A quest for student success: An emerging data framework to determine the contributions of academic learning support opportunities as defined by TEQSA risk assessment framework

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The focus of the presentation is to explore the impact of student academic learning support programs or activities on student success at University of Southern Queensland. Student academic learning support programs are constantly challenged because they are often the first to be culled or reduced; particularly, in times of economic downturn or tight budgeting. This presentation will showcase a data framework that might be applicable to other similar student academic learning support or student services program that are seeking to determine what and how their programs contribute to student learning outcomes. The data framework is underpinned by a theoretical , multiple case study that used mixed methods research to explore the extent of and relationships among a number of student academic learning offerings, developed and delivered by Learning and Teaching Services (LTS), a centralised learning and teaching unit, on student success. The study explored a number of retention outcomes as defined in the risk assessment framework of the newly established Australian regulatory body, Tertiary Education Quality and Standards Agency (TEQSA). Currently, LTS, in collaboration with Sustainable Business Management and Improvement (SBMI), another centralised unit that provides the University with information and assurance services at the strategic and regulatory levels, are building a prototype data analytics dash board as proof of concept of the data framework.

Megan Kek received her PhD in education from the University of Adelaide in 2007. Prior to joining University of Southern Queensland, Megan's tertiary academic work was largely in Singapore, focusing in marketing education and problem-based learning. She has worked as lecturer, academic manager, educational developer, and quality evaluator. She was a team recipient of The Enterprise Challenge Award for excellence in curriculum innovation from the Singapore Prime Minister's Office in 2001 and 2003. The award recognised the most outstanding team whose project has created the highest new value to the

public service. Her research interests include educational environments, student learning, problem-based learning, academic development and use of student data. She believes in contributing to her academic community by actively reviewing for a range of international journals including Studies in Higher Education, Assessment and Evaluation in Higher Education, Higher Education, and British Journal of Educational Technology.

Robert Wood is the senior business intelligence analyst at the University of Southern Queensland. He leads the technical development, maintenance and support of the USQ's Data Warehouse and Business Intelligence platform. Robert has over five years of experience in dimensional modelling, ETL design and business intelligence development.