

Supporting for Success


Teri McClelland

Southern Institute of Technology



SIT2LRN

- Commenced in July 2003 with 2 programmes.
- Currently offering over 20 Certificate and Diploma programmes
- FMMD (Flexible Mixed Mode Delivery)
 - Internet
 - Hard copy materials
 - CD/DVD
 - Resource kits
 - Television



(this slide was all overlaid photos –
included below is what was said)

- A student coming to SIT can pretty much see what they're getting – and their 'class' probably isn't too much different to what they remember having in high school.
- The challenge for distance learning delivery is to ensure that our students feel that they are in a supportive learning community – and not "all alone"
- So – how do we do this?



Early Stages

- Toll-free number
- Emails with academic facilitator
- Students seemed 'happy' – but –
- Was this enough?



Know Your Student

- Most probably unable to attend “traditional” classes
- Can be anywhere
- Studying anytime
- From “non traditional” demographic groups

- “Non-academic” support was vital



Holistic Approach

- Recruitment
- Enrolment
- Induction
- Participation
- Graduation & Beyond



Holistic Approach

**R
E
C
O
R
D**

COMMUNICATE

**L
E
S
S
O
N
S**

**S
U
P
P
O
R
T**

**N
G
A
G
E**



First Communication

- Toll-free number
- Application forms
- Course information
- Personal counseling from specialist staff
- Student Information Management System



Television

- Edutainment – aired on SKY110, Freeview 23 and on demand at sitondemand.sit.ac.nz



Before Study

- Welcome Pack
- Student Site
- Welcome letter
- Course materials – including DVDs



During Study

- Facilitator contact
- Discussion board postings
- Call centre in second week
- Toll-free phone, fax, support staff, 24/7 technical support
- Surveys



Completion of Study

- Surveys
- Transcript
- Certificate
- Personal letter



Findings

- Similar – but different
- Personal touch makes all the difference
- Importance of non-academic support