

2020

### SEPTEMBER



In response to the move to online learning methods, establishment of virtual Student Helpdesk as contact point for student queries.

### NOVEMBER



809 individual students identified by Academic Departments who were disengaged or becoming disengaged from programme and/or university life



Personalised reach-out to identified students commences, connecting with students by telephone and following up with information email

2021



9% / 41 technological issues



8% / 36 experiencing family or personal challenges



10% / 47 experiencing academic difficulties

### MARCH/APRIL – ANALYSIS

**High Level Findings:**  
STUDENT ISSUES IDENTIFIED THROUGH CALL:



19% / 88 struggling to engage with online course

### DEMOGRAPHIC DETAIL:



49% / 227 Male



51% / 239 Female

**1st** year 34% / 160

**2nd** year 32% / 147

**3rd** year 30% / 140

**4th** year 3% / 15



Postgraduate 1% / 4

### AVAILING OF EXISTING SUPPORTS:



not availing of university supports

87% / 406



already availing of university supports

13% / 60

### REFERRED TO:



Academic Departments for specific support

12% / 58



Personal Supports

18% / 81

Academic Supports

8% / 38



### OF STUDENT CONNECTED WITH:



### FEBRUARY FEEDBACK FROM SAMPLE OF STUDENTS CONNECTED WITH:



8% incomplete (withdraw/deferral)



20% not progress/repeat



18% awarded



54% progressed

2022

61%

of students refer to receive both a phone call and an email



38%

of students would welcome a connection in the lead up to semester 1 examinations and 29% suggest 3 or 4 weeks into semester 1 as the preferred time



### APRIL

Student Engagement Reach-Out established as mainstream

### FINDINGS



### MARCH

Reach-out exercise completed with connection to 58% / 272 achieved

### FEBRUARY

61% of students refer to receive both a phone call and an email

67%

of students had engaged with the recommended support



94%

found the personal connection beneficial

