2.30 pm – 4.30 pm

Early Warning Systems or Triggers for student retention and engagement - Do they work?

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This workshop will address the use of an early warning system to identify students who may be at risk of disengagement and attrition, and will explore the way in which wrap around services offer them appropriate support to succeed at their studies.

This will be addressed by:
- Presentation of a case study demonstrating one model of system driven support
- Context mapping exercise to assist participants to identify within their own environment sources of structured and unstructured data which form the basis of implementing an early alert system
- Discussion about the role and models of referral and support for student success.

Rhonda Leece is the Associate Director (Services) in Student Administration and Services, University of New England. She has 15 years’ experience in the delivery of student services (both administrative and support). Her work has been guided by the basic principle that support services should be innovative, responsive to emerging needs and based on a respect for the diversity of the student population. The use of technology in the delivery of services emerged through the creation of the first Australasian online careers fair in 2001 (VCF2001) and has evolved to the current use of Business Intelligence data to inform student service delivery.

Rhonda and her team received a Carrick Citation (ALTC) in 2008 for holistic student support service delivery, an AUQA Best Practice Commendation in 2010, an Australian Learning and Teaching (ALTC) Citation in 2011 for the Early Alert Team, a 2011 ALTC Award for Programs that Enhance Learning and a 2012 Campus Review Highly Commended for an innovative service delivery model.

Her current work and PhD research revolves around harnessing the power of systems to identify students potentially at risk of disengagement and attrition and to deploy first rate personal services to remediate the problems these students face.