

Environmental Scan

1. Institution

Deakin University

2. Contact Person (and contact details)

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3. Name of Program/Initiative

Succeed@Deakin Program

3.1 URL: N/A

3.2 Start Date/Duration:

The Succeed@Deakin Program commenced as an initial 1 year pilot in trimester 1, 2008.

Funded to continue in trimester 1, 2009. In 2010, the program became ongoing and was extended to include both trimesters 1 and 2. The program continues to be implemented in trimester 1 and 2 each year.

4. Brief outline of program

The Succeed@Deakin Program involves peer contact with commencing on-campus students in nominated units of study at specific dates and triggers with all commencing off campus students contacted at least once during the trimester.

Off campus students living in Australia receive a courtesy call during the trimester by callers who have themselves completed units in the off campus mode. These calls provide an avenue for students to raise concerns or issues and for the University to provide direction to services within the faculties and support divisions as well as to demonstrate that it is interested in their progress. Overseas students or local students who have not provided a telephone number are sent a welcome email providing them with their Faculty student centre contact details and some useful web links.

On-campus students in the nominated units are contacted at specific times where they demonstrate signs of being 'at risk' of discontinuing or failing. The key objective is to identify and support students before they get to the point of failing units, dropping out or facing academic misconduct or 'show cause' processes. Contacts are made either by SMS under the signature of the unit chair or tutor or by telephone by trained students with email support information if needed. On campus students are contacted if displaying the following triggers:

Pre Census

At risk trigger:	Determined by:	Intervention:
Failure to attend Orientation	From attendance at initial hosted group activity – recorded by Orientation Hosts	Phone contact by peer
Failure to attend tutorials or practicum in first week	From attendance roles taken in first two weeks of tutorials	SMS reminder week 1
Failure to attend second/subsequent tutorial or practicum	From attendance roles taken in first two weeks of tutorials	Phone contact by peer if also misses week 2
Failure to log on to DSO in first two weeks	DSO log in data	SMS reminder with follow up contact details

Post Census

At risk trigger:	Determined by:	Intervention:
Failure to submit assessment task(s)	Notification from unit chair/tutor.	Phone contact by peer
Failure of assessment task(s)	Notification from unit chair/tutor.	Phone contact by peer
Unit failure	Callista report by program coordinator	Phone contact by peer

Where possible, peer callers are recruited from the courses engaging with the program. Callers are provided with 'trigger specific' scripts to lead the conversation and comments/discussion points are recorded. All scripts are prefaced by a privacy statement which gives the student the opportunity to opt out of the call.

Callers make referral to the appropriate structure(s) within the Faculty and student support areas of the University and are also able to suggest strategies from their own experiences that students may be able to use, depending on the issue involved. Each caller has access to a *Referral Guide* (both hard copy and on-line) prepared by the Division of Student Life. The online version provides a link to the referral page and also provides suggested/recommended referral advice for areas such as Careers and Employment, International student support, study skills, financial assistance, Disability Support and Health and Counselling services.

A supervisor, usually the Program coordinator, is always available for the callers to refer difficult or stressful calls or to seek advice if they are unsure of the appropriate response to a specific question.

The Program is flexible and triggers can be adjusted to meet the needs of each unit chair.

All student comments are forwarded at the end of the trimester to the relevant faculty however all reference to the student is removed to ensure confidentiality is maintained.

5. Purpose/Aims

The Succeed@Deakin Program is designed to support the successful transition of commencing Deakin students with the objective of increasing retention and supporting transition and student success through timely intervention.

6. Breadth of program

The program includes nominated units across all four faculties of the University. These units may be a core unit or a unit where there is a high attrition rate. In the program for trimester 1, 2011 for example there was a core Health unit which is undertaken by the majority of Health students, three Science and Technology units one of which is also a core Bachelor of Education unit, 2 core Arts units and three level 3 Business units chosen by that faculty to assist with student's successful transition through the final year of their studies.

7. Category (please select all that apply and provide explanation where necessary)

Category	Y?	Explanation
Policy		

Curriculum		
Program	Y	The Succeed@Deakin Program was developed as an extension of the ongoing contacts made to commencing off-campus student each trimester under the University's 2009 Operational Plan – (to) 'Mainstream the pilot project on improving retention of off-campus student and extend it to all off-campus, part time students who are new to Deakin' The program has since developed further to include nominated on-campus units at specific points during trimesters 1 and 2.
Other (please specify)		

8. Outcomes

8.1 Uptake:

2008 – Pilot program run in trimester 1 with 5 units

2009 – Program continued in trimester 1 with the initial pilot units again being involved

2010 – 17 units in trimester 1, 2010 included level 2 and level 3 units for one faculty. Three level one units were involved.

2011 – 10 units in trimester 1, 2011 included 4 level 3 units and trimester 2 has 6 units with 4 being level one s and 2 at level three.

8.2 Evaluation(s) conducted to date – (Informal or formal) – and details of findings:

Informal evaluations have been undertaken to date. These have involved collation of information e.g. enrolled students numbers, contacted student numbers, reasons for contact and comments from students collated and reported.

8.3 Evidence of success:

Informal feedback has indicated the value that staff see in the program in terms of supporting their students to achieve a positive result in their studies.

The unit chairs of three core level one units in both trimester one and trimester two have been involved in the program since the pilot commenced in 2008 and are always keen to be included. These units, in particular, have in place effective methods of collating and sending the information to the Program coordinator.

8.4 Evaluation(s) planned (and dates for this/these):

The University's Institute of Teaching and Learning is currently looking at the best method for a formal evaluation of the Program. This evaluation is to be undertaken during 2011.

8.5 Major challenges:

This program requires collaboration between the faculties through Unit Chairs/Tutors and the Program coordinator as additional information is required to be gathered, collated and/or passed on in order to be successful.

As the student contact data is downloaded from the University's Student Management System (Callista) into Excel spreadsheets the data can become unwieldy.

8.6 Other (Please specify):

The units for inclusion in the Program are negotiated prior to the start of each year with the Associate Deans Teaching and Learning of the four faculties.

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

A Program report is prepared each trimester and distributed to the Executive Director, Division of Student Life. Faculty specific data and comments are provided to the Associate Dean's and Faculty General Managers for their information and distribution as they see fit.

There are no public reports available however the Program coordinator is willing to discuss the Program should anyone wish to do so.