

Preparing Students for Study: FedStart Survey

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Alignment with the Student Retention & Success Plan

The FedStart survey initiative sits under priorities 3 and 4 of the Student Retention & Success priorities with the focus on student communications and the development of targeted intervention and support:

- 3.4 Develop and implement targeted intervention and support for student sub cohorts at high risk of withdrawal, specifically commencing students, continuing students, transition/progression students, FedUni TAFE students, and Higher Degree Research students.
- 4.3 Ensure clear and concise information about induction / preparatory /orientation/ transition and concurrent support is disseminated to all student sub-groups before and during each study period and mapped to the life cycle for all years



What is a FedStart Survey?

- Inspired by the proposed model implemented by the University of Sunshine Coast (USC) through the Regional Universities Network (RUN)'s Student Success Innovation Cluster
- The survey is sent via SurveyMonkey to commencing FedUni students who have accepted their offers to study for the upcoming semester.



A quick history

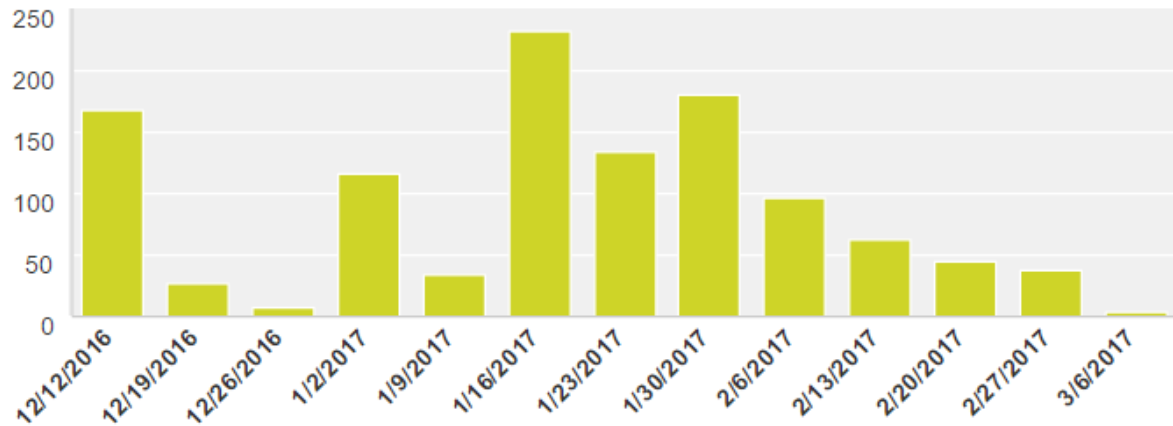
- FedUni began considering ways to interact with students during the crucial time of students commencing their studies with us at the beginning of the year.
- A working party was formed with staff members from a range of different areas including the faculties, library, Student HQ, Student Engagement, the Centre for Learning, Innovation and Professional Practice and other support areas to develop targeted questions,
- The survey currently asks 23 questions covering a wide range of content from across the institution.
- 2 surveys have been sent so far, with the 3rd currently under development with the hopes of distributing it again mid-December.



Survey results

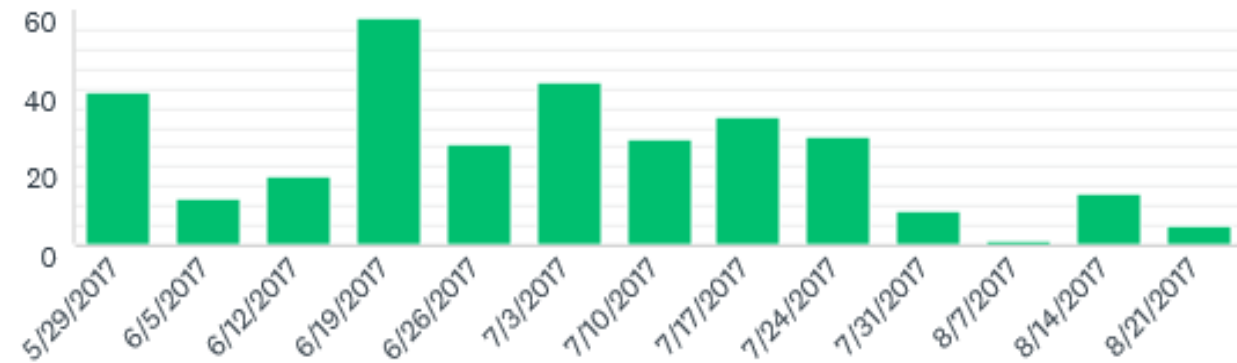
Semester 1 - 2017

12 x surveys sent
= 1,142 responses



Semester 2 - 2017

11 x surveys sent
= 311 responses



*Average of a 36.8% response rate over 2 semesters



FedStart Survey - Semester 1, 2018

Student Support Services:

