



# The “who, what, where, why, when, & how” of mathematics support.

Dr Deborah Jackson, Lecturer, La Trobe University

July 2019

# WHO?

## Students who need maths support

- Why do students seek maths support?
- Subject specific questions?
- General questions?
- Assignment help?
- Exam revision?
- Basic maths refreshers?
- To learn new topics they have missed?
- For company and comradery whilst studying?
- Catch up on things they have missed?
- Lacking maths confidence and skill
- Maths phobic
- Maths subjects? Science subjects?
- Business? Economics? Education?

## Tutors who provide maths support

- Are they subject specific tutors?
- Do they answer general questions?
- Do they go past skills proficiency to relevance?
- Are they motivators? Do they know the work well?
- Are they inspiring, patient, empathetic?



Wikicommons

## Department/faculty/college/ university support?

- At department level?
- At faculty or college level?
- At university level?
- How much funding?

## Coordinators & lecturers who need extra support

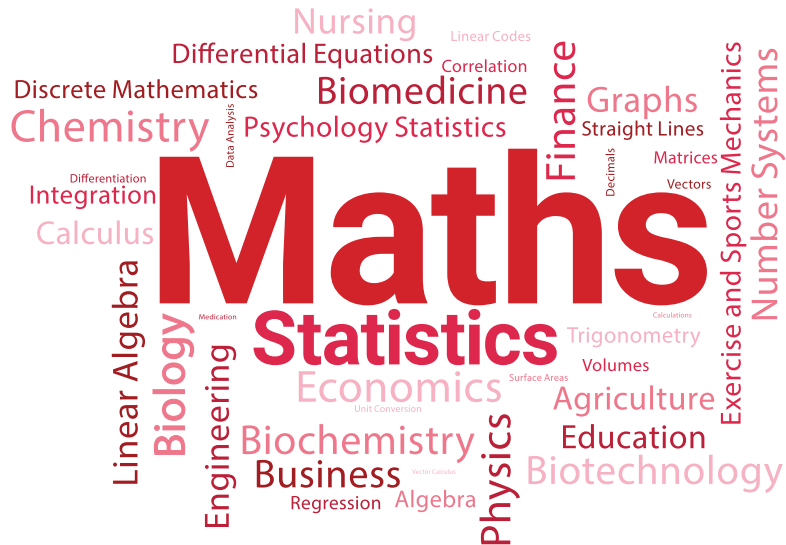
- Subject support?
- Basic skills support?
- Consultation space?
- Time saving?

# Maths Hub

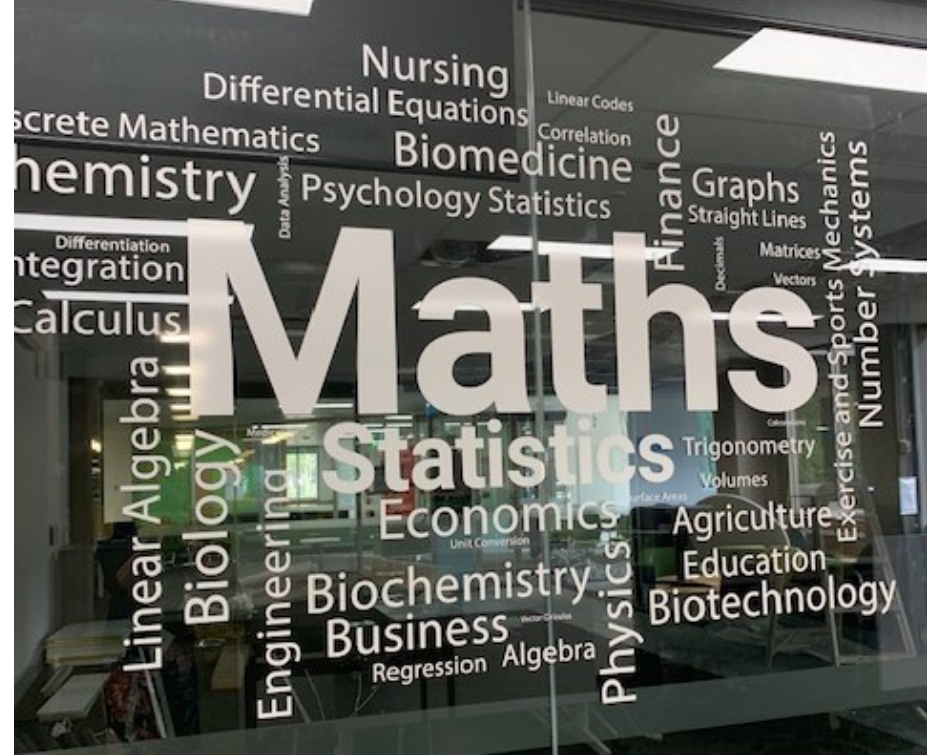
Open 9am-5pm

Library Room 2.18

## Drop in for maths and stats help!



Mathematics & Statistics support for Science, Health, Engineering, Education, Business & more from expert tutors!



