TUS Second Shot

- A Case Study in Quality Enhancement

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Introduction

- TUS Second Shot Seeks to Increase Student Participation and Success Rates in the Autumn Repeats

- Research-Informed
  - Belonging
  - Contextual
  - Multifactorial

Context

TUS – new technological university

Retention approach – TSS strategy – Formal QA process

      Whole of Institution Team-Based Approach
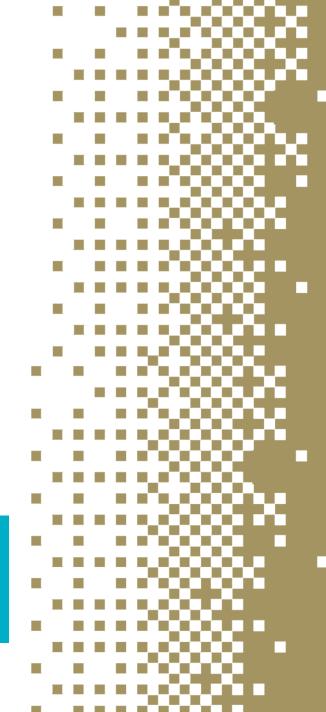
      Dual Level Engagement

      Impact 5-10 years

TUS Second Shot – April 2023

      Multi-annual - Iterations

      Curative and preventative measures

Consultation Phase

- Voluntary Participation
- Meetings with over 200 internal stakeholders over 90+ meetings
- 17 Different Central Functions
- 315 staff attended an online briefing
- Community of Purpose

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TUS-Wide Activities

- Centralised key information on website(s)

- Conduct in-person/online student briefings

- Slogan – Every Journey Starts with a Single Step – Take that Step!

- Sent a series of motivational text messages to students throughout the summer

- Signposted Students towards supports

- Lecturers
- Library
- Togetherall
- Tutors / LSU
- Moodle
- Study skills

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Departmental Level Activity

TSS dashboard - Evidence Based Approach

3-2-1

Target Specific Cohorts

Ensuring all students had access to Moodle

Issue advisories regarding the repeats focusing on clarity of requirements

Increased collaboration with Tutors/LSU

Big Focus on Preventative Measures – "NTUTORR - A Focus on Retention" Series

Results after Two Iterations

Results and Report – Formal QA process

First Iteration

Autumn Repeat Success up 0.7%

5 Departmental Case studies >10%

Second Iteration

Autumn Repeat Success up 4.1%*

10 Departmental Case Studies >10%

Concluding Remarks

Multi-annual approach – NO QUICK FIX

First two iterations – far from perfect

Project is part of a bigger strategy

QA enhancement - iterations

Environment remains challenging

What does the start of a successful retention project look like?

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Thank you!
Any Questions?

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