



***The Development and Implementation of Innovative  
Online Resources and Practices to enhance transition  
to Higher Education.***

**“The Zone”**

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# Format of Workshop

- Set the scene – Overview the Zone – Why and What
- Workshop Component 1 Your student needs
- Findings
- Workshop Component 2 – how this can be applied to your students
- Next steps
- Workshop Component 3 – What can you do for your students

The initial aim was to provide academic support with a trial group of 100 students to smoothly transition into and progress through their TPP studies.

The experience suggested that students had differing needs;

over-enrolled or  
lacked awareness  
of enrolment  
processes

needed specific,  
clear guidance  
through all the  
'firsts'

needed  
accessible  
information at  
'point of use'

required varying  
levels of support –  
minimal to  
intensive

The trial and current literature in evidenced-based practice on indicated the value of establishing a strategy with a suite of inter-connected approaches.

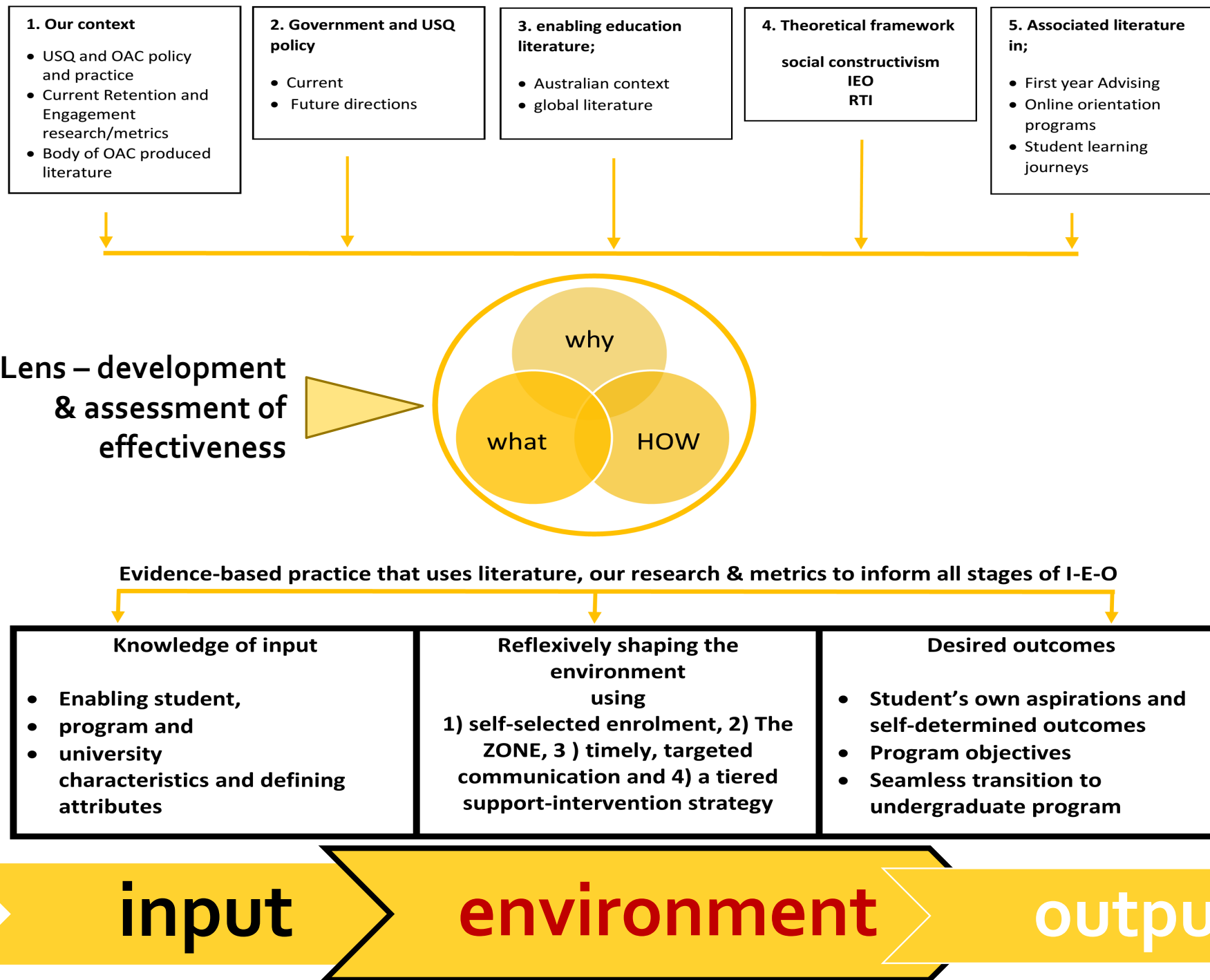
Self-selected  
enrolment

The  
ZONE study  
desk

Timely,  
targeted and  
accessible  
information

A tiered  
support-  
intervention  
structure

# Academic Advisor Program I-E-O evidence-based strategy



# TPP Student Zones of Engagement



ENROLMENT



ORIENTATION



COMMENCEMENT



INTERMEDIATE



FINAL PROCESS

Readiness Phase		Commencement Phase	Enrichment Phase	Outcome Phase
Pre-Induction	Orientation   Week 0	Weeks 1-5	Weeks 6-10	Weeks 11-15 (+ Exams)
What is happening for these stage				
<ul style="list-style-type: none"> <li>Get prepared for study both physically and mentally– computer accessibility, papers/pen, space</li> </ul>	<ul style="list-style-type: none"> <li>On-campus or Online Orientation</li> <li>Student ID cards are available</li> <li>Course Studydesks are opened</li> <li>Monday 8 July</li> </ul>	<ul style="list-style-type: none"> <li>Commence your studies either online or on-campus</li> <li>Last Date for adding courses is (end of wk 4)</li> <li>Friday 9 August</li> </ul>	<ul style="list-style-type: none"> <li>Continue your studies</li> <li>Last date for withdrawing from course is (end of wk 8)</li> <li>Friday 6 September</li> </ul>	<ul style="list-style-type: none"> <li>Finalise your studies for this semester</li> <li>Exams take place at end of semester</li> <li>Exams Monday 28 October – Friday 8 November</li> </ul>
What actions you need to take for these stages				