# WHAT?

Topics?

Materials?

Resources?

Online?

One-to-one?

# THE MATHS SKILLS PROGRAM 2010-2019(1)

- 18 iterations so far, one each semester
- Different programs for different disciplines embedded in subjects
- Maths Skills for
  - Chemistry
  - Physics
  - Biology
  - Statistics
  - Psychology Statistics
  - Mathematics – separate programs for each of the subjects NLA, DM, MAB, ICA, CDE
  - Biochemistry & Biotechnology
  - Nursing
  - Engineering
  - Exercise and Sports Biomechanics

## MATHS HUB SUPPORT CENTRE 2018-2019(1)

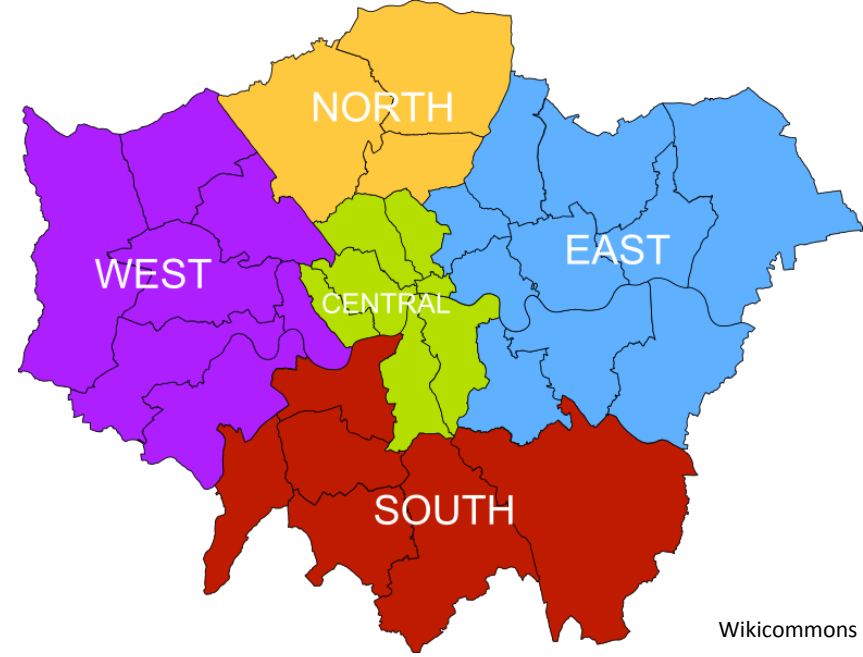
Subjects whose students access Maths Hub support (Maths Skills Programs (**bold**)), include:

AGR2ILS, **BCH3AAB**, **BCH3BSB**, **BIO1APM**, **BIO1CO**, **BIO1EEB**, **BIO1MGC**, **BIO1OF**, **BIO2POS**, **BIO5TEC**, BIO2ECO, BUS1AFB, BUS1BAN, BUS5SBF, **CHE1APL**, **CHE1C1A**, **CHE1GEN**, **CHM101**, CSE1PES, ECM2IE, ECO1IQN, ECO2CFC, ECO2IQA, ECO3EGS, ECO2ERE, EDU1LNU, EDU2TPM, EDU3SBM, **ELE1IEL**, **EMS1CAD**, **EMS1EDP**, **EXS2ESB**, FIN1FOF, HBS2PBM, **MAT1CDE**, **MAT1DM**, **MAT1ICA**, **MAT1MAB**, **MAT1NLA**, MAT2ALC, MAT2ANA, **MAT2LAL**, **MAT2VCA**, **MAT4DM**, **MED1BSF**, **NSG2HPA**, **NSG2HPB**, **NSG2TRN**, PHE3EPI, **PHY1LS**, **PHY1SCA**, **PHY1SCB**, PSY1HPM, PSY2PRM, **STA1DCT**, **STA1LS**, **STA1PSY**, **STA1SS**, STM2PM, STA2ASM, STA1STM, STM4PSD.



