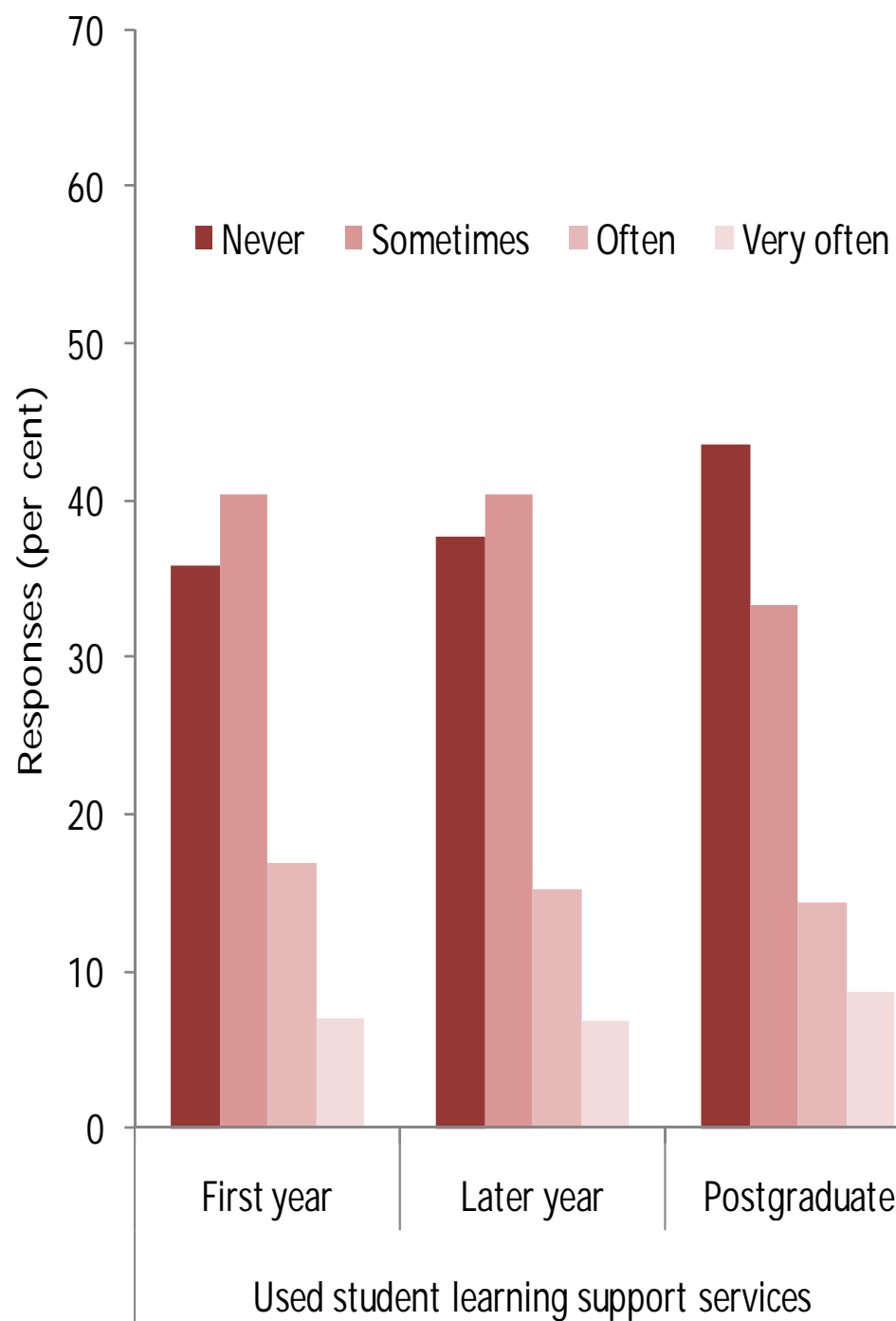
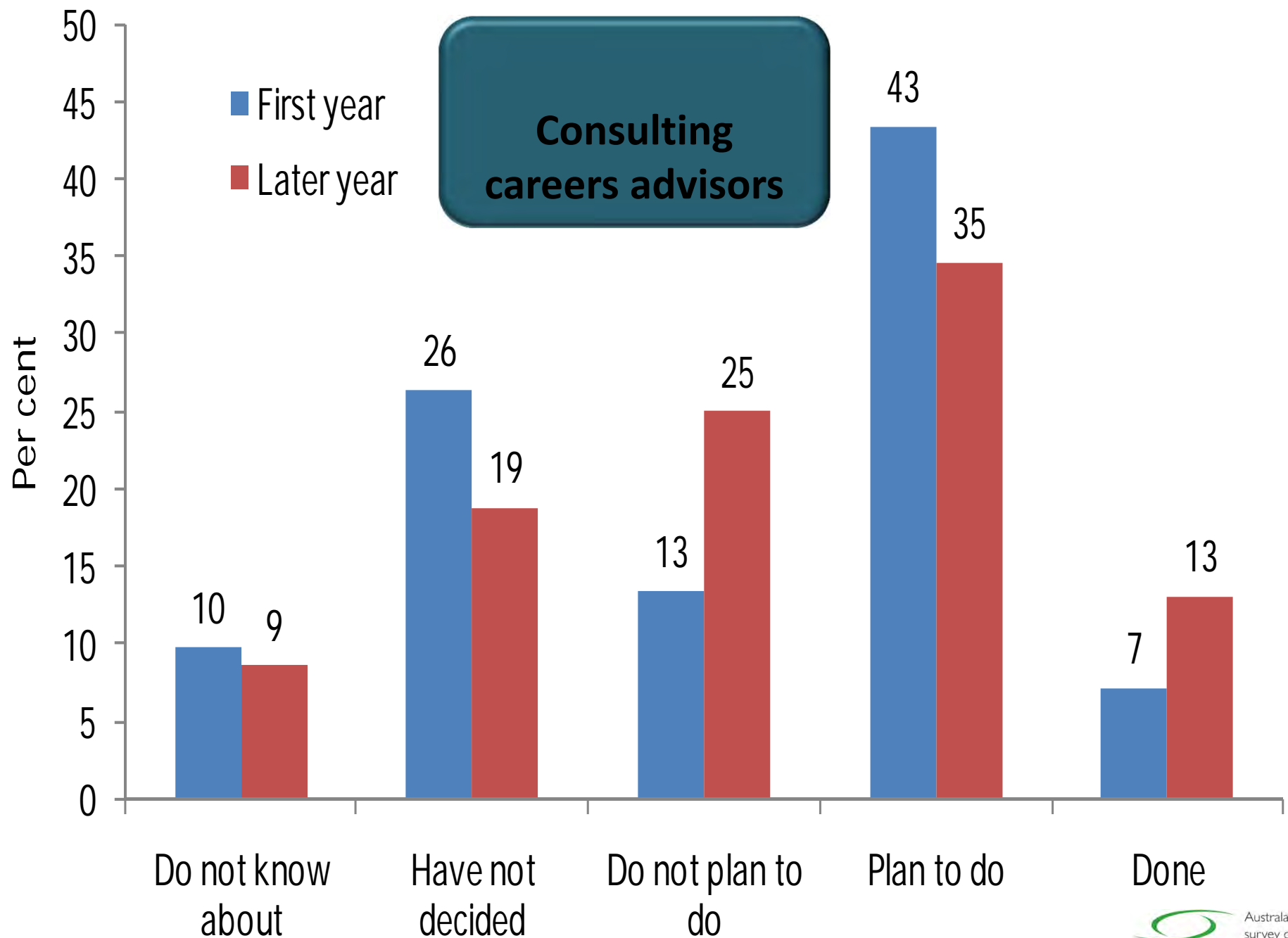


Use of support services







Can't measure, can't improve: **Measure/monitor support effectiveness**

Supporting future HE: **Set a clear value proposition**

**What can
be done**

Make support unavoidable: **Incorporate into all courses**

Make learning foundation skills unavoidable: **Embed support**

Support is an experience, not a service: **Build supportive networks**

Link support with outcomes: **Assess and report skill development**

Find and resolve disjuncts: **Support based on individual need**



Dropout DNA and the Genetics of Effective Support

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