<ul style="list-style-type: none"> <li>Enrol into courses</li> <li>Familiarise with TPP Orientation dates</li> <li>Get prepared for study both physically and mentally</li> <li>Read and action, where applicable USQ, TPP and AAP communications</li> </ul>	<ul style="list-style-type: none"> <li>Orientation – On-campus or Online</li> <li>Student ID cards accessed</li> <li>Navigation of 'The Zone' Studydesk including Welcome by TPP and Academic Advisors</li> <li>Read the <i>TPP University Survival Guide</i></li> <li>Read and action, where applicable USQ, TPP and AAP communications</li> </ul>	<ul style="list-style-type: none"> <li>Commence studies either online or on-campus and assessments</li> <li>Navigate Course Studydesks</li> <li>Review updates from The Zone Studydesk and Academic Advisors</li> <li>Read and action, where applicable USQ, TPP &amp; AAP communications</li> <li>Create study plan and assessment schedule</li> </ul>	<ul style="list-style-type: none"> <li>Continue studies &amp; assessments</li> <li>Monitor academic progress</li> <li>Monitor well-being</li> <li>Review updates from The Zone Studydesk &amp; Academic Advisors</li> <li>Read and action, where applicable USQ, TPP &amp; AAP communications</li> <li>Action study plans and assessment schedule</li> </ul>	<ul style="list-style-type: none"> <li>Finalise studies and assessments for this semester</li> <li>Familiarise and prepare for exams</li> <li>Review updates from The Zone Studydesk and Academic Advisors</li> <li>Read and action, where applicable USQ, TPP and AAP communications</li> <li>Enrol for the following semester</li> <li>Complete MyOpinion</li> </ul>
Communication				
<p>Throughout the semester, you will receive emails from USQ, TPP and Academic Advisors. You need to ensure that you read each of these to see if it applies to you. There will be several important and timely ones that occur that discuss how to commence your studies, close of enrolment (census) date, course withdrawals or as the time draws nearer - exam information. It is your responsibility to monitor these. Please Note: That <b>ALL USQ emails will go to your U mail address</b>, not any of your personal email addresses.</p>				

# The ZONE

## THE ZONE - Your Entry Point for TPP

Turn editing on

Welcome

**STRESSED - need to talk with someone**

Exams can strike fear in the heart of the bravest!

If you are anxious and need to talk with someone, you can contact:

- one of the Academic Advising team (our details are to the right)
- and
- USQ Health & Wellness: <https://www.usq.edu.au/stop/your/417-1431-1371>

**TPP - the ZONE**

All involved in the Tertiary Preparation Program acknowledge the traditional custodians of the land upon which we work and study. We pay respect to Elders - past, present and future.