# WHERE?

- Online?
- In a room?
- In a lecturer's office?
- In a Support Centre?
- Does it matter?
- What's the difference?
- Advantages/disadvantages?
- What do the students think?
- What do the lecturers think?
- How are regional campuses accommodated?
- How are online subjects reached?



Wikicommons



# WHY?



- Students need as much general subject support as they can get.
- Changing learning environments mean students often need support outside of the norm. Some miss practice classes due to working, sickness, or personal issues. Extra support becomes crucial for them.
- Guidance, and someone to talk to, is important for many.
- Support centres are places where students can air grievances, heal wounds, admit inadequacies and do something about them.
- Retention – we want students not to drop out, and help them when things get tough. Support available as much as possible is the key.



# WHEN?

From beginning of semester?  
Or before? Or 2 to 3 weeks into  
the semester?

In study breaks and  
exam revision weeks?

Between semesters?

When should students access  
support to get the most out of it?

Only accessing support when  
an assignment is due may lead to surface learning?



Wikicommons

# HOW?

How do we accommodate all

- Student requests?
- Lecturer concerns?
- Discipline requirements?
- Faculty/College expectations?

How do we encapsulate support

for a whole range of disciplines at the same time, in the same place?

And for students at different levels?

And for students with different maths backgrounds?

How do students access the support?

How is such support advertised so students get the most out of it?

What if there are busy times and not so busy times?

How do we get students who are embarrassed or shy to come along?

