



Presentation Outline

- JumpSTART overview
- JumpSTART process
- Program challenges
- JumpSTART at Curtin
- Program Checklist
- Questions

JumpSTART Overview

Modelled on Queensland University of Technology's *Student Success Program*

- Targets first year "at risk" students in selected first year units
- Supervised, trained senior student mentors contact "at risk" students via email, phone and face-to-face
- Discuss how students' are progressing with their studies
- Inform students about Curtin's support services
- Should see higher pass rates and lower fail rates with students who are successfully contacted

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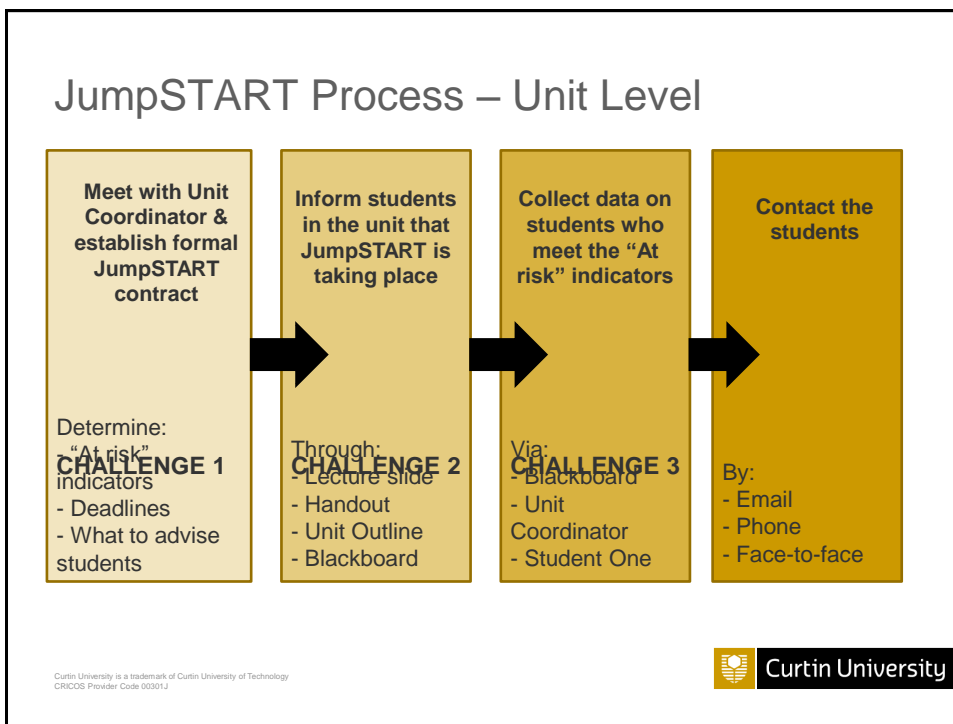

Outcomes from contact

- Matter resolved by single contact
- Linked to further advice on admin processes
- Referred to Curtin support service
- Advised to speak to academic staff member
- Advised to speak to student mentor
- Referred to external agency
- Advised the student of correct withdrawal procedures

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Challenge 1

Identifying " At risk" students

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- Basic “At risk” Indicators:

- Non-attendance
- Late or non-submission of work
- Failing assessments



Need to be tailored to suit individual units

- Tailored Indicators:

- External students who do not participate in online discussion groups
- Students who have a cumulative assessment mark of less than 50% by mid-semester
- Students who display “at risk” characteristics during class

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**Can you get accurate data for
your tailored indicators?**



The most accurate data comes from:

- Central unit databases e.g. Grade Centre – Blackboard
- Test centres e.g. Computer Assisted Assessment Labs (Curtin CAA Lab)
- Monitored student portals e.g. iPortfolio or OASIS

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Challenge 2

Framing the Program

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JumpSTART Communications – Sem 2, 2010

- Student handout text:

“This program aims to offer a helping hand to students who show signs of experiencing difficulty...there are several potential signs of student difficulty that will be used in this project...”

- Email template text:

“Our aim is to ensure that we identify the students who may need extra support early on in their studies and support them to ensure that they succeed”

“It’s important for us to get a better understanding of where you might be struggling and offer the right support to you...”

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Student Responses

Q: "How did you feel about being contacted (either via email or phone) as part of the Student Success Project?"

"Shocked, as I didn't want to be identified as a person who was struggling, even though I am really regards finding time to get everything done. Find out the exact reason for the low grades. Dont assume the person you are calling is struggling. my low grade was due to late submission not necessarily lack of ability in the work. I had 3 assessments due on the same day and one assessment had to give as I have 2 kids and have to travel to uni on 2 buses there and back every day. It's a trip of over an hour there and back. At least and hour and a half. Time is a problem for me."