1. Are you the first person in your immediate family (parents, brothers, sisters) to attend University?

- Yes
- No

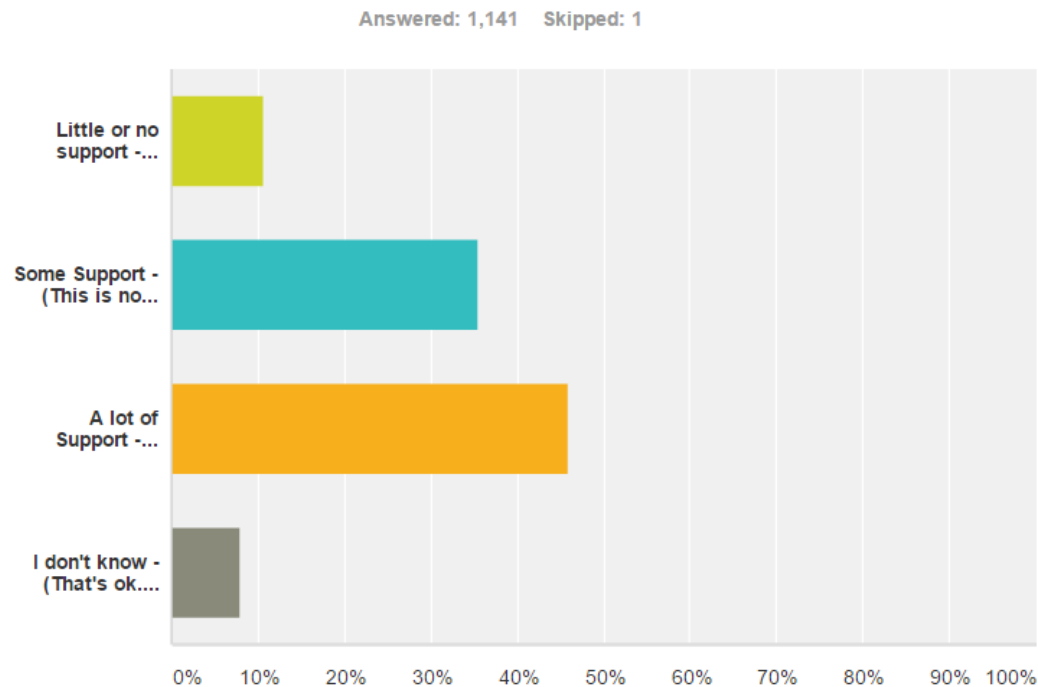
2. Students often benefit from support from friends and family while studying. How much support from family and/or friends do you expect to receive while studying at FedUni?

- Little or no support - (This is no problem - even though you might not have a huge amount of support from friends and family, there are plenty of FedUni services which can help. Here are a few you might like to check out [Student Support Services available](#))
- Some Support - (This is no problem - even though you might not have a huge amount of support from friends and family, there are plenty of FedUni services which can help. Here are a few you might like to check out [Student Support Services available](#))

