

## ALTC LSES Environmental Scan

1. **Institution**

University of Western Sydney

2. **Contact Person (and contact details)**

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3. **Name of Program/Initiative**

Transition Success @ UWS

**3.1 URL:**

**3.2 Start Date/Duration:** July 2010 - ongoing

4. **Brief outline of program**

The Transition Success @ UWS outreach program aims to increase commencing student retention through the provision of peer assistance and support. The program commenced as a pilot in 2010, continued into 2011 and was again implemented in the autumn 2012 session based on the evaluated outcomes from the 2011 program.

The program consists of three main components of the program (1) A personal letter of Welcome from the Vice Chancellor (2) 'Ask Us' assistants located in each UWS campus library and (3) Call scheduling - personal peer telephone contact.

5. **Purpose/Aims**

Based on the successful QUT Student Success Project, the program is intended to monitor student engagement in a holistic and systematic way and is designed to enhance the experience of commencing students by facilitating both engagement and persistence. Its focus is to create a bridge into university life and study and to direct them to the services available to assist them with their learning and transition into the culture of the University. This is achieved by proactive and timely personal contact with these students.

6. **Breadth of program**

All enrolled undergraduate students in their first session of study.

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

Category	Y?	Explanation
Policy		
Curriculum		
Program	Y	

Other (please specify)		
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**8. Resources (optional – we are trying to determine what sort of resourcing is necessary to make the initiative work)**

- a. **Start up budget:** \$60,000
- b. **Ongoing budget:** \$300,000

**9. Outcomes**

a. **Uptake:** (Phone phase only)

2010 Spring session- Of the 1,097 students on the phone contact list 65% were contacted directly or spoke with a family member: messages were left for 15% and all students not contactable were sent an email.

2011 Autumn session- 12,297 phone calls were made: 41% of commencing students were contacted directly or a message was left with a family member: messages were left for 15% and all students not contactable were sent an email.

2011 Spring session- 2,648 phone calls were made: 42% were contacted directly or a message left with a family member: messages were left for 23% and all students not contactable were sent an email.

2012 Autumn session-There were 10,165 students on the phone contact list and in the four week period prior to 2012 Autumn census date the Transition Success (TS) team was able to make direct contact with 73% of commencing students.

b. **Evaluation(s) conducted to date - Informal or formal) – and details of findings:**

Analysis of Library and phone phase data has been undertaken each session.

From the DEEWR data the commencing 2012 cohort was identified as:

First In Family (FIF) – 61.5% (6260)

Low SES – 23% (2336)

Both FIF & LSES – 16.6% (1689)

Mature Age – 14.4% (1455)

Basis of Admission via VET – 21.6% (2202)

Basis of Admission via UWS College - 2.65% (271)

Of the 136 students included in the Priority Call 1 (students exhibiting high needs) data:

	UWS Commencing 2012	Priority Call 1
FIF	61.5	69%
LSES	23%	29.5%
Mature Age (>24 years)	19.3%	40%
Basis of	21.6%	45%

Admission (VET)		
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c. **Evidence of success:** (2012 data to date)

In the second phone phase follow-up of those students identified as 'Priority1' (n=136): 81 issues had been resolved; 6 were unresolved and provided further advice; 40 were unavailable; 4 students had dropped out; 5 students deferred to 2013.

d. **Evaluation(s) planned (and dates for this/these):**

Complete outcome based phone survey of students who were contacted in phase 1 of autumn session (2011 & 2012) who have current Callista 'active' status. To be completed in July 2012.

It is anticipated that further analysis of retention and progression data will be undertaken for those students contacted as part of the 2011 Transition program.

Reports for 2010 and 2011 and an interim report for 2012 are currently available.

e. **Major challenges:**

- Integrity of data. Our aim in 2011 was to target students who were potentially identified as being one of UWS's 'at risk' groups: 'first in family'; low SES; and students who articulate into UWS either via UWS College, VET or the Fast Forward Program. However the 'Basis of Admission' proved to be a very difficult way to determine which students should be phoned. Therefore the decision was made to include all commencing students in the phone contact call list. Particularly, as the 'Other' basis category accounted for 20% of the basis of admission during Autumn session. This has been an ongoing problem in 2012.
- Meeting the demands of specific cohorts within the budget

f. **Other (Please specify):**

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