and leadership and more of those soft skills, which we know people need a combination of both in order to succeed."

## 23. Podcast: The EdUp Experience



Episode: 845: The Education Evolution - with Dan Rosensweig, President & CEO, Chegg

Date: March 18, 2024 08:31 PM EST Investor Relevance: 57/100 Speaker Type: Company Representative

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## **Key Quotes:**

[00:13:16.000] "But we did actually do a survey and of the people that of the professors and the administrators that new Chegg only 4% are against us 50% have no opinion and the near other 50% are all think it's positive."

[00:13:16.000] "They recognize that the demographics of this country have changed. That who goes to higher education they don't have a history of education in their household."

[00:13:16.000] "English may not even be their primary their first language 25% of all college students today English is their second language and they may be immigrants or first time college you know in their family going to college students."



Date: March 18, 2024 08:31 PM EST Investor Relevance: 56/100

Speaker Type: Company Representative

Listen to Full Episode

#### **Key Quotes:**

[00:19:11.000] "We're actually sending record retention numbers because chat GPT, as you point out here, could give you the answer but not why it's the answer, not how you get there, won't recognize what part you didn't understand and teach you that part."

[00:18:42.000] "We're sort of the opposite which is we're push AI which is we already know who you are, where you go to school, what you're struggling with and so we can push would you like us to build you a test."

## 25. Podcast: The EdUp Experience



Episode: 845: The Education Evolution - with Dan Rosensweig, President & CEO, Chegg

Date: March 18, 2024 08:31 PM EST Investor Relevance: 52/100

Speaker Type: Company Representative

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## **Key Quotes:**

[00:44:12.000] "And the fact that we have probably close to 25 million people in the current workforce that were Chegg users at some point in their life is a real point of pride for us."

[00:44:12.000] "The technology of AI is going to be worked to the advantage of the student through Chegg in a way that no generalist API. AI environment can do it and that has always been the history of technology in the internet and we expect that to work to our advantage."

[00:44:12.000] "We're proud of what we do, we're proud of who we do it for and we care about the future of young people around the world and we want to put the most powerful tool in their hand."

## 26. Podcast: The Security Analysis Podcast



Episode: Citrini: Identifying Mega Trends Date: January 10, 2024 04:00 AM EST Investor Relevance: 52/100 Speaker Type: External Observer Listen to Full Episode

## Kev Quotes

[00:43:19.600] "AI will harm you have like Chegg was like the quintessential one and then you had a huge opportunity in AI like the hype to basically short all these names were not gonna fit you know and that was a very quick trade."



Date: March 18, 2024 08:31 PM EST Investor Relevance: 48/100

Speaker Type: Company Representative

Listen to Full Episode

## **Key Quotes:**

[00:20:19:000] "The second thing is that what they do that Chegg has never done is they write your papers, we don't do that right you can't type in and say Chegg write me a paper we don't have the technology to do that we've never had an interest in doing that."

[00:20:22.000] "So to that degree it's made Chegg look more like the good guy that we've always believed that we are and always hope to be and always try to work towards even being better at."

## 28. Podcast: Chit Chat Stocks



Episode: Pat Dorsey: The Moat Master Date: September 25, 2024 04:00 AM EST

Investor Relevance: 45/100 Speaker Type: External Observer <u>Listen to Full Episode</u>

## **Key Quotes:**

[01:10:10.590] "You can be wrong thinking there's a moat here like he was with Chegg."

## 29. Podcast: We Who Dad Salute You



Episode: The Impact AI Actually Has On Your Kids

Date: September 13, 2024 01:30 PM EST

Investor Relevance: 30/100 Speaker Type: External Observer <u>Listen to Full Episode</u>

## **Key Quotes:**

[00:03:25.100] "There's a service called Chegg for anybody who doesn't know where people used to get books and rent books or other things like that"

[00:03:43.570] "But you'd also get homework help quote unquote. But really what it was was people overseas that were doing all of this homework for the kids"

[00:04:01.560] "And there was a huge deal during COVID because a lot of kids were not doing any of their work remote at all."



Date: March 18, 2024 08:31 PM EST

Investor Relevance: 29/100

Speaker Type: Company Representative

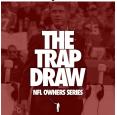
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#### **Key Quotes:**

[00:11:53.000] "I put the detractors where they belong, which is if they say look there's something that Chegg could be doing better I listen to that."
[00:12:19.000] "All Chegg does is say if you don't understand it we're going to help you understand from beginning to end."

[00:12:48.000] "But we did actually do a survey and of the people that of the professors and the administrators that knew Chegg only 4% are against us 50% have no opinion and the near other 50% all think it's positive because you know why they recognize that the demographics of this country have changed."

## 31. Podcast: TrapDraw Podcast - No Laying Up



Episode: 305: Owners Series Part Nine - The San Francisco 49ers

Date: September 03, 2024 02:58 PM EST

Investor Relevance: 23/100 Speaker Type: External Observer <u>Listen to Full Episode</u>

## **Key Quotes:**

[01:21:45.470] "Chegg help students cheat on online exams there's an article from Forbes dot com regarding the dynamic known as checking there were revenues sold during the pandemic as students learned they could use a check account to get real-time answers to questions on college exams administered online."

[01:21:56.470] "York is accused of among other things insider trading for dumping the company stock you may allegedly may 1.4 million a profit by selling 20,000 shares."

[01:22:12.310] "That owner of Chegg is a big you know Bay Area guy and big supporter of like Zach Ertz because Ertz went to Stanford he's in this bay dude so he would like I think he went to a lot like Eagle's game and that guy's kind of plugged in and it's a weird business."

## 32. Podcast: Chit Chat Stocks



Episode: Long Bitcoin, Short MicroStrategy Date: March 31, 2024 04:00 AM EST Investor Relevance: 12/100 Speaker Type: External Observer Listen to Full Episode

## **Key Quotes:**

[00:47:19.680] "How do you identify value stocks versus a value trap said PayPal, Chegg, Match, Intel or any others you wish to highlight as examples..."



Episode: 845: The Education Evolution - with Dan Rosensweig, President & CEO, Chegg Date: March 18, 2024 08:31 PM EST Investor Relevance:  $12/100\,$ 

Speaker Type: Company Representative Listen to Full Episode

## **Key Quotes:**

[00:03:50.000] "And you know, I was relating to him that one of the things that Chegg is focused on now is mental health and recognizing that it is beyond a crisis."