

# SUCCESSFULLY EMBRACING THE UNKNOWN:

The TAFE NSW 2020 student  
support journey

PRESENTED BY  
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# Supporting the diverse literacy needs of all students and staff at TAFE NSW

# CHANGE

1. TAFE NSW was 11 separate RTOs – moved into one single RTO
2. ONE TAFE NSW Modernisation program
3. Consistent Student Experience across TAFE NSW
4. Software licence consolidation (multiple varying licences)
5. Increasingly diverse student population

# TAFE NSW STUDENT SNAPSHOT 2018-2019

**38,500+** enrolments by Aboriginal Students

**89,800+** enrolments by students from a language background other than English

**90,000+** enrolments by mature aged students (45 yrs +)

**95,600 +** enrolments by unemployed students

**145,400+** enrolments by students in regional and remote areas

**49,700+** enrolments by students with a disability (students who disclosed disability) approximately 11% of students

# Deploying literacy edtech tools: navigating and managing system processes

# BUSINESS REQUIREMENTS

1. UDL – Universal Design for Learning
2. Learning and literacy support software that works in conjunction with mainstream software programs used in course delivery. MS Office, browsers, PDFs, Moodle - Cloud and Desktop versions
3. Available online, offline, multiple operating systems
4. Usability, user friendly
5. Relevant for all students, including trainees, apprentices, TVET, workplace training, online and campus based delivery

# PROCUREMENT - IMPLEMENTATION

1. Procurement strategy project - collaboration and communication with different areas of the TAFE NSW organisation
2. Deployment
3. Change management communication strategies
4. Awareness raising, training, information and resources for staff and students



# DEPLOYMENT

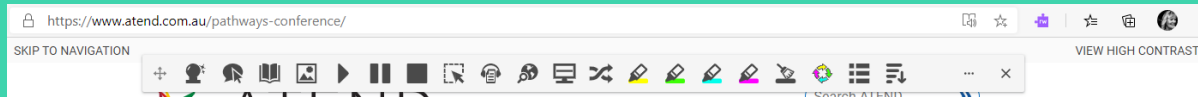


*Aim to go LIVE state-wide from the beginning of S1 2020  
Read&Write available for all students and staff on  
campus, and on their personal computers*

# COLLABORATIVE EFFORT



1. Close collaboration with IT deployment staff
2. Installed on all TAFE NSW student build campus based computers. With shortcut icon on desktop – easy to locate and launch
3. Automatically deployed to Chrome browser and EDGE browser on TAFE NSW computers
4. Resources and “how to” installation guides available



# Deploying literacy edtech tools: managing change and unforeseen challenges

# CONTINUOUS IMPROVEMENT

1. How can we reach students prior to enrolment, or as soon as they enrol to let them know about support services, including Read&Write?
2. Critical information for those students enrolling in short courses
3. Add information to course brochures
4. Information and videos in the library resource guides
5. Library teams able to assist students to install software on personal laptops

# COVID-19

1. All campus based delivery switched to Connected Delivery
2. Mostly via MS Teams
3. Increase in student interaction with Text-Based learning materials due to COVID-19 connected delivery
4. Increase in student stress, anxiety and difficulties engaging with learning

# COVID-19 CHANGES

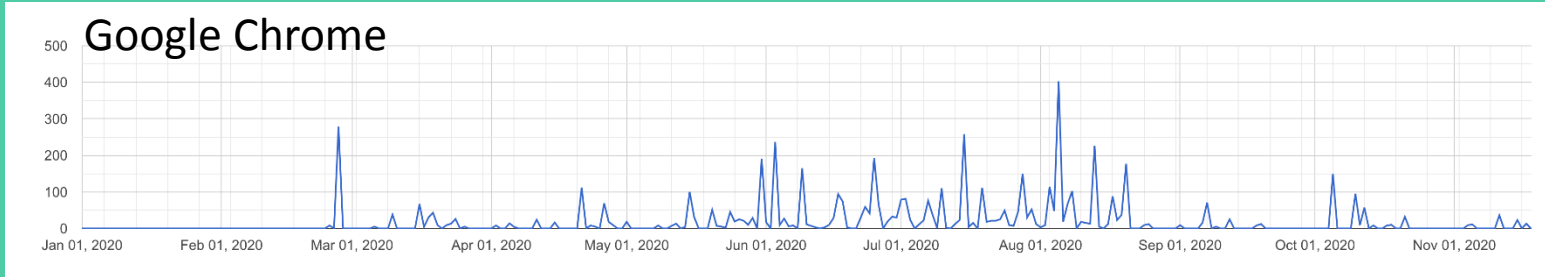
1. New strategies for student support –e.g. I.T student phone support commenced
2. Training - No Face to Face Webinars, online, Read&Write resources

# READ&WRITE USAGE 2019 - 2020



<b>Read&amp;Write Software usage</b>	<b>January to December, 2019 (software not available across all of TAFENSW)</b>	<b>January to September 22nd, 2020 (available state wide for the first time from term 1)</b>	<b>October 2020</b>	<b>Projection for end of 2020</b>
<b>Windows Desktop</b>	42,096	51,738	6477	70,000+
<b>Google Chrome Extension</b>	15,382	20,322	8764	35,000+
<b>Totals</b>	57,478	72,060	15,241	100,000+

# 2020 ONLINE R&W USAGE DATA





# STUDENT FEEDBACK

1. Students would like improved Speech to Text
2. Value that no internet connection required at home
3. Students would like more training and support to use the software than we can provide

# THE FUTURE

1. Multiplatform, online offline essential
2. More “need it now” support resources
3. Trial connected delivery group sessions
4. Continue the I.T student phone support
5. Investigate options for more student feedback

# THANK YOU