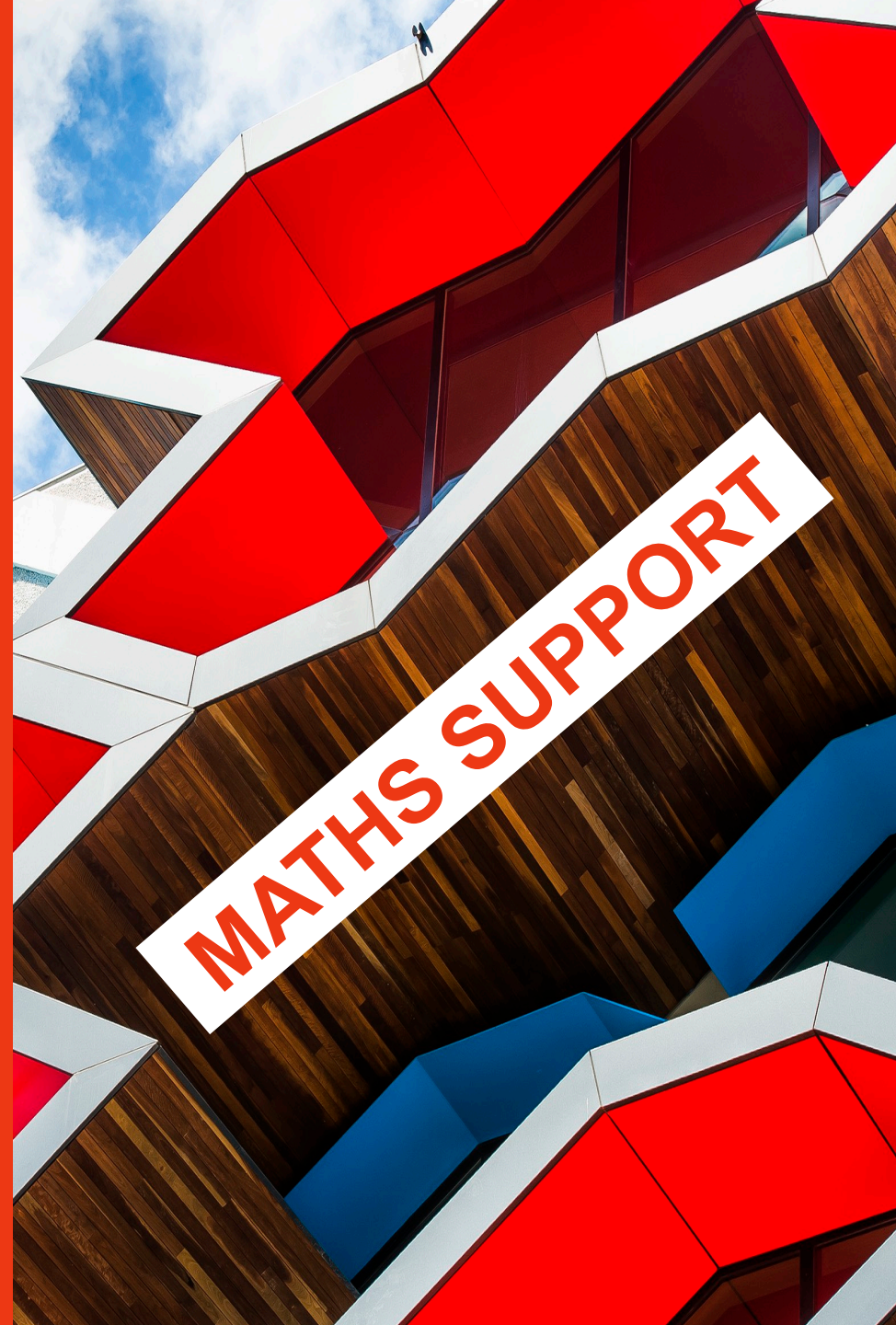




# WHAT

are the best aspects of maths support at La Trobe?

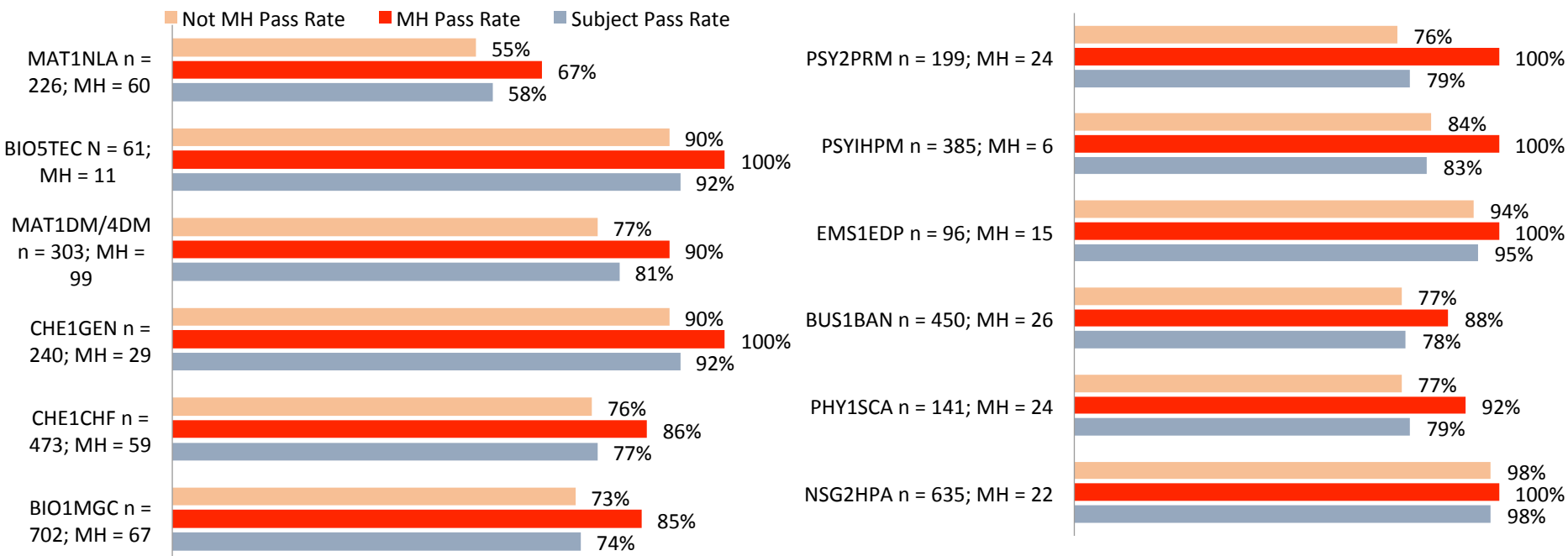
1. Its flexibility –different sessions at different times, including study breaks and exam revision weeks.
2. Cross-disciplinary.
3. Multi-modal.
4. Expert tutors.
5. A friendly environment to encourage all.
6. Evaluation – each semester.
7. Happy students, tutors and lecturers.



