The Zone, an Online Place to Support Students as They Transition to University

Academic advising for large diverse cohorts of students moving towards higher education

Acknowledgement of Country

The University of Southern Queensland acknowledges the traditional custodians of

the lands and waterways where the University is located. Further, we acknowledge

the cultural diversity of Aboriginal and Torres Strait Islander peoples and pay

respect to Elders past, present and future.

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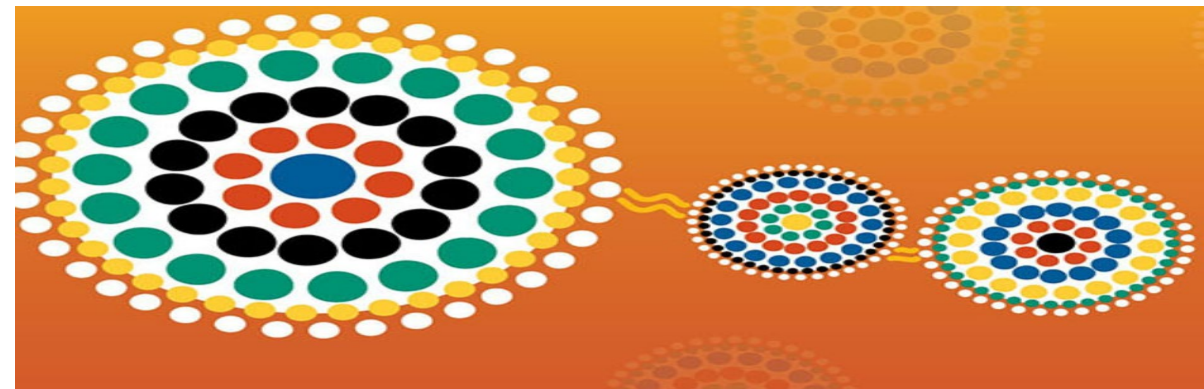
Objectives

Share our university experience in setting up an online academic advising program,

Present theoretical models and applications impacting the academic advising program,

Review evaluation of academic advising

Highlight key findings from the students and staff lived experiences

Initiate further discussions and collaborations

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Pathway Program strategy

- Student experience

- Student success

- Increase retention

- Reduce attrition

- Transition to undergraduate study

- Performance based funding

Introduction of Academic Advising Program

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Who we are

Academic Advisor Program
The ZONE Study Desk

Persistence Indicators
Senses of Success

Purpose

Connectedness

Academic-self

Self-efficacy

Growth & Resilience

Exploration & Enjoyment

McGovern, Crank & Ireland, 2019 – adapted Lizzio, 2006

Transition Pedagogy – 3rd Generation FYE Policy & Practice

Curriculum Principles

Design
Transition
Engagement
Diversity
Assessment
Evaluation

Curriculum that engages students in learning

Proactive and timely access to learning and life support

Intentionally fostering a sense of belonging

Sustainable academic-professional partnerships

Key FYEP Strategies
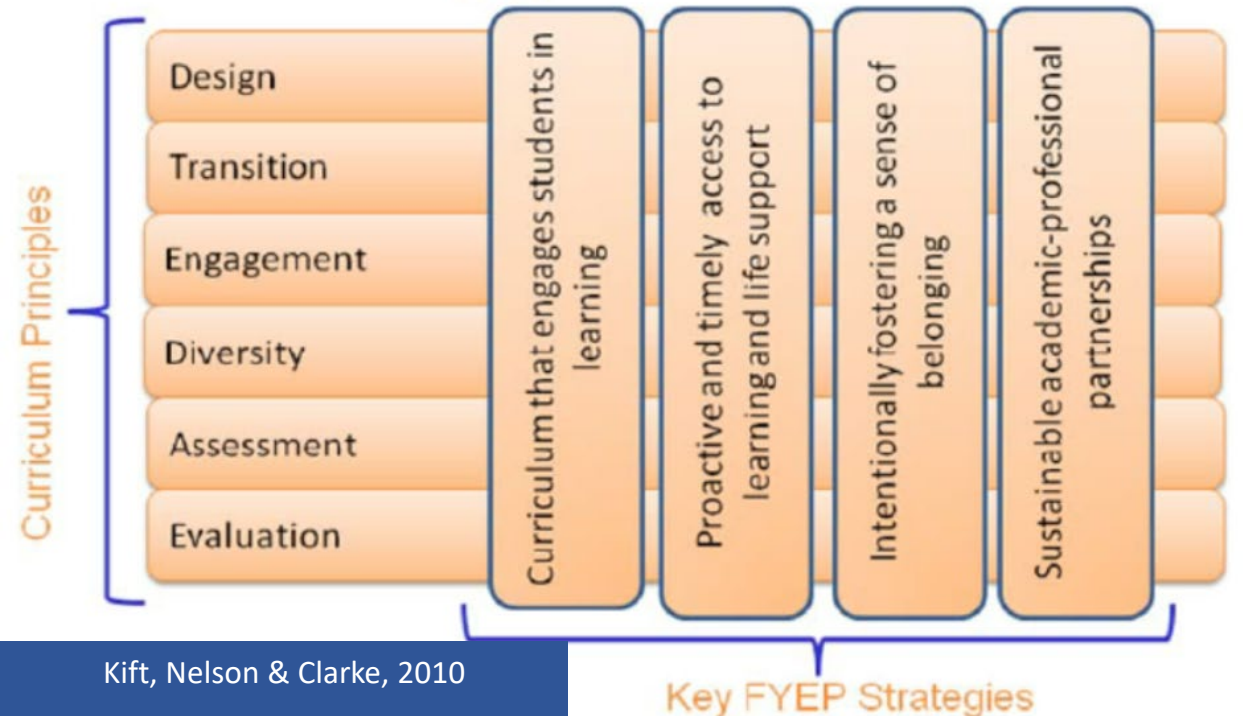
Kift, Nelson & Clarke, 2010