Sample Responses

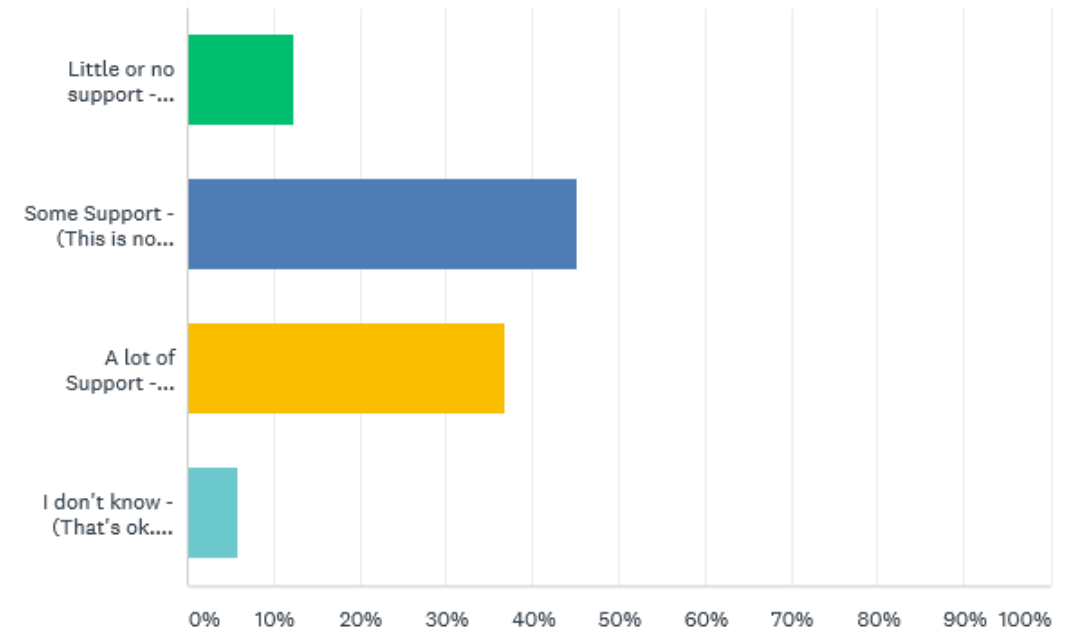
“Students often benefit from support from friends and family while studying. How much support from family and/or friends do you expect to receive while studying at FedUni?”

Semester 1 – 2017



Semester 2 - 2017

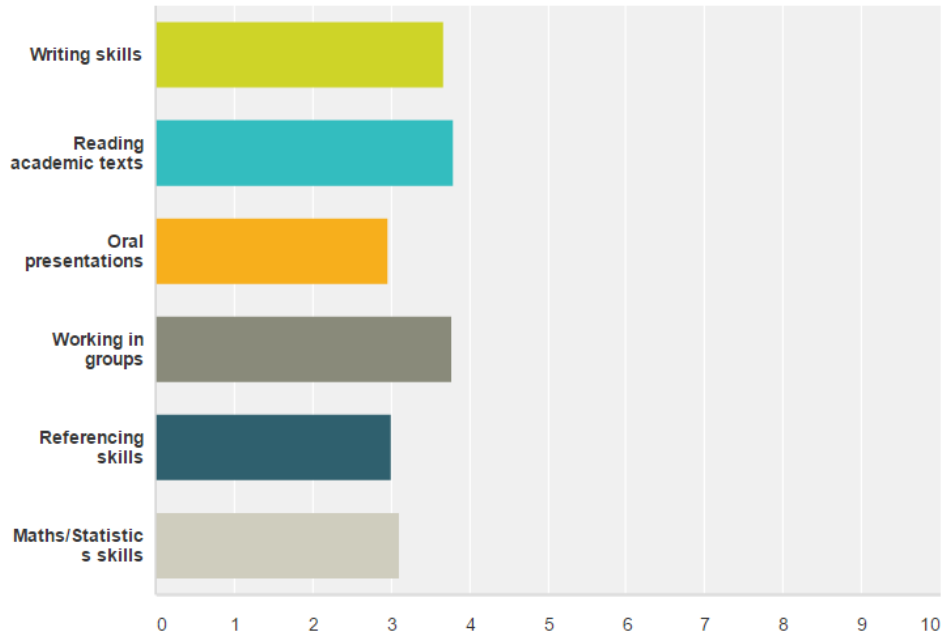
Answered: 310 Skipped: 1



“On a scale of 1 (being not at all confident) to 5 (being extremely confident) rate how confident you are with the following skills:”