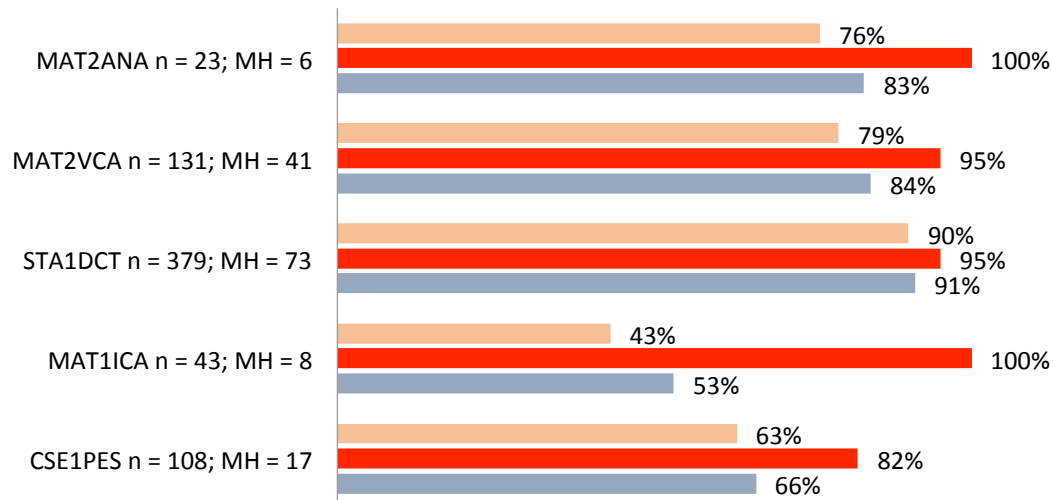


## Semester 1 2018 Maths Hub (MH) visitors' pass rate per subject

Not MH Pass Rate    MH Pass Rate    Subject Pass Rate



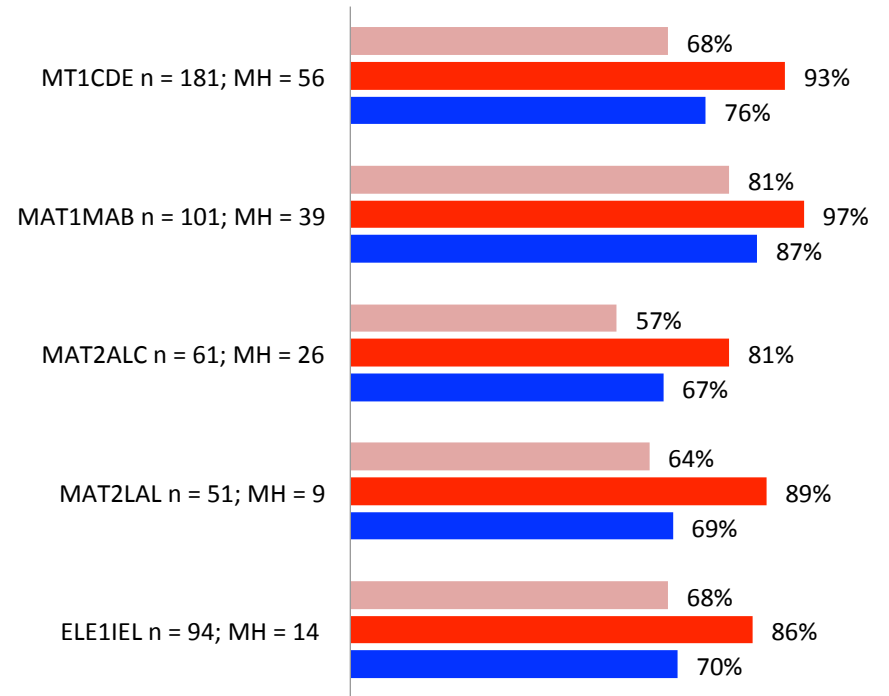
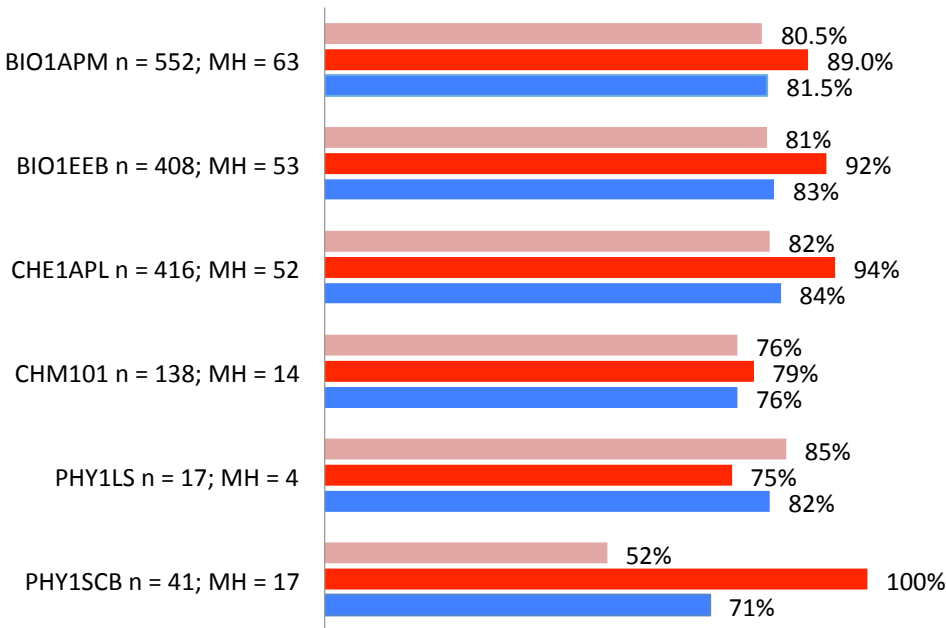
Not MH Pass Rate    MH Pass Rate    Subject Pass Rate



