

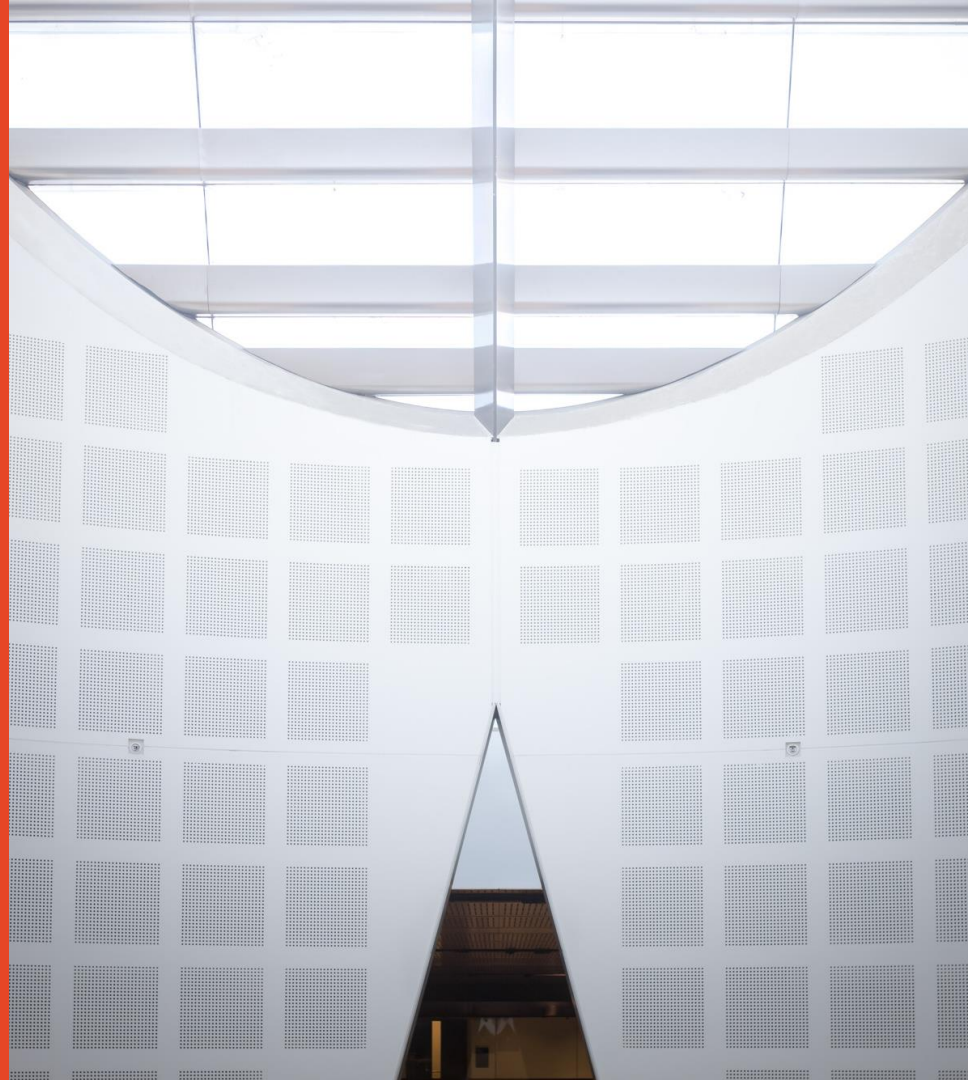
Progression Investigations

Student Lifecycle Program Pilot
Connecting with students on the
academic progression register

