# DATA ENABLED STUDENT SUPPORT

## How our system works

We want to give you the best chance of success with your studies at UniSQ. One of the ways you can be supported is by our data enabled Student Success Advising (SSA) team.

We recognise that there are challenges you may face that can impact your experience and ability to focus on your studies. We know that it isn't always easy to ask for support or to know who to talk to for advice. It is also hard to know if you are on track and if there is anything more you should be doing.

The data captured throughout your academic journey helps UniSQ improve the student experience, learning outcomes, and student achievement. It is used to help identify if you could benefit from additional support. If you are identified as possibly needing some additional support, UniSQ Student Success Advising (SSA) staff can reach out to offer support and advice.

### How the Student Advising Database works
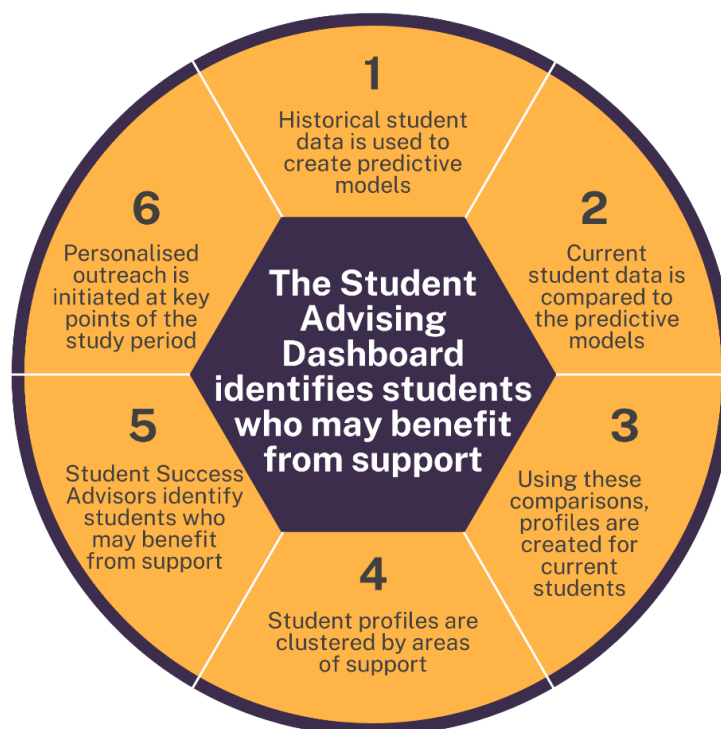


Our Student Success Advising Database is based on a scaffolded framework of learning behaviours, which tells us who might benefit from a Student Advisor's proactive support. This system allows us to monitor student progression and implement timely and student-centric interventions.

Data about current students is analysed, considering what we know about student progression (passing your subjects so that you can move through your studies), retention (staying at university) and achievement (the grades you get). This includes, at times, comparing current student data against the patterns we have seen from students who have studied with us in the past. This data may also be used for research purposes to improve the student experience.

Student data we analyse to best support you can include:

- Student traits (such as age, gender, nationality, full-time, part-time, basis for admission)

- Engagement levels (such as number of assignments submitted, activity on StudyDesk)
- Academic performance (such as grades, academic integrity, extension requests)
- Study characteristics (such as program title, course enrolment)

These learning behaviours and outcomes are analysed and combined to develop a weighted profile for each student. Weighted profiles are clustered to form groups of students who could benefit from additional support at specific times of the study period.

Once identified, personalised outreach by phone, email, and/or SMS is initiated. Students' specific circumstances are considered, and additional support is provided where appropriate. This support can include the development of an academic improvement plan, sharing some specific resources, or providing referrals to UniSQ support services.

## What you can expect

SSAs use data to proactively provide timely support to students. When we notice something might not be going to plan, or where you have an opportunity to improve your chance of achieving your goals, we will reach out and offer a range of services to help. Sometimes this will be by email, sometimes text and sometimes it will be a phone call from one of our SSAs.

Our SSAs provide advice and support on any personal, social or academic barriers to success you may experience. Our advising approach is strengths-based to draw out and extend your skills and resources so that you can develop a plan that is relevant to your unique goals and circumstance.

UniSQ has a broad range of support services available to students and we aim to help you navigate through your learning journey, provide some advice when you need it, and support you in a thoughtful and respectful way.

## How we respect student privacy

UniSQ's Student Success Advising team treats your data ethically and with care.

UniSQ collects student's personal information to assist the University in providing tertiary education and related services and to be able to contact you regarding enrolment, assessment and associated UniSQ services. The UniSQ Student Success Advising team will use the information that is collected to provide additional support to you, if such support is appropriate. Any data used for research is de-identified before it is used for this purpose. We do not collect or use information other than that already provided by you to UniSQ during your studies. Personal information will not be disclosed to any third parties without your consent unless required or authorised by law.

Students can choose whether they receive Student Success Advising support. You can opt out of having your data used by Student Success Advising for outreach or research at any time by contacting support@unisq.edu.au. By opting out, you will not receive Student Success Advising outreach services based on your data, however, your decision to take part, not take part, or take part and then withdraw from outreach services will in no way impact your current or future relationship with UniSQ. This means you will still be able to access support from the Student Success Advising team in other ways (for example, if we receive a referral from an academic staff member, or if you make an appointment to see us).

The University values and respects an individual's right to privacy and meets its responsibilities under the Information Privacy Act 2009 (QLD). More information can be found in our Privacy Policy and our Privacy Statement.

If you would like to access or amend your personal information held in documents by the University, or if you wish to raise a privacy concern with us, you can contact rti-privacy@unisq.edu.au, for more information.

*\* This factsheet is informed by Massey University's Data Enabled Student Support (DESS) Programme.*