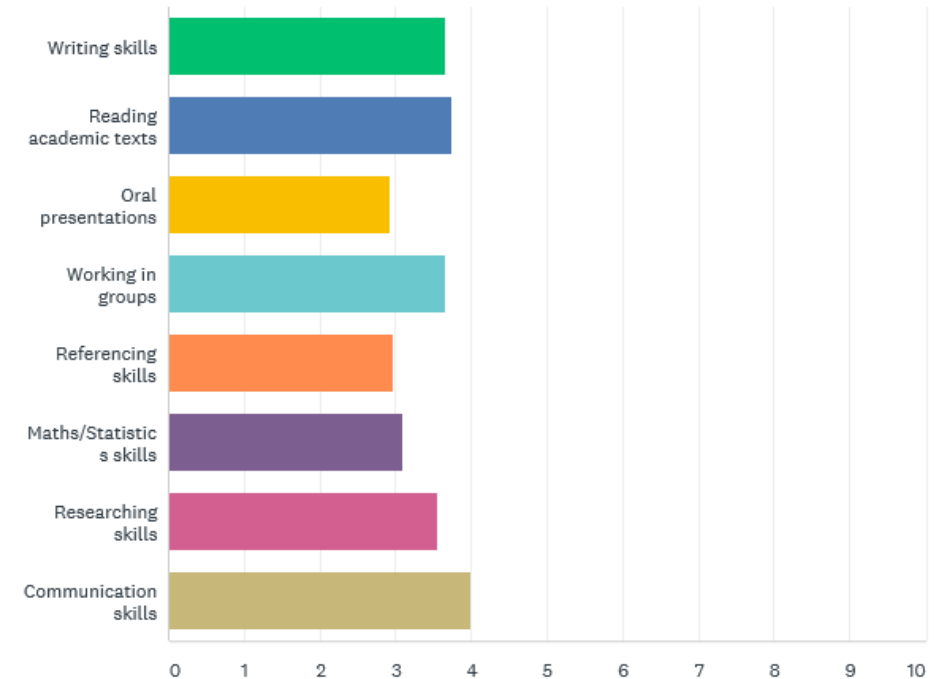
Semester 1 - 2017

Answered: 1,118 Skipped: 24



Semester 2 - 2017

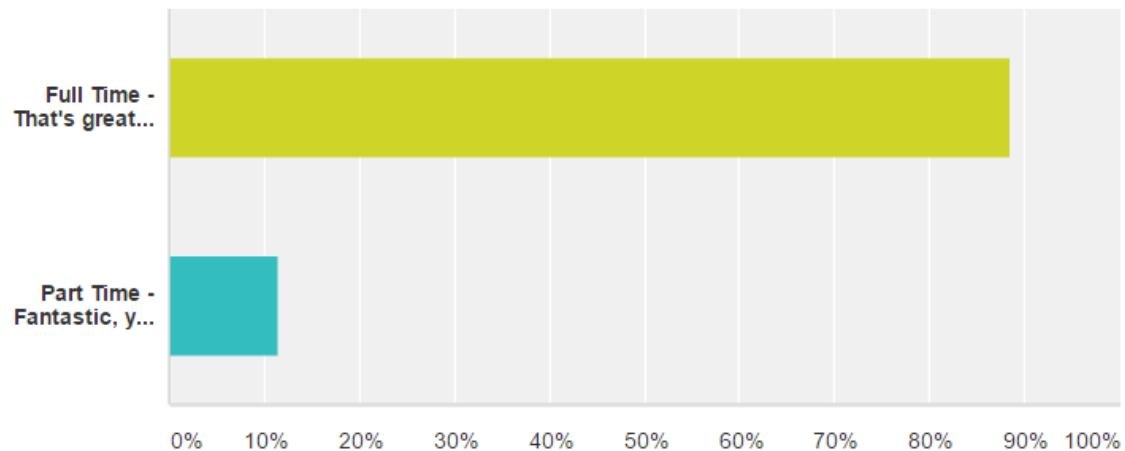
Answered: 300 Skipped: 11



“Will you be studying full time or part time?”