[Acknowledgement of First Peoples.](#)

Welcome to The ZONE - this is a pilot site we are using to develop a better student journey experience for you. The ZONE is where you can locate Tertiary Preparation Program (TPP) Enrolment, Orientation and Course Information & Materials to assist you on your USQ TPP academic journey. It will be developed during the semester. Best of luck!

Attempt

## The Zone S3 2018

Turn editing on

Latest announcements

- Join a Zoom Chat session  
20 Nov, 21:40 Mary McGovern
- Check in during Week 2  
27 Nov, 15:05 Mary McGovern
- Self-Selected Enrolment  
22 Nov, 19:21 Mary McGovern
- Orientation  
31 Oct, 10:37 Mary McGovern
- Enrol in your courses  
3 Sep, 18:20 Charmaine Davis
- Older topics...

**Welcome**

**TPP - the ZONE**

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[Acknowledgement of First Peoples.](#)

Congratulations on accepting your place in your university Program - TPP. To begin your study, you must now be enrolled in your Courses. Organise your courses now so that you can make a strong start as a university student.

**You cannot begin your study until you are enrolled in your courses. Get started with the Self-Selected Enrolment below.**

**WELCOME to the ZONE!**

**Student Forums**

Hi, these are the forums that you can join. Please use and enjoy them.

- Returning to Study
- Future career and courses
- Studying with family
- Rural and Remote students
- English is my second

Trial

## The Zone S1 2019

Turn editing on

Latest announcements

- TPP Online Orientation Thurs 21 Feb, 6-7pm  
7 Feb, 14:32 Mary McGovern
- Welcome Zoom meeting  
16 Jan, 15:03 Orie Green
- Older topics...

**Welcome to your Tertiary Preparation Program**

**TPP - the ZONE**

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[Acknowledgement of First Peoples.](#)

Congratulations on accepting your place in your university Tertiary Preparation Program - TPP. We are excited about the journey you are preparing to start in Semester 1, this year. You can start preparing yourself, and we will notify you when this Study Desk opens.

**\*\*This StudyDesk is under construction so it may change\*\***

**WELCOME to the ZONE!**

**Click Ask for help to send an email**

**Ask for Help**

**HOT TOPIC - useful**

Integrating

## The Zone S2 2019

Turn editing on

Course activity

Forums

Teaching team

Resources

Calendar

Participants

**TPP - the ZONE**

**Announcements**

**Acknowledgement of Country**

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**WELCOME to the ZONE! (You need to click the BLUE links to access more info)**

**Latest announcements**

- Reminder Cafe Conversation 2 on Thursday 6:30-7:30pm(online), and please complete the Week 2 Check In 30 Jul, 09:01 Mary McGovern
- Check out the "New Vlog" students sharing their studying TPP experience  
26 Jul, 16:32 Mary McGovern
- Commencement Phase has now opened - Getting off to a good start  
24 Jul, 21:30 Mary McGovern

**Forums ( please click to view all forums for social discussion)**

Forums are a place where you can connect online by joining in on online conversations. It is a social space to meet with peers, and staff join too.

