How to enter a student’s exit information into ERN

The ERN student exit survey
The ERN student exit survey is one element of the Office of School’s strategy to support high student engagement and retention in our public schools. It is designed to collect information relating to each student’s intended destination and reason(s) for leaving a school, and can also collect information about individual student interventions and support strategies that the school has used with this student during their time at that school.

Gathering student exit information
Exit information can be collected from students by using the Student Exit Survey Questionnaire. This questionnaire has two sections:

- **Section 1** (intended destination and reasons for leaving) could be attached to the student leaver’s form and each student should be asked to answer Question 1 and either Question 2 or Question 3, depending on their intended destination. This could then be followed up by a face-to-face interview by the year adviser or someone else, to gather additional information and feedback from the student.

  If a student is unable to complete Section 1, e.g. they have already left school and are not expected to return to complete the necessary paperwork, then Section 1 should be completed by staff on the basis of the best available information so that the school at least has some record of this student’s exit data.

- **Section 2** (programs and support strategies) relates to the various programs in which the student has participated. The three subsections listing curriculum options, individual learning support programs and student wellbeing initiatives could be completed at the time the student is leaving, or at a later date.

Accessing ERN to enter information
School staff who already have ‘Student Administration’ access to ERN will be able to access all sections of ERN relating to student leavers, including the new ‘Student Retention’ tab in Place Management.

Other school staff who need to process student exit information will need to be given access to ERN, but may not need full ‘Student Administration’ access. In this case, they can be given ‘Student Retention’ access. Please see your Principal to obtain this access. If necessary, your Principal may wish to go to the ERN Quick Reference Guide: Giving staff access to ERN Student Retention.

In addition, school staff who are not familiar with how to log into ERN should read the ERN Quick Reference Guide: How to log into ERN.

Please note that the full set of ERN Quick Reference Guides to support Student Retention is available on the DET intranet.
**Entering information into ERN**

ERN has been designed to provide two different ways of entering student exit information, depending on *when* and *by whom* this information is being entered:

(a) School staff with ‘Student Administration’ access to ERN can enter information:
   - when they are using the ‘**Change Status**’ button in the ‘Registration Maintenance’ screen to change a student's enrolment status to ‘Enrolled (Leaving)’ or ‘Left’, or
   - at any time they like by using the ‘**Student Retention**’ tab in Place Management.

(Please note that you can do the whole process by *either method*, but if you use the ‘Change Status’ button you cannot review or make changes to this information at a later date.)

(b) School staff with ‘Student Retention’ access to ERN can enter student information *at any time they like* by using the ‘**Student Retention**’ tab in Place Management.

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**There are two ways to enter student exit information into ERN:**

1. **When a student’s enrolment status is being changed to ‘Enrolled (Leaving)’ or ‘Left’** – through the ‘**Change Status**’ button in the Registration Maintenance screen *(see page 2)*

   **OR**

2. **At any time** – through the ‘**Student Retention**’ tab in Place Management *(see page 7)*
1. ENTERING EXIT INFORMATION WHEN YOU CHANGE A STUDENT’S ENROLMENT STATUS TO ‘ENROLLED (LEAVING)’ OR ‘LEFT’

**Important note:**

- This method can be used by staff with ‘Student Administration’ access to ERN who are in the process of changing a student’s enrolment status to ‘Enrolled (leaving)’ or ‘Left’ by using the ‘Change Status’ button in Registration Maintenance.
- Although you can do the whole process in one go using this method, you cannot review what you have entered, or add extra information, or make changes to this information at a later date through this method.

(a) Go to **Place Management – Registration Offers** tab.

(b) Click on the 🌏 icon next to the cohort to which the student belongs.

![Figure 1 – Selecting the cohort to which the student belongs](image)

(c) **For single students** – Tick the box next to the name of the student and then click the **Change Status** button (Figure 2). This will open up a new window with this student’s enrolment status now changed to ‘Enrolled (Leaving)’ (Figure 3). You are now ready to enter your student exit information so please go to Step (f). When finished click **Save and exit**. Please note that if you have clicked ‘Save and exit’ and now need to check what you have entered, or need to add or alter information, then you will need to use the ‘Student Retention’ tab to do this (see page 7).
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(d) **For bulk entry of a group of students** – Tick the box next to each of the students and then click the **Change Status** button (Figure 4). This will open up a new window with these students listed at the top and their enrolment status now changed to ‘Enrolled (Leaving)’ (Figure 5). You are now ready to enter all student exit information that is common for all these students so please go to Step (f). When finished click **Save and exit**.
Please note that if you have clicked ‘Save and exit’ and now need to check what you have entered, or need to add or alter information, then you will need to use the ‘Student Retention’ tab to do this (see page 7).

Figure 4 – Selecting several students to change their status

Figure 5 – A group of students ready for bulk entry of their exit information
For several students with some information in common we suggest that you enter the common information through Step (d) and (f), and then enter the rest of each student's information one by one, using the ‘Student Retention’ tab (see page 7).

Depending on what information is going to be entered, please enter it in this order:

- The new registration status should automatically come up as ‘Enrolled (Leaving)’. You may need to change this to ‘Left’ if the student has already left.
- Enter the leaving date using the calendar icon.
- Select the intended destination from the drop-down menu. Please note that you MUST select the intended destination BEFORE entering the reason(s) for leaving, as the reasons change depending on the destination selected.
- If the student is enrolling at another NSW government school, NSW non-government school or interstate school, please enter the name of this school in the box provided, i.e. click on the icon next to the ‘To School’ box, type in the first word or first 3-6 letters of the school name and then select the correct school from the list.
- Enter the reason(s) for leaving by either selecting a reason in the left box and clicking on the [>] arrow to move it to the right box, or selecting several reasons at one time by holding down the ‘control’ key while clicking on each reason, and then click on the [>] arrow to move all these reasons to the right box in one go. Please note that if you make a mistake you can move reasons in the right box back to the left box by selecting them and then using the [<] arrow. Please also note that if the selected reason is ‘Other reason’ then an additional text box will open so that you can type in this reason.
- Enter the support strategies (if these are being entered) by using the [>] arrows as described above.
- Click Save and exit to return to the window showing the list of students in the cohort.