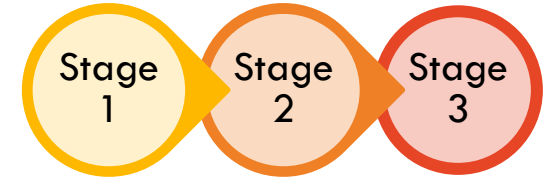
Presented by

Mrs Lakia Turner

Student Support Services,
Student Transition and Retention Team

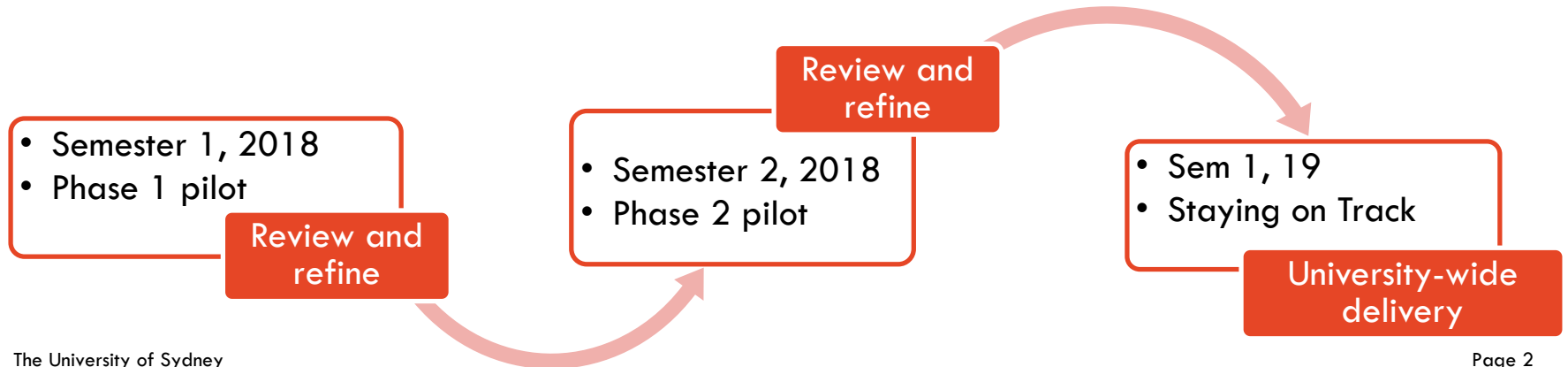


Overview and Background



Background

- Increasingly aware of international students with academic progression issues
- Existing programs and support, Staying on Track
- Two phase pilot to inform Staying on Track update



Investigations begin...

Partnering, not assuming!

Hypothesis:

- That international students are at risk of unsatisfactory academic progression.
 - If this is the case, why and what issues do they face?
 - If this is the case, how can we help?

Research

- Consultations with Faculties & Literature Review
- Environmental Scan



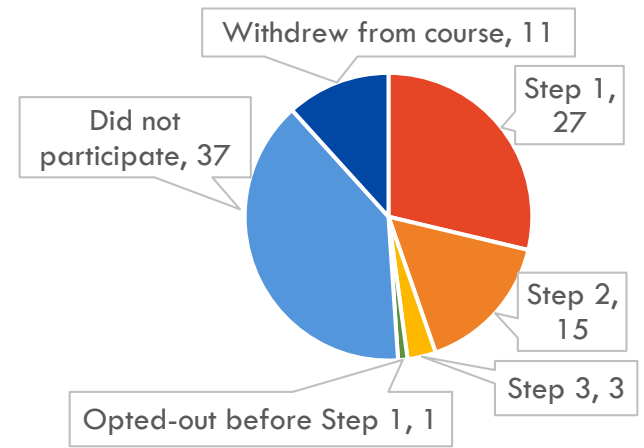
Let's try something!