**Semester and Phases Overview**

TPP Student Zone of Engagement

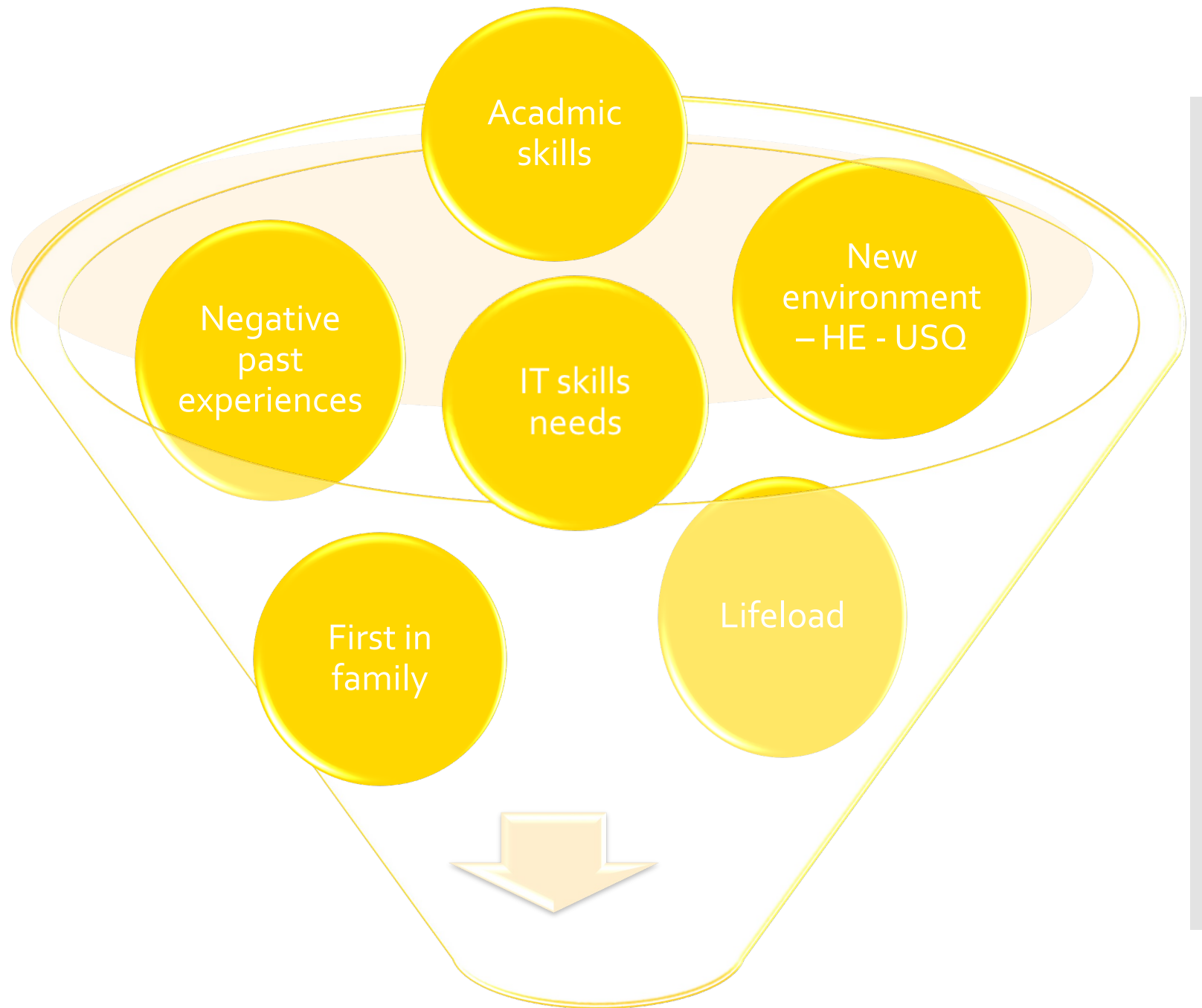
1 2 3 4 5

Embedding

## Workshop Component 1 Your student needs

- What are the inputs
- What is the profile of your students
  - Demographics, needs, diversity

