

Leading Transformational Change

Panel: The Student Experience

A case management approach to student success

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Why?

- SuniTAFE's withdrawal rate increased by 9% in 2014 resulting in a substantial loss of income in the final quarter of the year.
- Increased enrolments in *at risk* cohorts - different models of delivery and increased levels of support required.
- Targets for growth for 2015 – 2017 highlights the need to improve student engagement and retention.

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Studying the cause

- **Teaching staff often initiate the withdrawal process and have noted these causes;**
 - *Personal issues*
 - *Not enrolled in the “right” course – requirement to do the course*
 - *Course too difficult*
 - *Financial reasons*
 - *Learning difficulties*

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Studying the cause

- The majority of withdrawals occur *before a student is fully engaged....*
 - 6 – 10 weeks
 - 4 – 6 weeks
 - 2 – 4 weeks
 - *Within a fortnight of enrolling*

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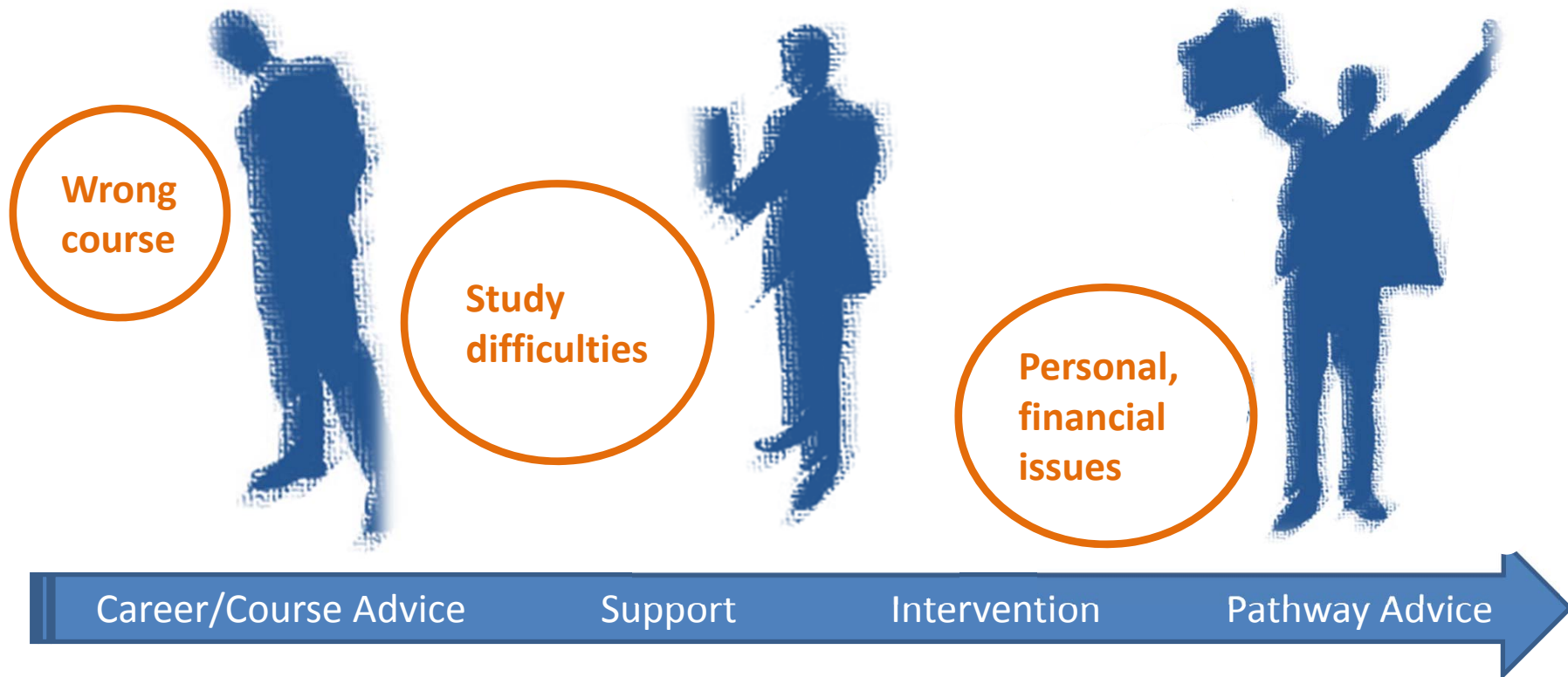
Lessons from success

