

MAKING SURE IT LASTS

Understand how

Develop data, systems and procedures to enable TEO's to identify when extra services need to be deployed

Ongoing advising touch points & methods and policies – enrolment support & outreach, first year program planning, goal setting

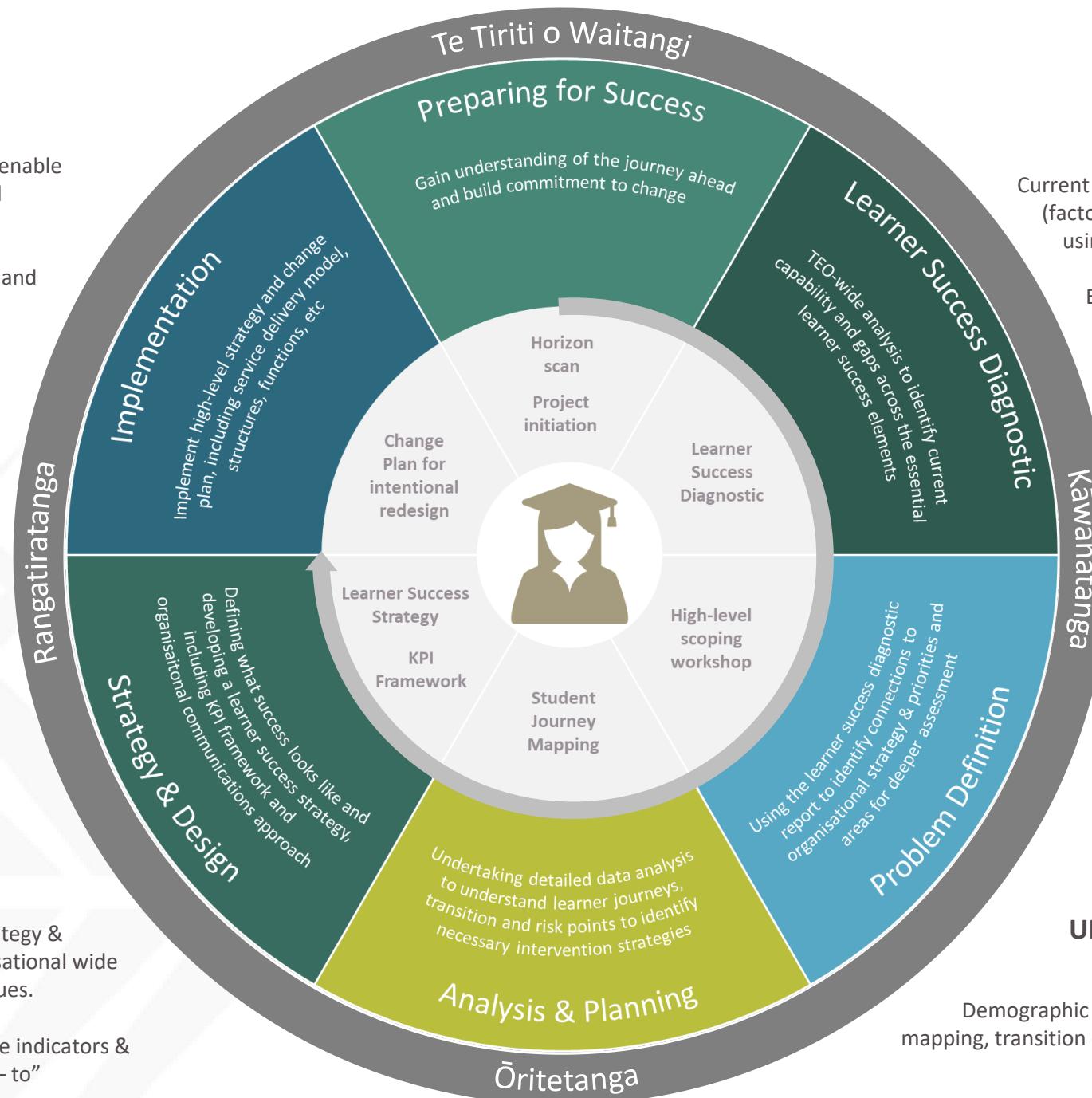
Develop holistic service support models, responsive to where learners are on their journey

CREATING AWARENESS & DESIRE FOR CHANGE

Understand why

Current state - analysis of learner success maturity (factors that impact participation & completion) using “whole of system” capability diagnostic.

Engage stakeholders and make the case for change by creating awareness of current Maturity levels and the relationship to current performance and future direction and strategies



BUILD ORGANISATIONAL CAPABILITY & COMMITMENT

Understand what

Develop a cohesive Learner Success Strategy & develop a change plan to ensure organisational wide input into learner success vision and values.

Establish a baseline for lead performance indicators & develop learner success strategy “from – to”

Understand when

Develop design & implementation roadmap

UNDERSTANDING LEARNER NEEDS

Understand who

Demographic data analysis using cohort student journey mapping, transition connection and progression & completion. Develop risk segment cohorts.

Plot risk and attrition points. Assess effectiveness of current interventions and usage against risk segments (use of self-reflection documents and EER)

Develop end to end strategies & interventions aligned to attrition points: transition, connection progression & completion

Learner success diagnostic: 7 key areas of capability

