Do you coordinate a large, first-year undergraduate or postgraduate unit? The Track & Connect program, designed to increase student engagement and success during the transition to tertiary study, will be back again in 2015. We’d like to thank all of those of you who have participated in 2014 and invite expressions of interest from unit coordinators for next year’s program.

Track & Connect is a proactive retention strategy run by the Student Transition and Retention (STAR) Team in Student Support Services. Our senior student callers connect with first year students at three key points in semester to track student progress, gather feedback on student experience, and offer referrals to support services such as Financial Assistance, CAPS, the Learning Centre and Disability Services. In addition, all students in participating units are provided with information about key dates and support resources via email. The STAR Team also compiles detailed, de-identified feedback for unit coordinators. Students consistently respond well to the Track & Connect program, reporting that they appreciate contact by phone and email both as a source of information about resources and as a source of support during the first-year transition experience.

If you will be coordinating a large first-year undergraduate or postgraduate subject in 2015 and think that the Track & Connect program might be helpful to your students, or if you’d like more information about the program, please contact Dr Sophia Barnes, Student Retention Coordinator in the STAR Team, Student Support Services.