

# Environmental Scan

## 1. Institution

Deakin University

## 2. Contact Person (and contact details)

Jan Parkes  
Faculty of Arts and Education  
Melbourne Burwood Campus  
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## 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](http://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)**

Category	Y?	Explanation
Policy	Y	Supporting delivery of Deakin University Strategic Plan
Curriculum	Y	The Program is an integral part of the Arts/Education Faculty
Program	Y	'Ask Jan' is an initiative of the Access and Equity Reference Group
Other (please specify)		

**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)**

- See AERG website [www.deakin.edu.au/arts-ed/aerg](http://www.deakin.edu.au/arts-ed/aerg)