



# The Student Journey:

Developing tools to support  
Student Success in Higher  
Education



**VENUE:** MAYNOOTH  
UNIVERSITY

**DATE:** THURSDAY,  
28TH FEB

**TIME:** 10AM-  
4PM

Welcome to  
Maynooth University



Welcome from

Dr Alison Hood, the Dean of Teaching and Learning at Maynooth University

Katie Deegan, Maynooth Students' Union Education Officer

Oisín Hassan, USI Deputy President and Vice President for Academic Affairs

# National Forum for the Enhancement of Teaching & Learning in Higher Education



# Schedule:

10.15am - 10.45am:	Defining Student Success
10.45am - 11.00am:	Coffee
11.00am - 11.45am:	Plotting the Student Journey
11.45am - 12.15pm:	Theory of Student Transitions
12.15pm - 1.00pm:	Lunch
1.00pm - 2.30pm:	Design Thinking
2.30pm - 2.45pm:	Coffee
2.45pm - 3.45pm:	What next? Making Student Success Everybody's business
3.45pm - 4.00pm:	Closing remarks



# Let's get social...

@ForumTL

@USI\_Education

@MU\_ProgrammeAdv

@maynoothsu

#NFstudentsuccess

# Wifi

Eduroam should work

- ▶ Guest Name: MU Student Success
- ▶ Username: ga247
- ▶ Password: QdLkXYmduuYLBwEA

# Defining Student Success

Coffee Break



# Plotting the Student Journey

The background of the slide features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side and bottom of the slide, creating a modern, dynamic feel. The main text is centered on the left side of the slide.

## Why pay attention to the student journey

Each part of the student lifecycle needs to be interlinked and joined so there is a seamless progression from one stage to the next (Morgan, 2012).

Institutions must support students as they progress in, through and out of every stage of the academic and personal journey at university (Morgan, 2012).

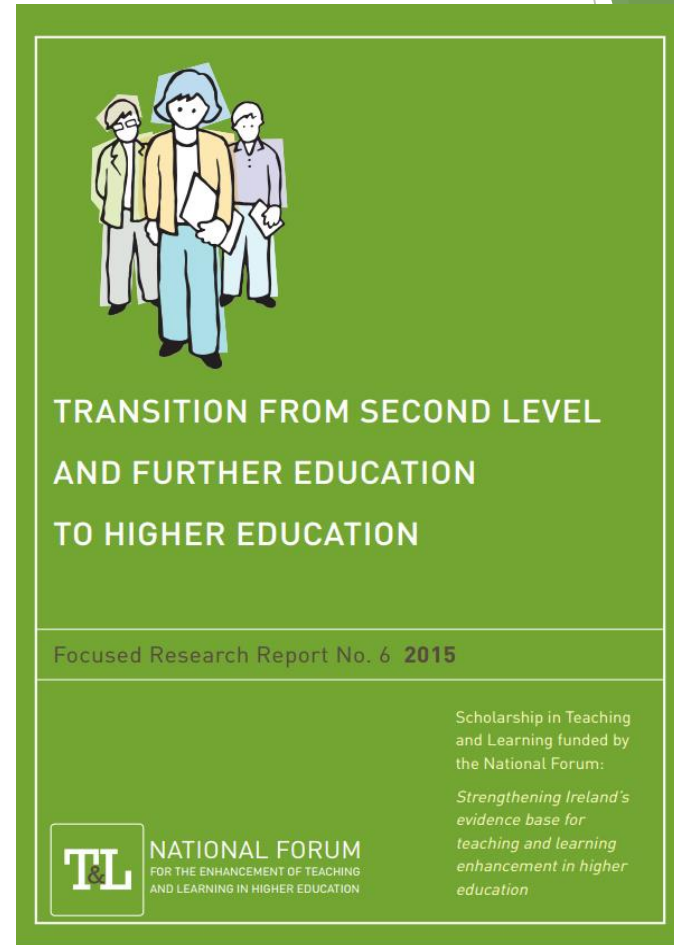
...The transitions students make *throughout* their University journey also impact on their academic success (Foote et al, 2013).

# In the Irish context

## National Forum Research Project No.6 (2015)

Large number of students experienced challenges when transitioning from second level and further education into higher education.

These challenges are not necessarily short-lived in duration; with 50% of respondents stated they still found aspects of the transition challenging in the February of their first year.



# Group Activity

At your table discuss and decide on the following:

1. When does the student journey begin?
2. Five expected adjustments students will make throughout time at third level
3. Three major disappointments students may face
4. Four factors affecting journey time
5. Three unexpected events students may encounter

# Something to consider....

Students experience multiple transitions -  
academic, social, personal and professional  
- as they move from second level to third  
level education, with the social transition  
causing in the most anxiety for students.

