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| Holmesglen IT Department |
| MEETING MINUTES |

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| LOCATION: | Webex Online |
| Date: | 24/07/2024 |
| Attendees: | Adam, Michael, Perry, Dan, Qiao |
| Time: | 11:30AM |

Agenda Items

1. **Holmesglen IT Department Inquiry**

* **What are the biggest issues?** Qiao says the student retention rate for security and tech is very low and it is the largest issue, believed to be due to high difficult workloads and unengaging content, updating the content is difficult and can be inconsistent due to many teachers with many ideas lacking standardization.
* **What measures are being taken to combat said issues?** Qiao says they are reviewing content and adjusting the level of difficulty, a level of standardization is also being investigated to reduce complexity for the students, Qiao is working on putting all the information they can on bright space with active components to increase interest in the content, also reducing unnecessary information.

Adam recommended pre-requisites for cyber security, Qiao agrees that would be a good idea and that there is a cert 3 available as a starter before going to cert 4 and said they are looking to give students more opportunities if they are struggling with the work.

Perry inquired if other departments are struggling with retention as well, Qiao was unsure but informed us that there are people working on retention for all the departments.

Perry inquired if online students have lower retention rates than on campus students, Qiao confirms that online students do have lower retention rates, for reasons that are currently being investigated.