# Inputs

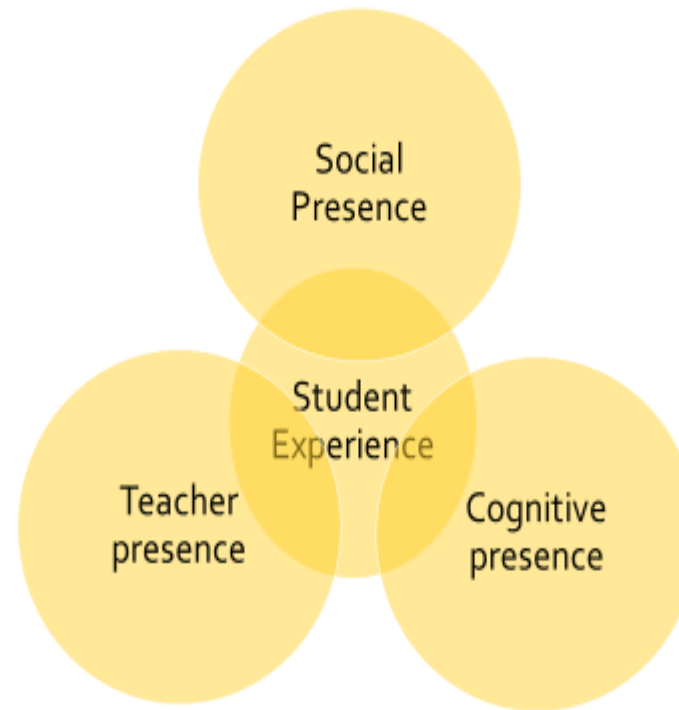




# Environment

- USQ
- Life

# Outputs



# Research

- How to help with transition
- Creating a belonging
- Helping them find their purpose
- Realistic expectations
- Transition into university is problematic [*what about it is problematic – be specific*] and needs to be addressed as a priority (Krause, McEwan & Blinco, 2009) with experiences [*what experiences, use for examples to support this statement*] that ease this transition for online students (Barnes, MacAlpine & Munro, 2015)
- Improving the quality of the first-year experience is paramount to success (Larkin, Rowan, Garrick & Beavis, 2016)
- Designing and establishing a student engagement, success and retention framework for programs and practices is imperative (Nelson, Clarke, Stoodley & Creagh, 2014) and needs to be ranked as a priority (Masika and Jones, 2015)
- Student engagement approaches need to position students at the heart and should be intentional (Kahu, 2013)
- The first 2-6 weeks is the crucial time frame to engage and connect with students (Brown & Evagelistis, 2011)
- Establishing a sense of belonging (O’Keeffe, 2013) and sense of connectivity is linked to success (Master & Donnison, 2010)
- Students need to be invested in their own learning (Zepke, 2013)
- Students need to become self-regulated learners (Steiner, 2016)
- Academic support is crucial (Heagney & Benson, 2017)
- Information technology and structures need to support learners (Wankel, Wankel & Blessenger 2013).
- *NEED TO ADD: student persistence models of Tinto (1975, 1993), Bean Metzner (1985), and Rovai (2003).*
- Add Kift
-

# Data from Self- Assessment Questionnaire

## Factors that influence how many courses to study

Please complete the following sections to help direct you to what is the best approach for **YOUR STUDY PLAN** for this semester. **Each course usually expects 10-12 hours study per week.** So you will need to consider your personal circumstances to plan effectively. Considering your personal circumstances and completing a Study Plan to meet your personal needs will be your first step in becoming an effective student.

### First consideration

If you work full time or are in a full time caring capacity for others, then it is recommended that you consider 1 or 2 courses only in your first semester.

**Instructions: Circle the following statements to help determine your courses.**

What is my learning style:	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I am aware of how I learn best	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can manage my study time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can prioritise with competing demands	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can confidently ask for assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident about studying online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My focus is solely on study this semester	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My responsibilities will not affect my study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My commitments will not affect my study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My health will not affect my study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am highly proficient in academic English	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am highly proficient in Mathematics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am highly proficient in using a computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# New Video Resources

- [Overview of The Zone](#)
- [Top Tips for getting ready for Uni](#)

Persistence Indicators <i>Senses of Success</i>	Stages of Student Learning Journey				
	Readiness	Orientation	Commencement	Engagement	Outcome
	1	2	3	4	5
Purpose					
Connectedness					
Academic-self					
Self-efficacy					
Growth & Resilience					
Exploration & Enjoyment					

Assessment - Self reflection

As you progress through your studies you can reflect on how you are going by spending time and considering your development in the Senses of Success.

Check out how you are going with the senses of success

# Getting ready to enrol process in Semester 2, 2019

**Before enrolling into USQ courses, you must complete the following steps:**

*Don't know what to enrol in? Start at step 1:*

**STEP 1 (5 mins+)**

Explore USQ Programs and TPP courses YOU are interested in and will need to complete: [Complete this questionnaire to find out about USQ Programs and TPP Courses](#)

**STEP 2 (Up to 2hrs)**

Discover YOUR current skill level within Maths and Academic English by completing the Mathematics Literacy Level Test (MLL) and Academic Literacy Level (ALL) tests by completing this questionnaire: [Complete this questionnaire to find out more about Literacy Placement Tests.](#)

**STEP 3 (5 mins)**

Complete the [Self-Assessment Quiz](#) to assist YOU in choosing how many courses to study in a semester and consider aspects impacting on study success.

*Already know what you'd like to enrol in? Start at step 4:*

**STEP 4 (10 mins)**

Once YOU know your TPP course choices, complete the [Study Plan](#).