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USQ College Academic advising approaches

Curriculum

Pedagogy

Learning Outcomes

NACADA, 2006

Intrusive

Developmental

Prescriptive

Online Academic Advising

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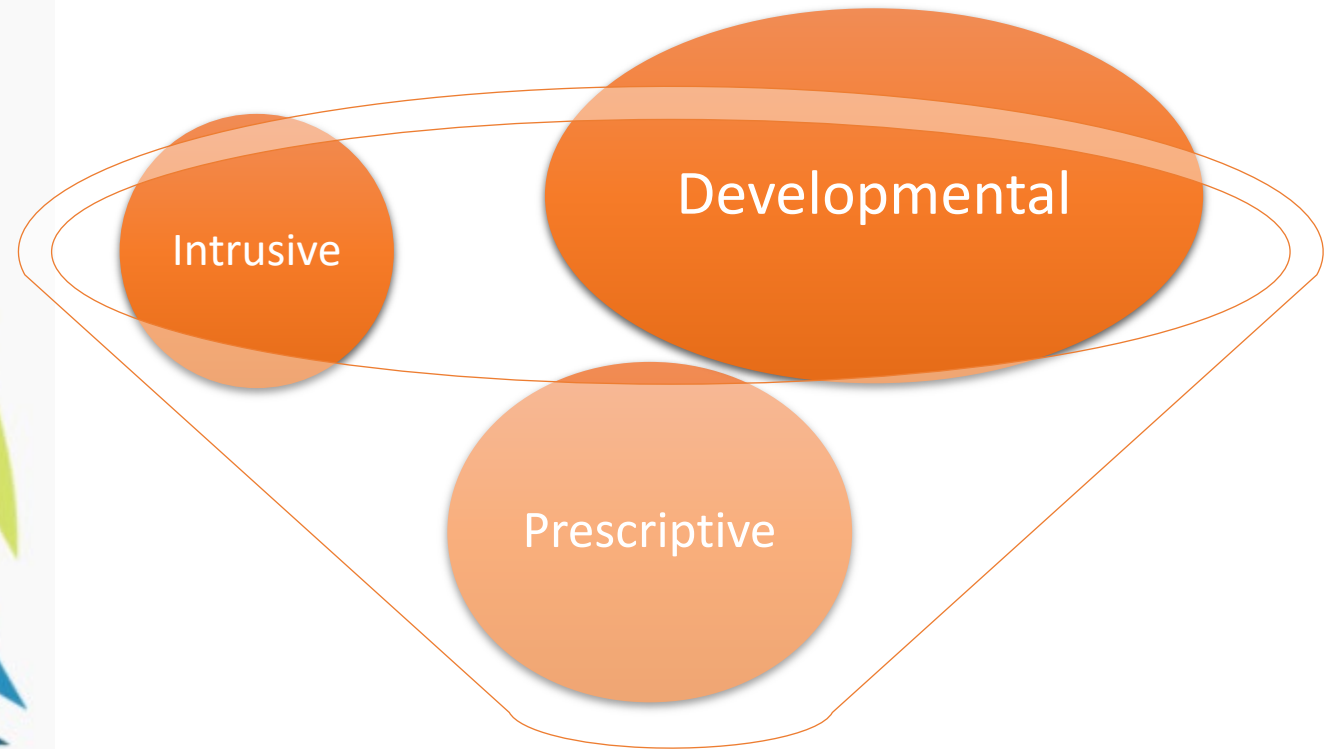
TPP Student Phases of Engagement in The Zone

