

## Environmental Scan

1. **Institution** Curtin University
2. **Contact Person (and contact details)** Jim Elliott, Associate Director, Student Transition ([j.elliott@curtin.edu.au](mailto:j.elliott@curtin.edu.au))
3. **Name of Program/Initiative** JumpSTART
  - 3.1 **URL:** [http://unilife.curtin.edu.au/staff/jumpstart\\_program.htm](http://unilife.curtin.edu.au/staff/jumpstart_program.htm)
  - 3.2 **Start Date/Duration:** 2010, continuing
4. **Brief outline of program** The JumpSTART program identifies 1<sup>st</sup> year students who appear at risk of attrition on the basis of behavioural indicators agreed with participating unit coordinators – including non-attendance, non-submission of assessed work and poor grades on assessment. Whilst not focused on low SES students specifically, demographic data from the program indicate that students from low SES backgrounds are disproportionately included.
5. **Purpose/Aims** The program seeks to make direct personal contact with students identified by telephone. The goal of the call is to engage the student in a discussion about whatever may be apparently affecting his/her progress, and to connect the student to appropriate sources of help in a timely way.
6. **Breadth of program** In 2011, this program operated across 10 1<sup>st</sup> year undergraduate units in all faculties. Because of operational difficulties discussed below, the program has been significantly reduced in 2012 whilst these problematical processes are addressed.
7. **Category (please select all that apply and provide explanation where necessary)**

Category	Y?	Explanation
Policy		
Curriculum		
Program	Y	
Other (please specify)		

8. **Resources** It is difficult to provide a budget estimate for this program as it is absorbed within a range of other duties undertaken by the staff involved.
  - 8.1 **Start up budget:**
  - 8.2 **Ongoing budget:**
9. **Outcomes**

- 9.1 Uptake:** In the participating units, between 10-20% of enrolled students are referred to be contacted. Of these, it is has proven possible to contact approximately 52% by phone. The remainder are provided with relevant information via email, but it is not possible to measure whether they have read the information.
- 9.2 Evaluation(s) conducted to date– and details of findings:** At the end of each semester, measures are taken of pass rates, failure rates and timely withdrawal from enrolment. The data compares students who have been successfully contacted with those we were not able to contact. Evaluation data do not compare students identified as at-risk with students who were not identified by any of the behavioural indicators.
- 9.3 Evidence of success:** Students who we are able to contact have a higher pass rate, lower failure rate, and a higher withdrawal rate than those we were not able to contact. That is, there is clear evidence that being able to conduct a conversation with at-risk students provides better outcomes.
- 9.4 Evaluation(s) planned (and dates for this/these):** Academic outcomes will continue to be gathered at the end of each semester.
- 9.5 Major challenges:** The major challenge for this program has been managing the operational processes involved. The university has not had appropriate software to enable easy management of the data necessary. As a consequence, the program has been heavily labour intensive. In 2012, software solutions are being explored which may resolve the problem. Assuming a software solution is found, the program will resume in more discipline areas in 2013.
- 9.6 Other (Please specify):**

**10. Publications/Reports (including links to those publically available)**