The zone can **identify** the student's need for support

**EVERYONE**

Tier 1  
For all students  
Eg information



Tier 2  
Targeted  
Direct emails



Tier 3  
Supported  
e.g. Phone calls



Tier 4  
Intervention  
e.g. Learner support

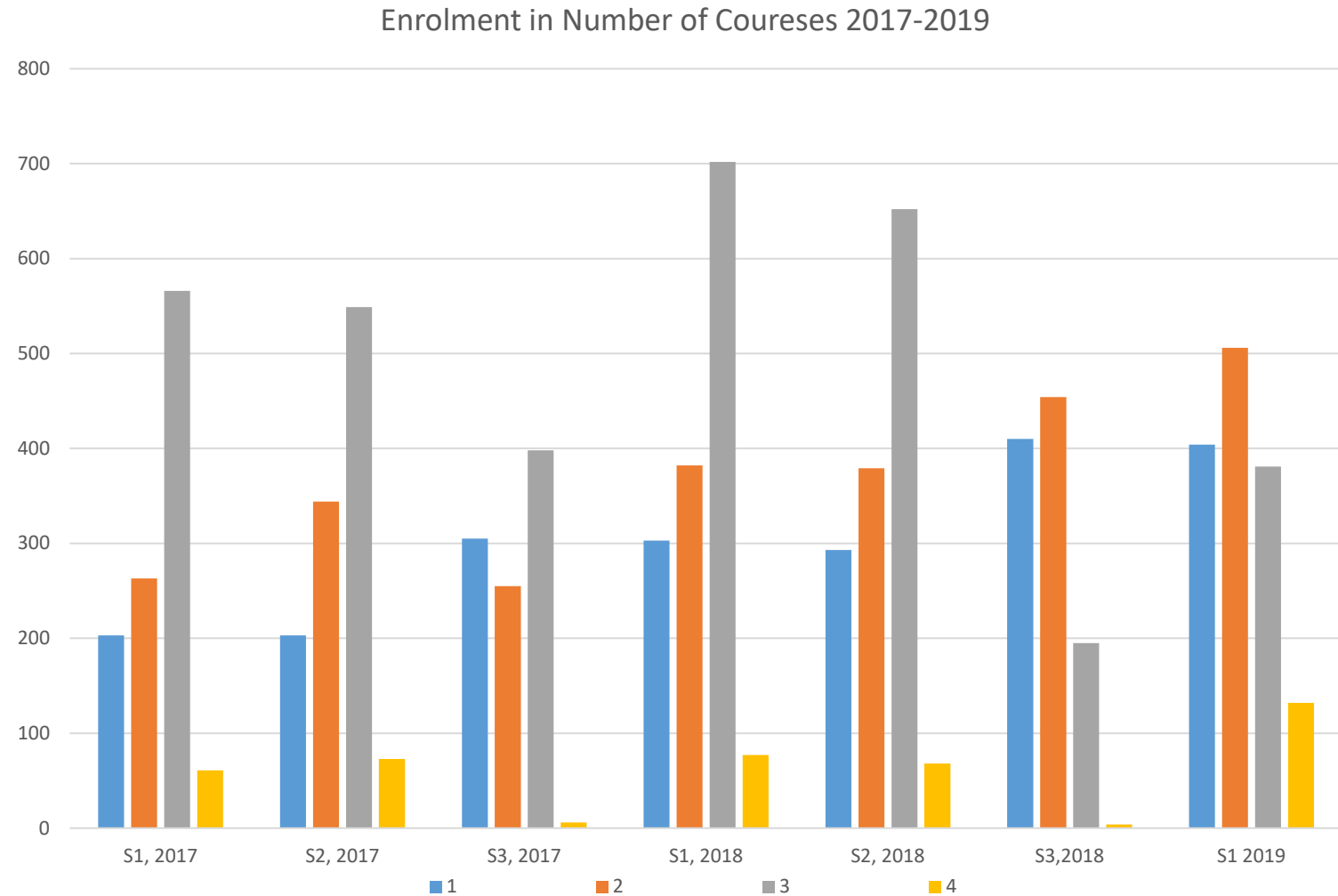
Students' can **self-identify** when there is a need for support