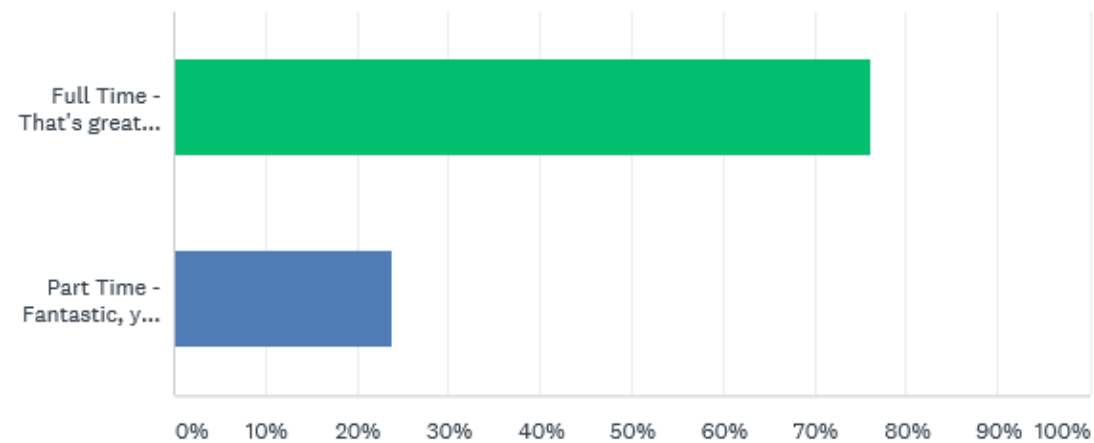
Semester 1 - 2017

Answered: 1,054 Skipped: 88



Semester 2 - 2017

Answered: 280 Skipped: 31



Data collection

Results were extracted from SurveyMonkey, and updated into a data tracking spreadsheet for follow-up. Calls for action are highlighted and filtered for call lists:

5. Do you know where to find which subjects you need to enrol into?	6. Do you need to provide supporting documentation to Centrelink about your enrolment?	7. Will you be studying full time or part time?	8. Would you like to know about our scholarships, bursaries or grants and how they might assist you?	9. Have you completed any prior study that you could be credited for?
Response	Response	Response	Response	Response
Yes - Should you need	Yes - To obtain an enrolment	Full Time - That's great,	No - I'm okay (that's ok, more	No - No need to worry, you'll be
Yes - Should you need	No	Full Time - That's great,	No - I'm okay (that's ok, more	No - No need to worry, you'll be
Yes - Should you need	Yes - To obtain an enrolment	Full Time - That's great,	Yes - Click here to <a	No - No need to worry, you'll be
Yes - Should you need	Yes - To obtain an enrolment	Full Time - That's great,	Yes - Click here to <a	No - No need to worry, you'll be
Yes - Should you need	Yes - To obtain an enrolment	Full Time - That's great,	Yes - Click here to <a	No - No need to worry, you'll be
Yes - Should you need	No	Part Time - Fantastic, you	Yes - Click here to <a	No - No need to worry, you'll be
Yes - Should you need	Yes - To obtain an enrolment	Full Time - That's great,	Yes - Click here to <a	No - No need to worry, you'll be
Yes - Should you need	No	Full Time - That's great,	No - I'm okay (that's ok, more	Yes - Please contact FedUni on
Yes - Should you need	No	Full Time - That's great,	No - I'm okay (that's ok, more	No - No need to worry, you'll be
Yes - Should you need	No	Full Time - That's great,	No - I'm okay (that's ok, more	No - No need to worry, you'll be
No - <a	Yes - To obtain an enrolment	Full Time - That's great,	No - I'm okay (that's ok, more	No - No need to worry, you'll be
Yes - Should you need	Yes - To obtain an enrolment	Full Time - That's great,	Yes - Click here to <a	Yes - Please contact FedUni on
Yes - Should you need	No	Full Time - That's great,	No - I'm okay (that's ok, more	Yes - Please contact FedUni on
Yes - Should you need	Yes - To obtain an enrolment	Full Time - That's great,	Yes - Click here to <a	Unsure - Please contact FedUni



Student feedback:

“Student was thankful to receive information about starting her studies. She requested a call from a Disability Liaison Officer.”

“Student had a few questions about her booklist and student ID cards, after helping her out she was very happy with the call and cant wait to study.”

“Student was happy with the call and after covering a few questions is ready for study, she signed up for FedReady and will look out for the orientation program that suit her.”

“Student indicated that he was registered to attend FedReady on campus. He was shown where to find his enrolment verification but was having issues accessing it. He was given the ITS Service Desk's number to discuss his problem.”

“Student was thankful for the call as she hadn't heard about KickStart or hadn't set up her email address yet.”



Get involved!

- As a transitional tool, we are always look at new ways to promote different areas, cover a range of important topics and ensure we are providing students with important information to help them commence their programs. All feedback is welcome.
- If you would like to see a copy of the survey, or would like to provide feedback please email j.mitchem@federation.edu.au
- Keep an eye out for FedNews updates as part of the Student Retention & Success monthly report.
- **Help us to promote!** If you are talking to new students, feel free to mention this survey and ensure students take the time to provide us with their responses. The students will receive a personalised call from a student ambassador as we help step them through the stages from enrolment, to orientation, to their first day of classes.