Program methodology

- Regular, personal contact
- Empower students to act for themselves!
- Try a small scale pilot (one staff member to deliver)

Program structure

- Three step program
- Partner with students to find out what issues they faced



Study Skills & Experience

Living & Social

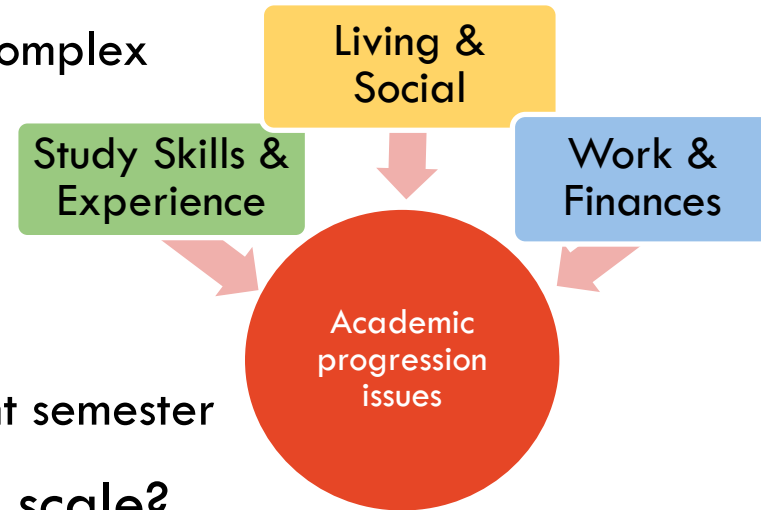
Work & Finances

What did we find out?

Outcomes

- Our hypothesis was answered!
 - Yes, some international students are at risk of unsatisfactory academic progress
 - The issues impacting their studies were complex
 - Referral/advice bank
- Program timing is important
 - Key dates in semester
 - Time to make changes to improve current semester
- How do we offer tailored support at scale?

Helps me solve my problem by helping me analysis[sic], it really works.



Investigations continue...



Can technology be used to offer tailored support?

- Student Relationship Engagement System (SRES)
 - Developed by University of Sydney alumni and staff, Danny Liu
 - Auto-generate referrals, advice and tips on customised website
 - Filter for relevant referrals, domestic or international
 - Action plan template download

How can we keep the personal, human touch?

- Open text field
- Option to receive a phone call from me

Study Skills & Experience

Living & Social

Work & Finances



Open-text field

Impact

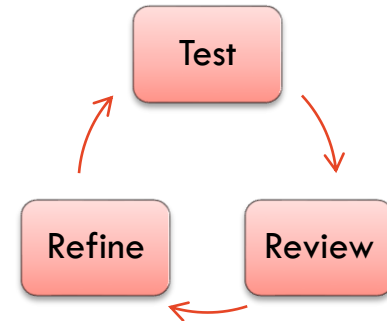
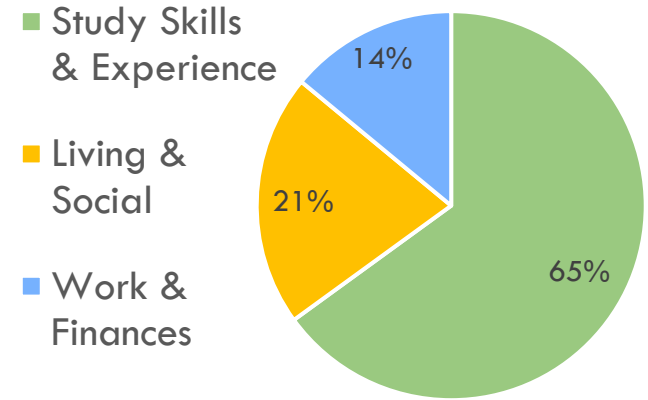
YES!

The issues faced are multi-facted, for both domestic and international students!

YES!

Technology can offer tailored, customised support!

- SRES enabled us to make referrals more relevant
- Partnering with Learning Innovation and Danny Liu to deliver even more tailored support
 - Adding filter of Faculty – offer Faculty specific referrals and advice



What's next?

- Staying on Track integrations for Semester 1, 2019
 - SRES questionnaire and auto-generated referrals to replace survey
 - Action plan template provided
 - Attend lecture-style Information Session
 - Option for phone call to discuss action plan

- Continue to partner with students who participate in Staying on Track to ensure information and referrals meet the changing, complex needs of students with progression issues.



Contact us

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