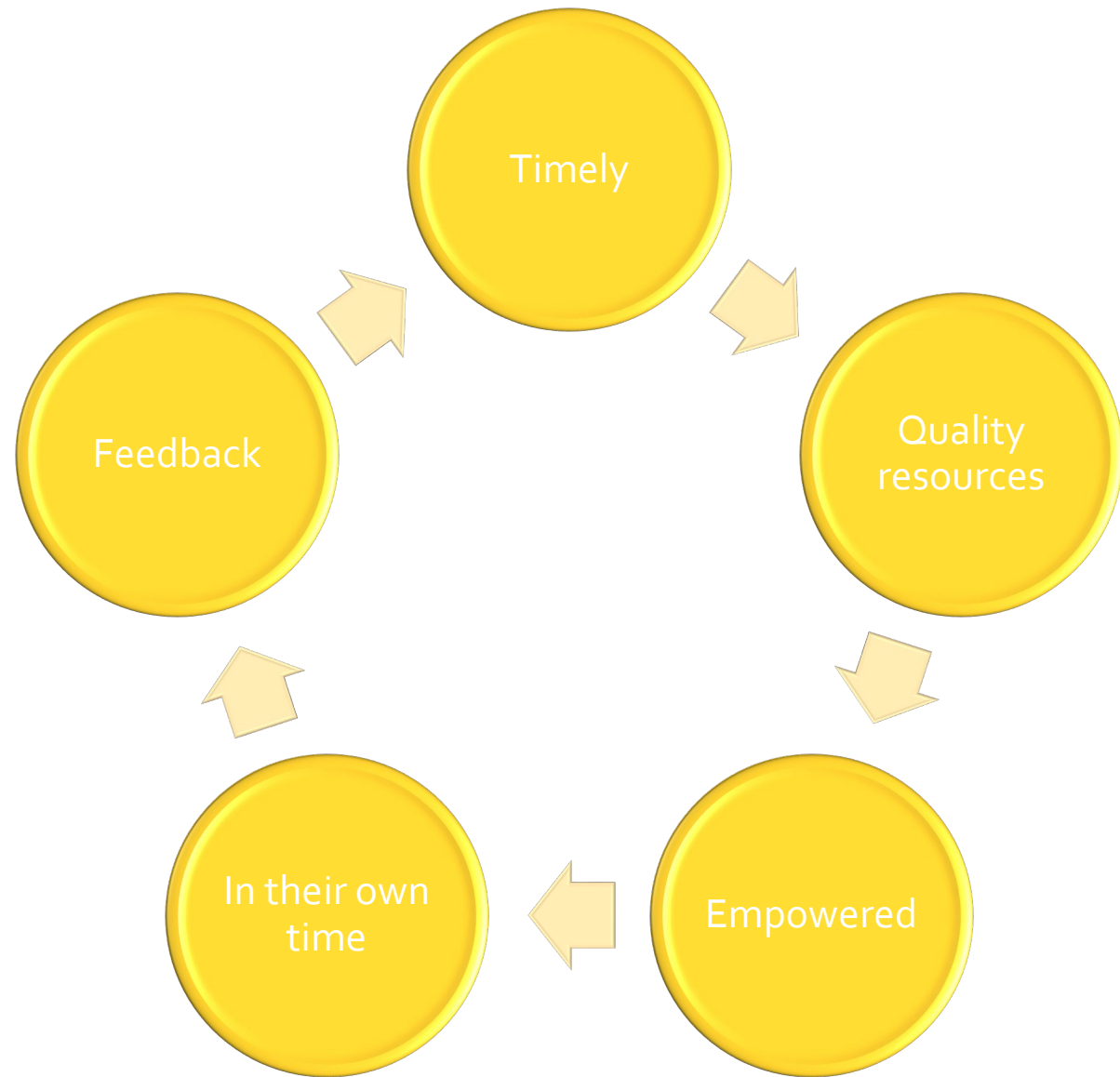


# Findings & Outcomes

	Sem 3, 2018	Sem 1, 2019	Sem 2, 2019
<b>Numbers in the Zone</b>	850	1000+	915 (at 26/7/19)
<b>Self-enrolment</b>	√ By many	√ By most students	√ By all students
<b>Study Plan completed</b>	52.8%	71.9%	82.3%
<b>Getting ready to enrol</b>	√ Guided process	√ Improved further	√ Embedded process, and automated placement tests operating
<b>Course Info - specs, videos Professional Videos</b>	√	√	√ √
<b>Forums</b>	√	√√	√√
<b>Zone Contents</b>	√+	√++	√++
<b>Senses of Success</b>	√	√	√
<b>Quizzes</b>	√	√√	√√√
<b>Videos</b>	√	√√	√√√
<b>Zoom sessions (informal chats)</b>	√ (2sessions during semester, 15 & 1)	√ (pre -6) (Attendees growing 1-20)	√ (pre -6) (Attendees same 1-20)
<b>Orientation</b>	Max (180attempt)	Over 200 registered, 120 participated	80 participated

