

Technology and Student Advising at Griffith University

THE NOW

Technologies are used with limited co-ordination across the institution resulting in student advising being segmented with the primary focus on the 'at risk' student. In order to quantify and measure the university's range of strategies for student success, there is a need for our systems to capture meaningful data and embrace all elements of the student experience – academic, peer and general.

Our present system usage is characterised by:

- Differing approaches – lack of shared understanding of the role of academic advising
- Duplication of effort across the institution
- Lack of standardised approach – often reactive
- Inconsistent use of data & record keeping
- Advisory systems not integrated

PLATFORMS USED:

Peoplesoft student – student records

CRM Knowledge base and enquiry management

Google mail – University wide

Student Portal (mygriffith)

Blackboard – L&T

Career Board – Student Services

Peer Mentoring software – Student Services

Book It – Learning Advisors

Org. Synch – Campus Life

Point & Click – Student Services

Razor's Edge - Alumni

Peer Mentoring system – Student Success



THE FUTURE

In recognition of the Griffith Model, the university will need to focus on advising students when and where they are and providing a menu of services and supports to address the range of needs and build student independence. Our current approach lacks effective system integration.

Identified Gaps:

1. **Online Scheduling** - through the use of mygriffith (student portal) provide one point of access for students to engage with key elements which underpin their success.
2. **Case Management Solution** – a solution which could incorporate e-Advising with secure access to staff engaged in student advising. The solution would provide access to key data and include an 'intervention alert system'.
3. **IPAS** – Integrated Planning & Advising Services - an integrated approach to data collection and analytics (IPAS) which will provides the umbrella approach to student success.