1 ENROLMENT	**2** ORIENTATION	**3** COMMENCEMENT	**4** INTERMEDIATE	**5** FINAL PROCESS
Readiness Phase	**Orientation Phase**	**Commencement Phase**	**Enrichment Phase**	**Outcome Phase**
Pre-induction	Orientation Week 0	Weeks 1 – 4	Weeks 5 – 9	Weeks 10 – 11 (+exams)

What is happening for these stages

• Get prepared for study both physically and mentally – computer accessibility, papers/ pen, space	• On-campus or Online Orientation • Student ID cards are available • Course Studydesks are opened	• Commence your studies either online or on-campus • Last Date for adding courses is the end of Week 4 (Week 3 for S3)	• Continue your studies • Last date for withdrawing from course is end of Week 8 (Week 6 for S3)	• Finalise your studies for this semester • Exams take place at end of semester

What actions you need to take for these stages

• Enrol into courses • Familiarise with TPP Orientation dates • Get prepared for study both physically and mentally • Read and action, where applicable USQ, TPP and AAP communications	• Orientation – On-campus or Online • Student ID cards accessed • Navigation of 'The Zone' Studydesk including Welcome by TPP and Academic Advisors • Read the TPP University Survival Guide • Read and action, where applicable USQ, TPP and AAP communications	• Commence studies either online or on-campus and assessments • Navigate Course Studydesks • Review updates from The Zone Studydesk and Academic Advisors • Read and action, where applicable USQ, TPP & AAP communications • Create study plan and assessment schedule	• Continue studies & assessments • Monitor academic progress • Monitor well-being • Review updates from The Zone Studydesk & Academic Advisors • Read and action, where applicable USQ, TPP & AAP communications • Action study plans and assessment schedule	• Finalise studies and assessments for this semester • Familiarise and prepare for exams • Review updates from The Zone Studydesk and Academic Advisors • Read and action, where applicable USQ, TPP and AAP communications • Enrol for the following semester • Complete MyOpinion

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Stages of the student learning journey

Persistence indicators: Senses of Success	**1** Readiness	**2** Orientation	**3** Commencement	**4** Engagement	**5** Outcome
Purpose	Complete Study Plan and the Enrolment Process	Attending Orientation - Online On campus	Survival guides for TPP students	Studying for success.	Exam preparation and managing the exam process
Connectedness	Get familiar with USQ Communications	Getting Student Card Contributing to Forums	Prepare Study/Assessment Plans	Managing obstacles to study (e.g. procrastination),	Forums Feedback survey
Academic-Self	Persona Check	Get familiar with StudyDesk & Library	Study Desk Quiz to self-assess understanding	Access and information on USQ support services, and	Planning and enrolling in future courses/programs
Self-efficacy	Self-Assessment quiz	Find out about Accessing USQ services	Week 2 Check In	Week 7 Check In	Career planning and exploration
Growth & Resilience	Completing the Getting ready to enrol process Engage with the learning environment	Completing Getting started Checklist	Accessing Time management tools	Managing stress and motivational levels in a healthy manner,	Self-reflection of their first Semester experience
Exploration & Enjoyment	Sharing in the forums	Contributing Forums	Access USQ Social Hub resources for managing expectations	Watching USQ social hub videos/ testimonials	Video Top Tips for transitioning

The Zone can identify the students who need support.

Tier 1
All Students
E.g. Announcement
Resources
Zoom

Tier 2
Targeted Groups
E.g. Emails

Tier 3
Tailored
E.g. Phone calls

Tier 4
Intervention
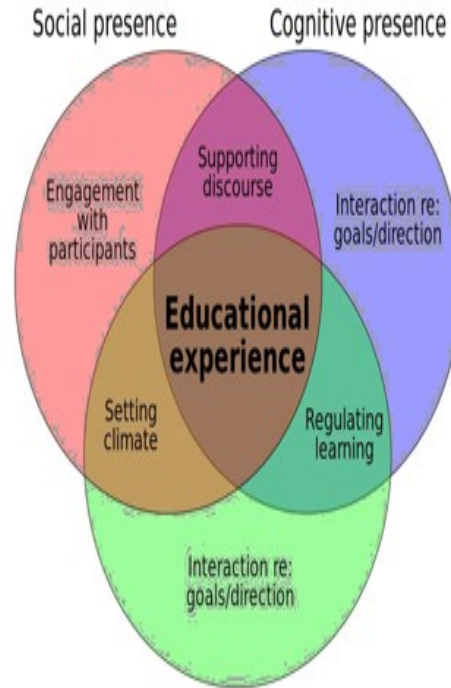E.g. Referral
Individual Academic Plan