Students are choosing to study 1 or 2 courses more - Up to 50% less in 3 courses



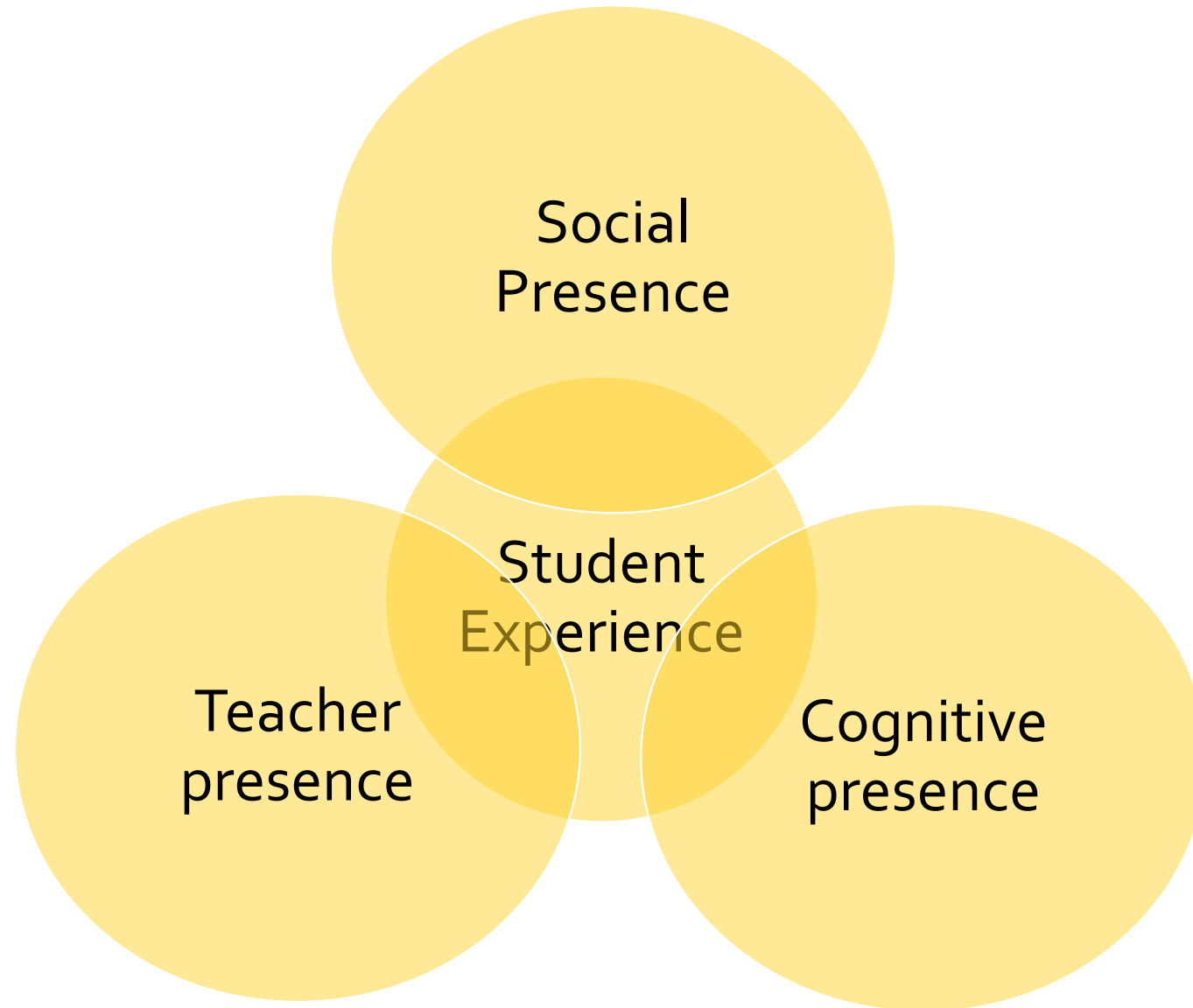


Tier 1- **All students** -The Zone

Tier 2 – **Targeted** – gathered through the zone.

Tier 3 – **Tailored** – supported by further emails and calls

Tier 4 – **Intervention** – directed for specialist support



# Current Issues

## Current issues

- Increasing continued engagement with The Zone over the semester
- Alignment to a pedagogical perspective
- Documenting the research and dissemination
- Data points – what, when and how to collect to determine and demonstrate reduction in attrition and improvement in retention
- What else beyond the zone, across all courses

# Current Outcomes of The Zone

- Empowered students
- Connected and engaging
- Active learners
- Provide channels to self identify and gather data to target and tailor based on need
- Collaboration across USQ
- Continually developing tier level support
- Quizzes are a great tool



- Overloaded student
- Confused/ disappointed/ disengaged student



*Thank  
you*