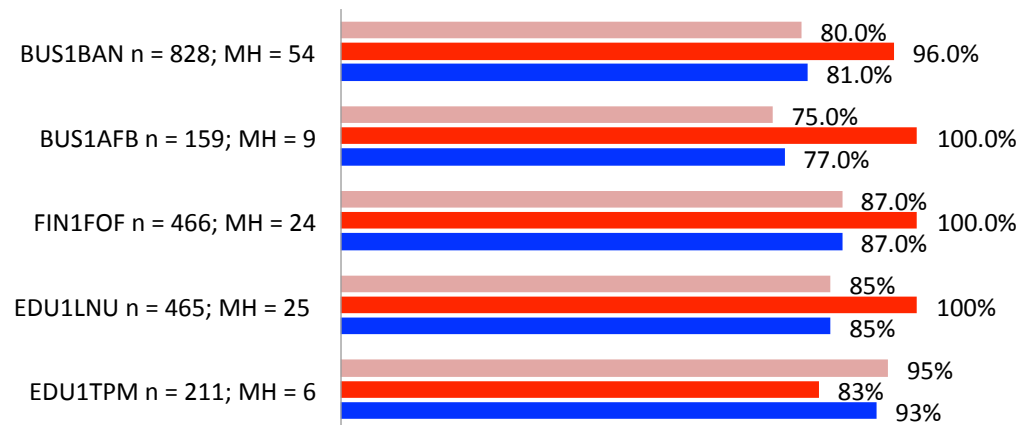
## Semester 2 2018 Maths Hub (MH) visitors' pass rate per subject

Not MH Pass Rate    MH Pass Rate    Subject Pass Rate

Not MH Pass Rate    MH Pass Rate    Subject Pass Rate



Not MH Pass Rate    MH Pass Rate    Subject Pass Rate



# A selection of Maths Hub Feedback

## Semester 1 2019

I love the maths hub

Best thing ever!!

Helpful, Friendly

Thank you for providing this wonderful support that links directly to my BIOMEDICAL degree for specific subjects

I never wanted to go to someone for help but maths hub really did help me this semester

This is the most beneficial form of learning and understanding I have gotten.

Extremely helpful - learnt heaps

Its pretty good 10/10

Excellent. I do like the new set up where different disciplines of math come together to get help

I would like to thank La Trobe

Great to see links on LMS including videos.  
F2F always works

Very helpful, supportive staff, all questions answered

100% very friendly

Everyone is friendly and helpful

A necessity for students in subjects which require skills in mathematics

Very helpful and convenient

Great to see this service exists, very helpful

I love maths hub it is really cool



**Thank you**

[latrobe.edu.au](http://latrobe.edu.au)