Please note that by clicking on ‘Save and exit’:

- you will overwrite any previously saved information.
- if you now need to check what you have entered, or need to add or alter information, then you will need to use the ‘Student Retention’ tab to do this (see page 7).
2. USING THE STUDENT RETENTION TAB IN PLACE MANAGEMENT

**Important note:**

This method is ideally suited to situations where school staff may wish to enter exit information at any time. This could be several months after the student has left, if necessary. This is the normal way in which teaching staff would access this section of ERN. Teaching staff will need at least ‘Student Retention’ access rights to do this. Please see your Principal for this.

(a) Go to Place Management and then click on the Student Retention tab.

(b) Complete the search criteria to specify the list of students you want, i.e. calendar year, all students or one scholastic year, registration offering, active or inactive registrations* – and then click Go (Figure 6).

* Students who are currently enrolled – including students with an enrolment status of Enrolled (Leaving) – are **active registrations**, while students who are now ‘Left’ are **inactive registrations**.

![Figure 6 – The search criteria window for Year 12 ‘active registrations’](image)

(c) The list of students that comes up may have one or more letters next to each student’s name in a column labelled **Student Retention Status**. These letters indicate what exit information has already been entered for each student:

- **D** – the intended destination has been entered
- **R** – reasons for leaving have been entered
- **S** – one or more support strategies have been entered.

Any student with **DRS** next to their name has probably had all their exit information entered (Figure 7).
Please note that if there is no ‘Student Retention Status’ column then no information has yet been entered for any student on this list. This column only shows up when the first D, R or S entry is made in that scholastic year.

Figure 7 – List of students with D, R and S in the ‘Student Retention Status’ column, indicating which parts of each student’s exit survey information have already been entered.

(d) To enter or alter information for one student only – Simply click on the student’s name. This will bring up the ‘Student Retention Management’ window with the student’s name in the top right corner (Figure 8).

You are now ready to enter your student exit information so please go to Step (h). When finished click Save and exit to return to the list of students in the cohort.
(e) **To enter or alter information for several students, one after the other** – Click on the first student’s name. This will bring up the ‘Student Retention Management’ window with the name of the first student in the top right corner (same as Figure 8 above). You are now ready to enter the first student’s information so please use the guidelines provided in Step (h).

After you have entered the first student’s information, use the ‘spinner’ in the top right corner to move from one student to the next (please see Figure 9). The spinner provides a drop-down list of students (Figure 10) plus a ‘previous student’ arrow (<) and a ‘next student’ arrow (>) to move from one student to another.

When you move from one student to another, ERN will automatically save the information entered for the previous student. When you have finished with the last student click **Save and exit** to save the last student’s information and to return to the list of students in the cohort.
(f) **To enter or alter information for a group of students with identical information in one go (bulk entry)** – Tick the box alongside each of the students whose information needs to be bulk entered and then click on the **Bulk** button (*Figure 11*). Clicking on the ‘Bulk’ button will bring up a Student Retention Management window with the names of the students listed at the top (*Figure 12*).

You are now ready to enter your student exit information so please go to Step (h). When finished click **Save and exit** to return to the list of students in the cohort.

Please note that for bulk entry, all students must come from the same ‘Registration Offering’. If not, a message will show at the top of the screen to advise you of this problem. You will need to go back to the Search Criteria window and reselect the correct group of students based on their Registration Offering.

(g) **For several students with some information in common** we suggest that you enter the common information through Steps (f) and (h), and then enter the rest of each student’s information *one by one*, using the spinner – see explanation in (e).
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**Figure 11** – Several students ticked for bulk entry.

**Figure 12** – Clicking on the ‘Bulk’ button brings up the students’ names in this window.
Depending on what information is being entered, please enter it in this order:

- The new registration status will either show as ‘Enrolled (Leaving)’ or ‘Left’. You may need to change ‘Enrolled (Leaving)’ to ‘Left’ if this has now occurred.

- Enter the leaving date using the calendar icon, if this has not been entered already.

- Select the intended destination from the drop-down menu. Please note that you MUST select the intended destination BEFORE entering the reason(s) for leaving, as the reasons change depending on the destination selected.

- If the student is enrolling at another NSW government school, NSW non-government school or interstate school, please enter the name of this school in the box provided, i.e. click on the icon next to the ‘To School’ box, type in the first word or first 3-6 letters of the school name and then select the correct school from the list.

- Enter the reason(s) for leaving by *either* selecting a reason in the left box and clicking on the [>] arrow to move it to the right box, or selecting several reasons at one time by holding down the ‘control’ key while clicking on each reason, and then click on the [>] arrow to move all these reasons to the right box in one go. Please note that if you make a mistake you can move reasons in the right box back to the left box by selecting them and then using the [<] arrow.

Please also note that if the selected reason is ‘Other reason’ then an additional text box will open so that you can type in this reason.

- Enter the support strategies (if these are being entered) by using the [>] arrows as described above.

- **For a single student** – Click Save and exit to return to the list of students in the cohort.

  **For several students where you have used the ‘spinner’** – Click Save and exit to save the last student’s information and return to the list of students in the cohort.

  **For bulk entry of a group of students** – Click Save and exit to return to the list of students in the cohort.

Please note that by clicking on Save and exit, or by using the ‘spinner’ to move from one student to the next, you will overwrite all previously saved information.