"I felt like an idiot getting a call for a bad assignment. its my own responsibility to apply myself and was well aware where and how to get assistance if i felt i was struggling to the point of failing the unit... i felt unsettled and stupid when it was an assignment worth 10 or 15%."

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Revised Communications – Sem 1, 2011

- Student Handout Text

Curtin University has a wide range of services available for students to utilise from the Learning Centre to the Curtin Stadium. Students are expected to make use of as many of these services as possible to enhance their learning experience while at University.

The JumpSTART program is designed to reach out to new students who may not know of these services, or know how to access them. As a way of identifying which students may find such information helpful we have developed a series of indicators; if you experience any of these indicators then you will get a phone call and email from one of the staff members at START.

The call is a friendly contact to see if there is any information that START can provide you with...

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JumpSTART

Do you know what Curtin support services are available for you to use?

The JumpSTART program is designed to reach out to new students who may not know of these services, or know how to access them.

If you:

- Do not sit for; or fail the Online Skills Task with less than 50%
- Do not sit for; or fail the Mid-Semester Test with less than 50%

Then you will receive a friendly email and call from someone at the Student Transition and Retention Team (START) to see if there is any info that they can provide you with.

The calls are confidential and you have the right not to participate if you wish.

START: Building 102, start@curtin.edu.au or ph 9266 2662



Student Responses

Q: "Overall do you feel that JumpSTART is a positive initiative to help inform first year students about the support services available at Curtin?"

"It is helpful to students who are struggling"

"It does help inform of services that most first years would have no idea about"

"it gives us confidence that there is help available whenever needed"



"I'm not a first year anymore, but still international, and I'm still getting help 😊"

"Continue with the impressive efforts!"

16. Please rate how you feel in response to the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Response Count
Through JumpSTART, Curtin is showing it genuinely cares about the success of all first year students	36.8% (14)	50.0% (19)	7.9% (3)	5.3% (2)	38
Being contacted through JumpSTART made me feel that I am important to Curtin	16.2% (6)	62.2% (23)	18.9% (7)	2.7% (1)	37
answered question					38
skipped question					4

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Challenge 3

Recording and tracking accurate data

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Restrictions to expansion of program

- Excel is not suitable for large number of students
- Need dedicated technology
- Need dedicated program staff
- Need call centre resources

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- Ideal database requirements:

- Automatically input data from Grade Centre, Blackboard
- Automatically input data from student enrolment system (Student One)
- Automated bulk email system
- Ability to cross-reference students between all units
- Clearly track all email, phone and face-to-face contact with the students
 - Highlight what support service (if any) the student was referred to
 - A flagging system to identify which students need follow up
 - Tracking protocols to ensure accurate data entry



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JumpSTART at Curtin

- Scaled the program back
- Will continue in one unit during Sem 1, 2012
- Sourcing database options
- Trying to get more resources

Why continue the program



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Because it works!

	Pass	Fail	Fail - INC	Withdrawn	Other
Successfully Contacted (486)	36.6% (178)	20.4% (99)	21.2% (103)	20.2% (98)	1.6% (8)
Unsuccessful Contact (441)	32.2% (142)	24.3% (107)	26.5% (117)	14.7% (65)	2.3% (10)

Successful Contact – able to engage with the student via phone, email or face-to-face, and discuss their progress in a specified unit

Unsuccessful Contact – unable to engage the student via email, phone or face-to-face

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Because students want it...

15. Overall, do you feel that JumpSTART is a positive initiative to help inform first year students about the support services available at Curtin?

	Response Percent	Response Count
Yes	93.9%	31
No	6.1%	2
answered question		33
skipped question		9

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Because staff want it...

Q: "What do you feel is the greatest benefit of implementing JumpSTART in your unit?"

"It makes me feel like I can provide at least a base level of support to students who need it when I'm juggling 8 million other things... Without the JumpSTART team, I would have had to let all the students who stumbled at the beginning fall and I don't like doing that."

"As an UC for a large unit it provides for additional support and care for students that otherwise we do not have sufficient hours in the day to assist properly or just fall off the radar. In this way JumpSTART supports staff also"

"Giving students a one-stop shop for help and information, and reminders that they need to take control of their own learning."

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Program Checklist

- Have a sufficient database
- Have an adequate number of program staff
- Have a good pool of callers
- Try and integrate the program into all first year unit curriculums
- It takes time and lots of trial and error before the program starts to produce results!!

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Questions?

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