- **SuniTAFE apprenticeship completion rates are 94% as compared to a national average of 57.5%***
 - *All SuniTAFE trades teachers are actively working in industry*
 - *Individual (case management) approach – study support, employer liaison, workplace visits*
 - *Staff deliver across a broad range of skills, not specialised*
 - *Apprentice groups mixed – peer support*
 - *Self paced, flexible delivery*
 - *Apprenticeship Support Officer on site*

* NCVET Australian vocational education and training statistics 2013

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The case management model



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Implementing the model

- **Centralise processes related to enrolment, engagement and student support;**
 - *Pre-training review, language literacy and numeracy assessment*
 - *Course advice*
 - *Individual learning support plans (indigenous students)*
 - *Monitoring and referral of students identified as “at risk” of disengaging*
 - *Withdrawal STEP IN processes*
 - *Reporting, analysis*

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Implementing the model

- **Introducing the Education Project Office;**
 - *Manager (from teaching)*
 - *Course Guidance Officer (x2)*
 - *Vocational Placement Officer*
 - *Administration (x2)*
 - *Part-time teaching staff*

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Measuring success

- **KPIs**

Be self sustainable through increased enrolments and retention
10% improvement in retention

- **Unintended benefits**

New programs

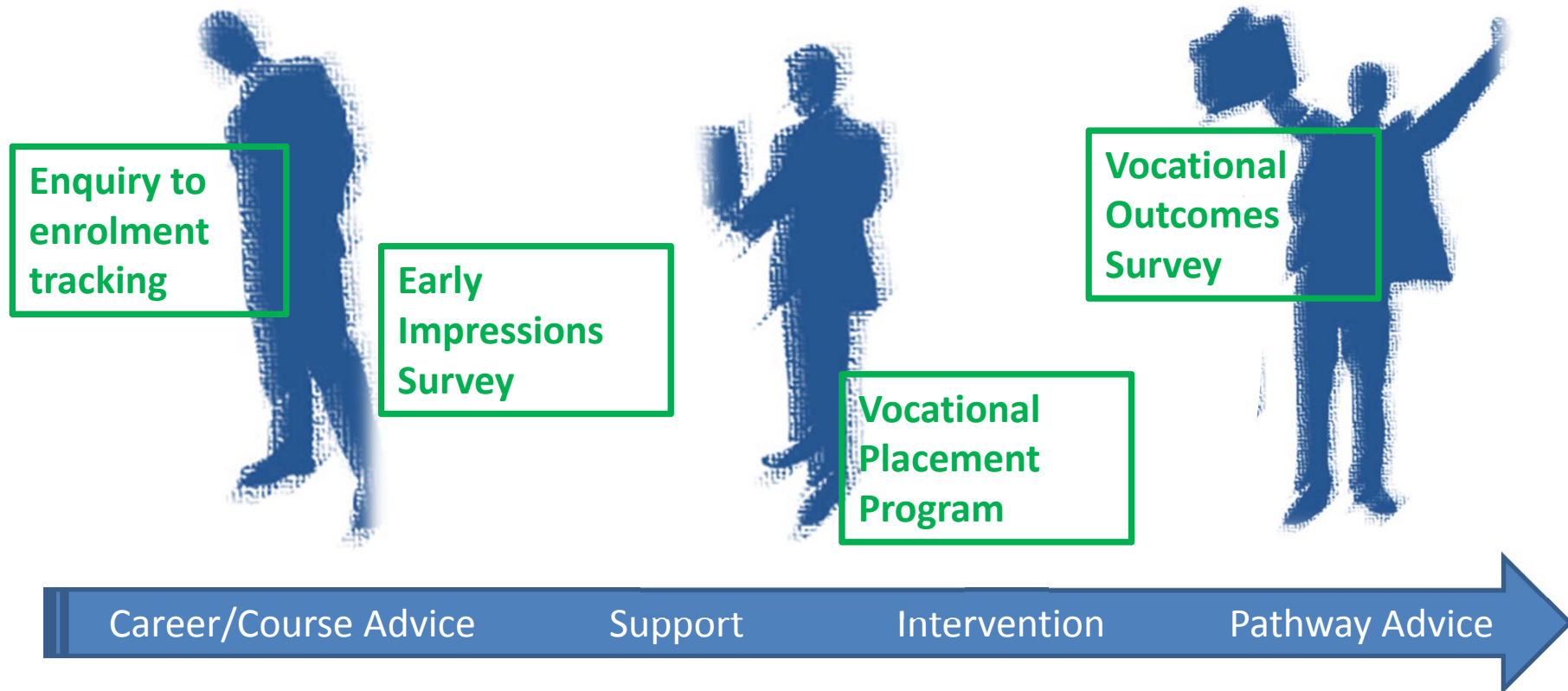
New modes of delivery

Consistent processes

Return business

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What's next?



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Thank You