

The place of higher education institutions in assessing student engagement, success and retention: A maturity model to guide practice

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The perennial issues of student engagement, success and retention in higher education continue to attract attention as the salience of teaching and learning funding and performance measures has increased. This paper addresses the question of the responsibility or place of higher education institutions (HEIs) for initiating, planning, managing and evaluating their student engagement, success and retention programmes and strategies. An evaluation of the current situation indicates the need for a sophisticated approach to assessing the ability of HEIs to proactively design programs and practices that enhance student engagement. An approach—the Student Engagement Success and Retention Maturity Model (SESR-MM)—is proposed and its development, current status, and relationship with and possible use in benchmarking are discussed.