Prof. Liz Thomas (2016)

# Plotting the student journey



# The Theory of Student Transitions

Schlossberg's Classification of Transitions:

- ▶ **Anticipated** e.g. moving from second level to third level; graduating; progressing from one academic year to the next
- ▶ **Unanticipated** e.g. repeating a year; becoming a parent; going on study abroad.
- ▶ **Non-events** e.g. not settling in to College/making friends; temporary unemployment post-graduation

# Moving In, Moving Through and Moving Out (Schlossberg & Chickering, 2001)

Theory for process of student transition

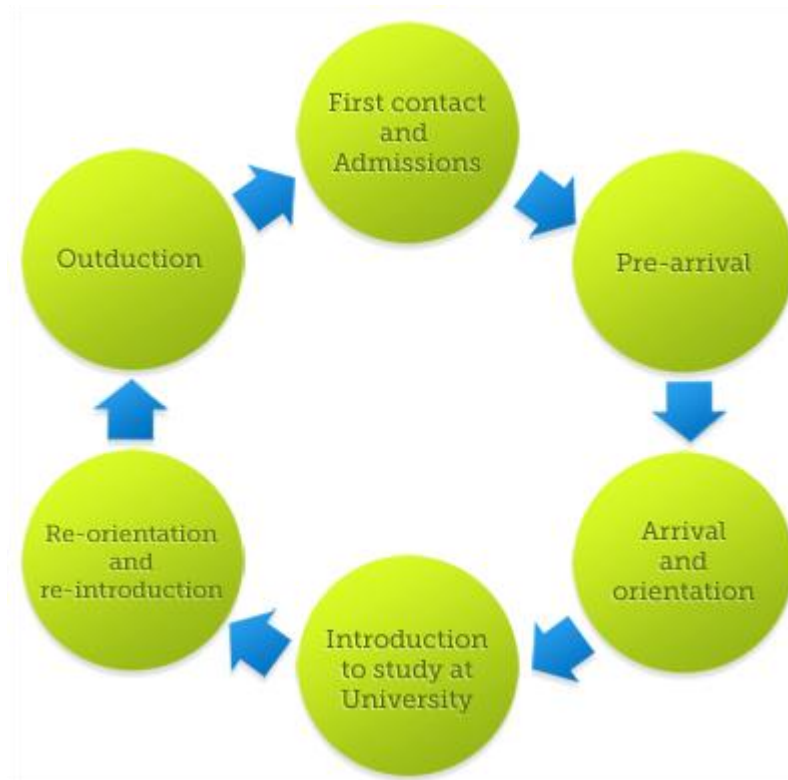
Can apply to third level experience in general or to an individual transition

New Roles,  
Routines,  
Relationships,  
Assumptions





# Student Experience Transitions Model - Michelle Morgan (2012)



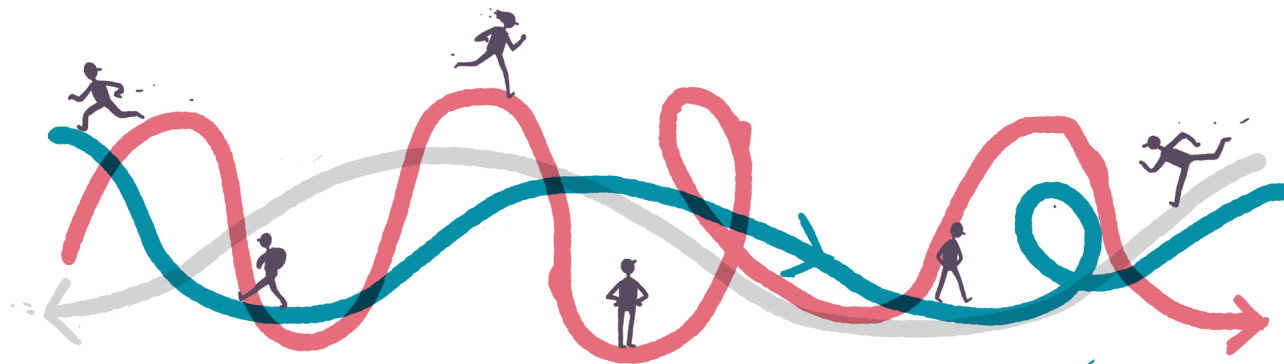
# Consistency of support THROUGHOUT the student journey

US National Resource Centre for the First Year Experience  
and Students in Transition suggested:

*The college experience is front-loaded with summer-bridge programmes, orientation, first-year seminars and multiple engagement opportunities, while on the back-end lies internships, integrated research prospects and senior capstone experiences.*

