

# Changing ALL identities in a disruptive world

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How do we justify our relevance amid ongoing challenges and new threats?



How do we remake ourselves in a disruptive world?

## Despite research dating from early 90's

There is a continued lack of understanding of the research and pedagogy around:

- Transition
- English language proficiency
- Academic literacy

Leads to a persistence in pushing us toward deficit approach

## A deficit approach is:

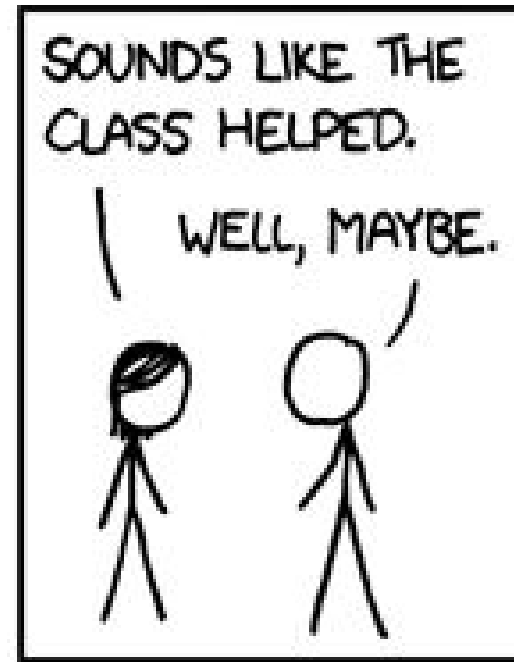
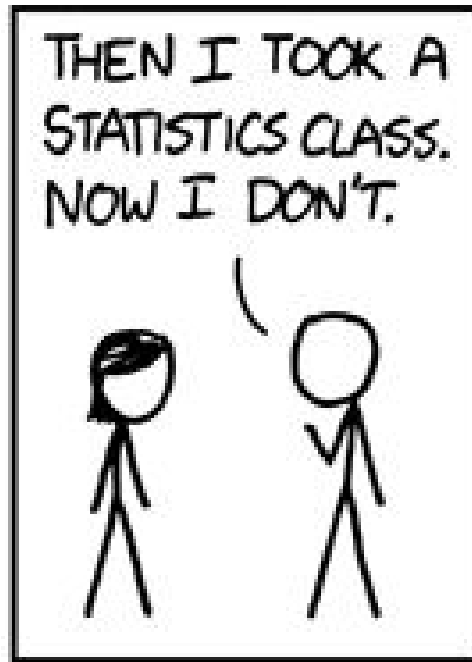
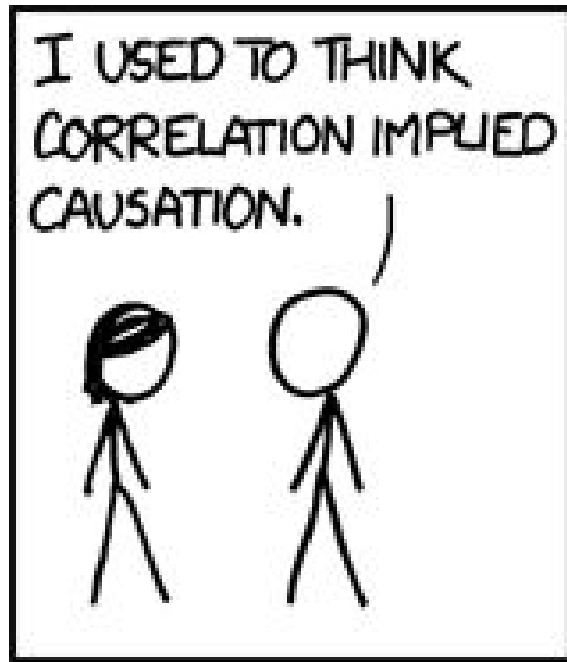
Less effective → leads to doubting our value

More costly → leads to cost cutting

Less strategic → pushes us to a less important role



Studiosity



- Studiosity users scored a mean GPA of 4.49, compared to 3.57 for non-users
- The statistically-significant improvement in mean GPA was apparent regardless of gender, ethnicity, NESB, OP class, or mode of delivery
- Studiosity learning support reached previously non-engaged students

- Excellent
- Very good
- Good
- Average
- Poor

# Communicating about academic literacy

Despite years of research into our work there is:

- continued questioning of our value and credibility
- difficulty in providing ongoing, sustainable evidence
- difficulty in communicating current evidence and best practice

Being a high quality service is not enough





Yet, we are needed more than ever



# THE SOLUTION?

Develop a deliberate, institutional-wide strategy

**1**

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Credibility

**2**

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Legitimacy

**3**

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Visibility

# STRATEGY

**To be seen as an indispensable service to the university's success we need to:**

## Be less transactional and more strategic

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Solving university-wide problems whilst still delivering on day to day support

## Expand our practice into more areas

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Find ways to widen our impact through peer mentoring, student residences, conversation groups

## Find new allies, advocates and champions

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Whilst maintained existing good relationships that we have developed over time

# TIMELINE

## 2015 - 2018

Clear message about who we are and what we do

Find more channels to communicate with staff and students

Involvement in higher strategic institutional concerns

Sustainable ongoing evaluation and research



2015

2016

2017

2018

Curriculum development – simplified, clear, relevant

Learn more about disciplinary conventions and concerns

Conversations about developmental model and embedding

# Time and patience

- Increased effort
- Staff retraining
- Shift in emphasis on our role



AALL is more vital than ever