Students can self-identify when there is a need for support.
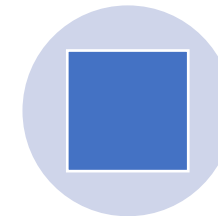
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Evaluation

Community of Inquiry Model Adapted from Garrison and Anderson (2003)

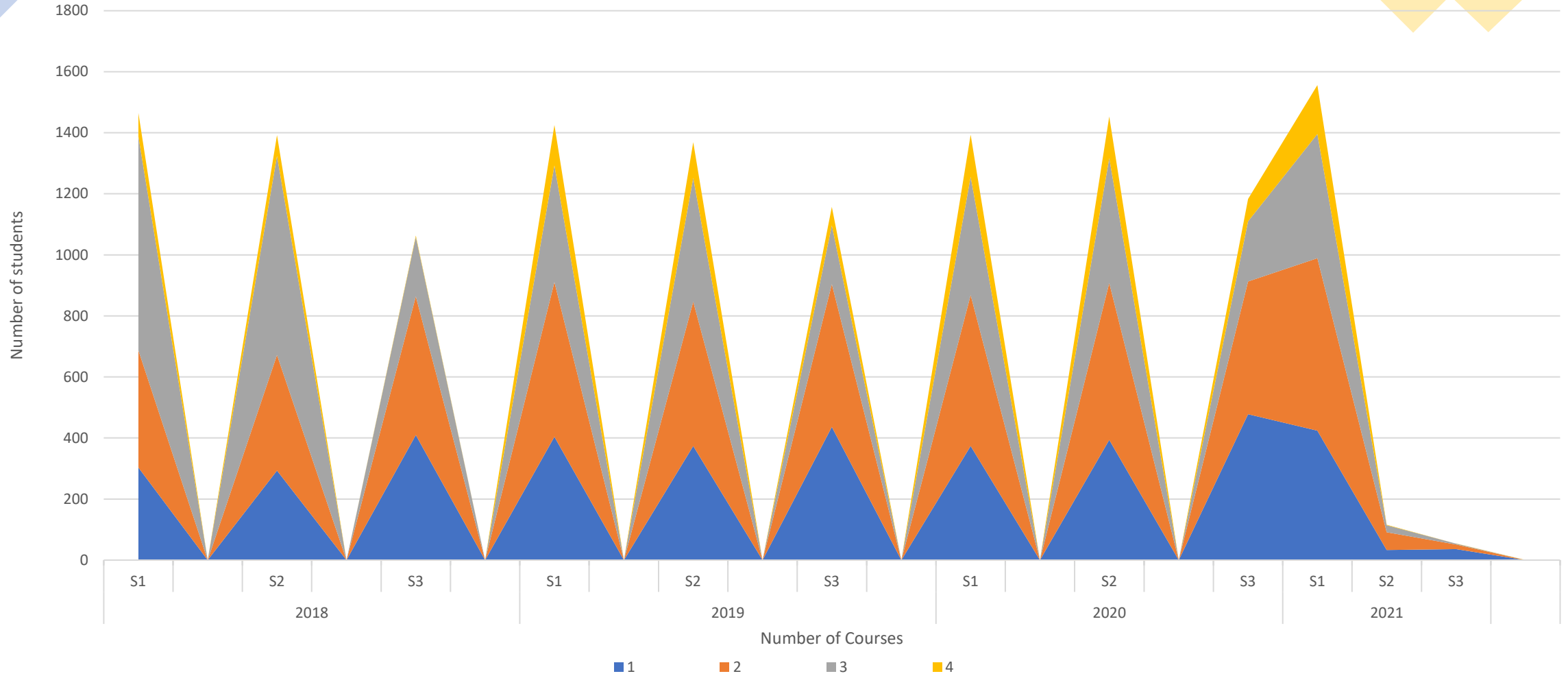FOCUS GROUP/SEMI STRUCTURED INTERVIEWS IN 2019

SURVEYS IN 2020/2021
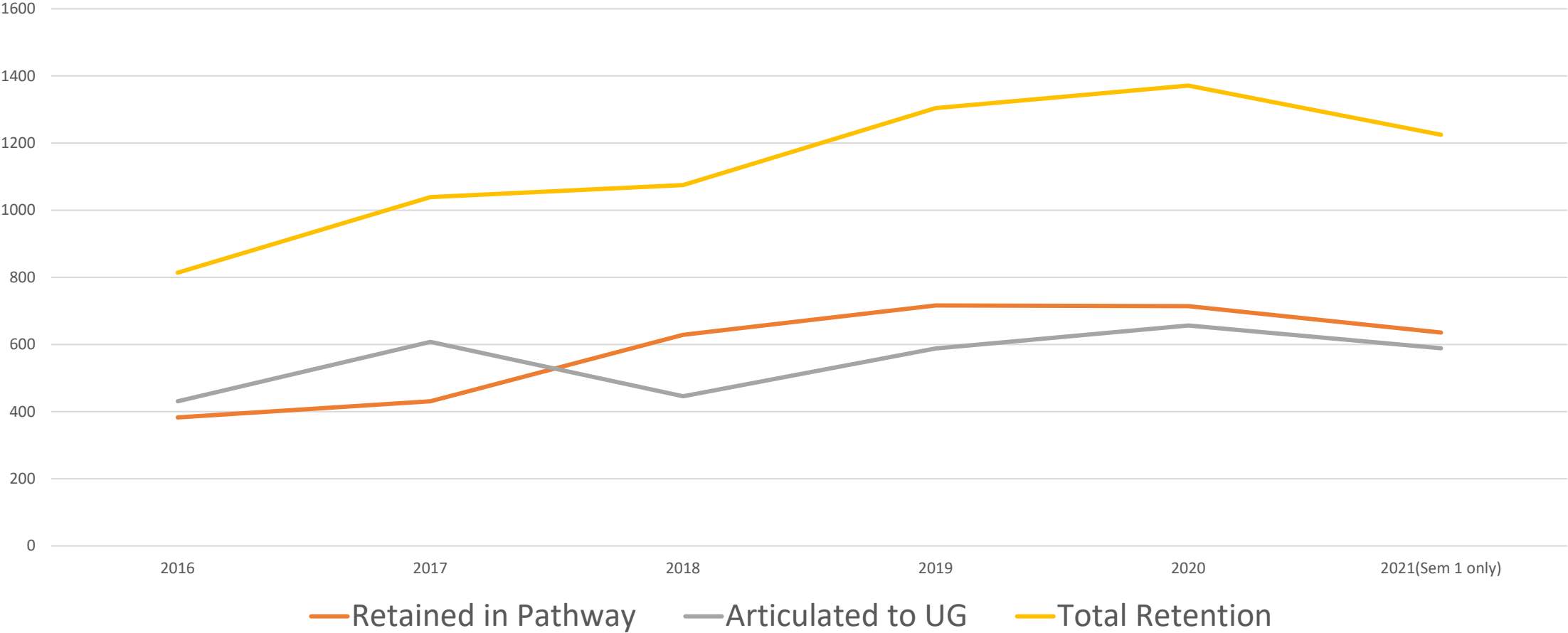
STAFF LIVED EXPERIENCE

Student enrolment by Number of courses

Retention and Articulation in and from Pathway Program and UG study

	2016	2017	2018	2019	2020	2021(Sem 1 only)
Retained in Pathway						
Articulated to UG						
Total Retention						

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Student experience

- **79% say the Zone is helpful**

- 84% Guided me through the enrolment process

- 78% Provided the opportunity to connect with staff

- 72% Offered support when I needed it

- 71% Empowered me to be in control of my studies

- 74% Feel part of USQ

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Student Voice

A helping hand	Important information in one place	Student agency
Feeling connected	It was an anchor	Helps me to find my confidence
Used for my initial stages of my journey	It provided a guiding hand	Alleviate anxiety about study
Invaluable	Helped	Now I know what to do

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Staff lived experiences

- Diverse students

- Equitable access for all students

- Learning takes place after basic needs are met

- Achievable, realistic and sustainable program

- Need to determine the professional and academic role

- Defining Academic Advising for our student cohort

- Still the $million question is how to support students who don't engage

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Outcomes of Online Academic Advising

- Empowering students

- Connecting with the Academic advising concept

- Creating Active learners

- Providing ways to self -identify

- Gathering data to target, tailor or intervene based on personal situation

- Facilitating Tiered level support

- Engaging for students, opportunity to give and receive feedback 24/7

Timely

Quality resources

Empowering

Asynchronous

Feedback

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Cultural Change

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