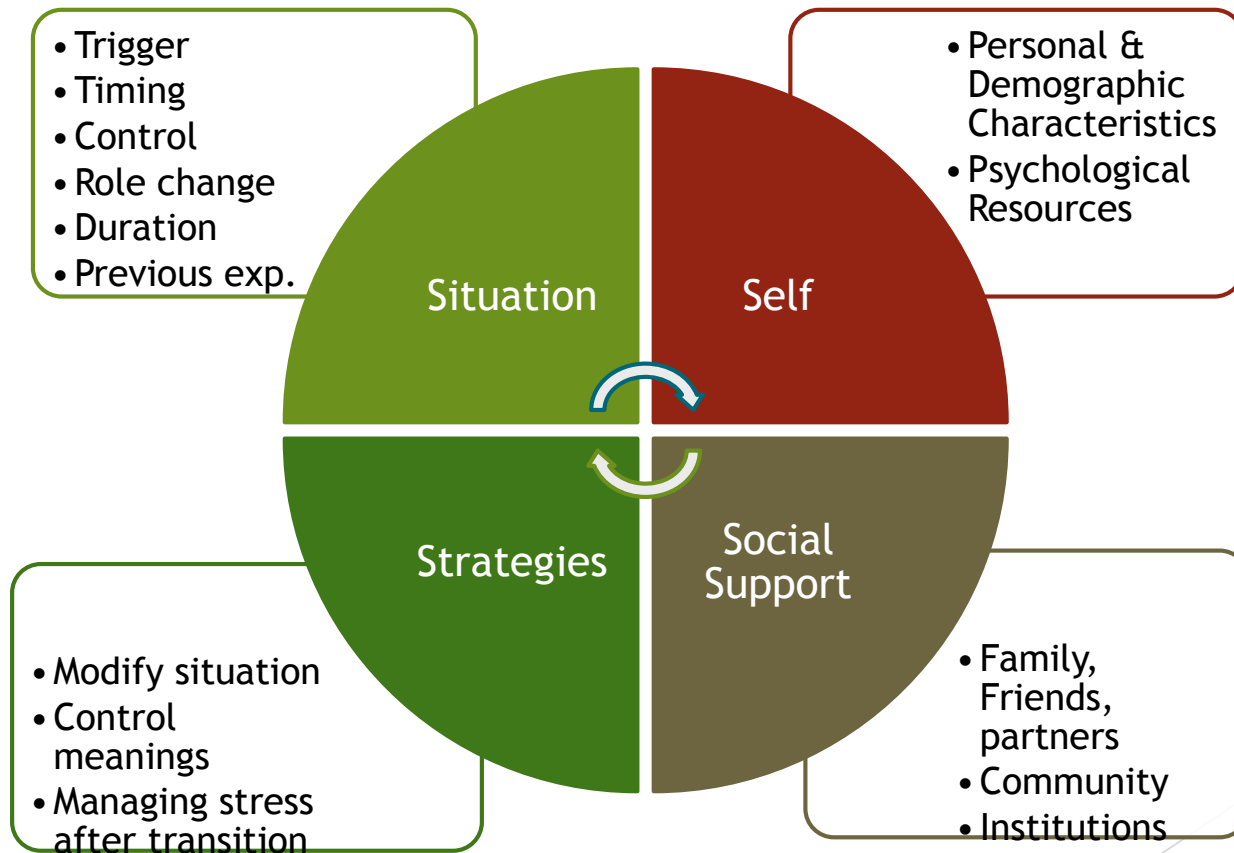
(Foote et al, 2013)

# Revisit our Student Journey



## 4 S's for coping with transitions (Schlossberg, 1998)

Four sets of factors that influence ability to cope with transition



# Supporting Students in Transition

## ► Managing expectations

-More than half of participating students found some aspect of their higher education experience to be different from what they expected.

-Many students struggled with the workload and the self-directed nature of learning encountered in higher education.

-Unexpected course content, stress, financial difficulties, difficulties making friends and high workloads were common factors associated with non-completion.

- Many students referred to events outside of their academic lives which impacted upon their ability to participate successfully in their programmes of study

*[National Forum Publication; Reaching Out: Why Students Leave | Briefing Paper 1 - Nov 2016]*

## ► Systematic, consistent and coherent support

## ► Building self-efficacy, resilience and self-management skills

## ► Community and Peer-to-Peer Initiatives

# International Best Practice Examples

US National Resource Centre for the First Year Experience & Students in Transition:

<http://sc.edu/fye>

QAA Scotland Student Transitions Map:

<https://www.studenttransitionmap.uk>

Improving the Student Experience: A practical guide for universities [40 case studies]:

<http://www.improvingthestudentexperience.com/>

*The Undergraduate Experience: Focusing institutions on what matters most*, Felten et al. (2016)

<http://theundergraduateexperience.org/>

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect.

Lunch time

Please join us in the  
MSU Your Space

# Design Thinking Taster

The background of the slide is white with abstract green geometric shapes on the right and bottom-left sides. These shapes are composed of various shades of green, from light lime to dark forest green, creating a modern, layered effect. A thin, light gray line runs diagonally across the lower right portion of the slide.



Coffee Break

What next? Making Student  
Success Everybody's Business

# Closing remarks

# Thank you

The National Forum for the Enhancement of Teaching & Learning in Higher Education

Martin Ryan for facilitating Design Thinking

Organising Team

- ▶ Oisín Hassan
- ▶ Katie Deegan
- ▶ Gemma Middleton

Megan McGovern, our student-staff member

Maynooth Students' Union

And most importantly, all of you for attending & participating!