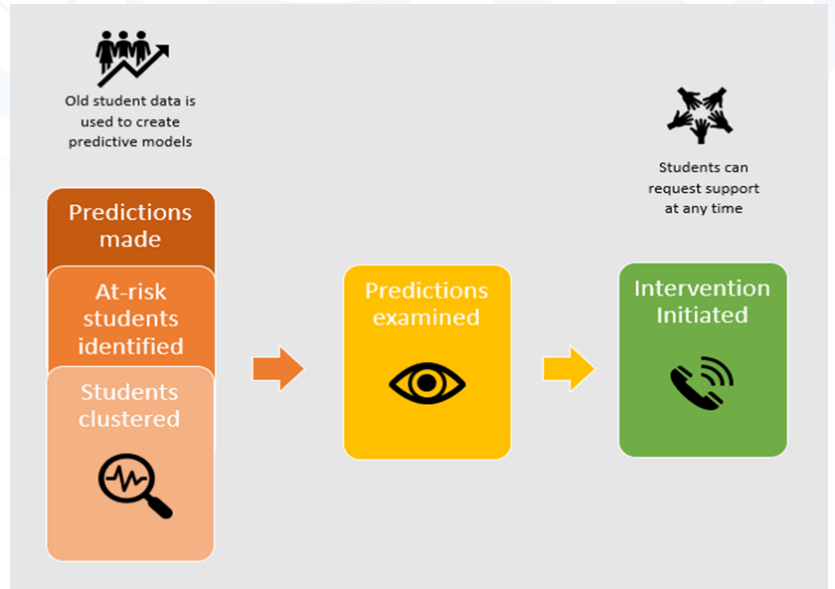


DATA ENABLED STUDENT SUPPORT (DESS)

How our system works

The DESS system helps us identify students who may require additional support



We use data about students

A great deal of data is captured throughout a student's academic journey. This data helps Massey improve the student experience, learning outcomes and supports student achievement. Data is used to help identify students who are at-risk of abandoning or withdrawing from their studies, or not passing their courses or qualifications. Once these students are identified, Massey staff can proactively offer additional support and advice.

Finding students who may need help

Our Data Enabled Student Support (DESS) system is based on a scaffolded framework of triggers and predictions which tells us who might benefit from a Student Advisor's proactive support. This system allows us to monitor student progression and implement timely and student-centric interventions.

How the DESS system works

Data about current students is analysed, considering what we know about student achievement. This includes, at times, comparing current student data against the patterns we have seen from past students' data. Student data we analyse includes:

- Student traits (such as age, gender, nationality, full-time, part-time, basis for admission)
- Engagement levels (such as number of assignments submitted, number of forum posts created and read)
- Academic performances (such as grade marks)
- Study characteristics (such as programme title)
- Previous education records (such as highest school qualification)
- Outstanding fees status (whether or not a student has paid their fees).

Analysis of this data helps us to identify students who are at-risk of not achieving academically. Once identified, students' specific circumstances (including ethnicity at times) are considered and additional support is provided where appropriate. This support can include the development of an achievement plan, sharing some specific resources, or providing course or programme advice.

Creating an achievement plan

Student Advisors that are based across the university can work collaboratively with at-risk students to create an achievement plan. This plan will help the student better navigate and access Massey's services, such as Student Care, Course Advising, Learning Support or Massey Career Centre.

Students can refer themselves for support

Students can ask for support at any time during their study at Massey. Student Advisors are knowledgeable about a range of topics. Students who need support should contact us by phone 0800 627 739 or email contact@massey.ac.nz.

We respect the rights of students

Students can choose whether or not they receive this extra support. Click [here](#) to read more. You can opt out at any time by contacting achievement@massey.ac.nz. To access or correct your information, contact us at privacy.officer@massey.ac.nz.