Environmental Scan

1. **Institution**
   Deakin University

2. **Contact Person (and contact details)**
   Jan Parkes
   Faculty of Arts and Education
   Melbourne Burwood Campus
   Mobile: 0409 428 937
   Email: parkesj@deakin.edu.au

3. **Name of Program/Initiative**
   “Ask JAN”

   An initiative of the Access and Equity Group of the Faculty of Arts and Education - Retention and Success Officer. The ‘Ask Jan’ Project is designed to provide a faculty face for first/second year Arts/Education students making the transition to university life. Jan works as a ‘Go to’ Advisor for first/second year students seeking assistance.

   3.1 URL: www.deakin.edu.au/arts-ed/aerg

   3.2 Start Date/Duration: 18/03/10 and continuing through 2011.

4. **Brief outline of program**
   - To provide accurate and helpful support to students.
   - To contact students directly regarding their learning and engagement.
   - To liaise with academic staff for the Faculty Arts/Education regarding student retention and success and to make early identification of students at risk of failing or dropping their university course in order to link them to support facilities.
   - To provide high level reports on student retention and success to Access and Equity Reference Group.

5. **Purpose/Aims**
   - To support first and second year Arts/Education students in their university learning, in particular those of low socio economic background.
   - To encourage students to continue with their studies by examining options.
   - To offer a support structure for staff if they have student concerns.
6. **Breadth of program**

- This resource person is presently available for students in the Arts/Education faculty at Melbourne Burwood campus. Staff are also able to refer students.
- Students make contact by email, phone, text, dropping by or making appointments.

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Y?</th>
<th>Explanation</th>
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</thead>
<tbody>
<tr>
<td>Policy</td>
<td>Y</td>
<td>Supporting delivery of Deakin University Strategic Plan</td>
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<tr>
<td>Curriculum</td>
<td>Y</td>
<td>The Program is an integral part of the Arts/Education Faculty</td>
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<tr>
<td>Program</td>
<td>Y</td>
<td>‘Ask Jan’ is an initiative of the Access and Equity Reference Group</td>
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<td>Other (please specify)</td>
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8. **Outcomes**

8.1 Evidence of success:

- Program commenced in 2010 for 2 days per week. In 2011 the program has expanded to 3 days per week.
- The increasing student numbers using this resource demonstrates the continuing success of this program.
- The student survey feedback was highly positive.

8.2 Major challenges:

- Obtaining funding to support the employment of Retention and Success Officer.

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