

Supporting for Success

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Student support is integral in both retaining students in their study programme and in assisting students in successfully completing their chosen studies. Since its commencement as the Southern Institute of Technology's flexible, mixed-mode delivery specialist faculty in 2004, SIT2LRN has been continually working on improving its student support services. Over the years a variety of student support mechanisms have been trialled including: direct phoning, online tutorials, mailed out materials, txts, DVDs, etc. with varying amounts of success. However, with the trialling and refinement of the student support mechanisms, SIT2LRN has seen a steady increase in student completion rates each year, to a current student completion rate of over 60% for programmes which have commenced and finished by mid-2008.

This presentation discusses the different student support mechanisms which have been put in place by SIT2LRN, including those that were trialled and discarded – as well as those which were trialled, refined and kept. Finally, the current focus of SIT2LRN to achieving the right mix of student support systems which are also practicable for an institute of SIT's size to maintain is discussed and some future possibilities presented.