

How **Kortext stream** transformed personal tutoring with data at Cardiff Metropolitan University



Overview

- Cardiff Metropolitan University (Cardiff Met) have been using [Kortext stream](#) since 2022.
- Near real-time engagement data enables early identification of at-risk students.
- Adopting stream aligned with Cardiff Met's revised approach to personal academic tutoring (PAT).
- Ongoing use of stream contributes to wider institutional objectives around student success.

The challenge

- HE institutions face financial pressures, with fewer international students and stronger competition for domestic students.
- Traditional academic support models no longer meet the complex needs of diverse student populations.
- Cardiff Met sought a proactive, data-driven approach to increase retention rates and to improve student outcomes.



With Kortext stream, it is now much easier for us to notice students who may be disengaged from their studies. We didn't know where to target any supportive outreach activity previously.

Rob Blagden, Director of Digital and Library Services



Cardiff Met's approach

- Cardiff Met have used stream's near real-time student engagement analytics to identify and support students at greater risk of withdrawal.
- Cardiff Met remodelled their PAT system to help students build better peer networks and develop more agency in their learning.
- For each student, PAT now includes two timetabled group sessions per semester, optional 1:1s, and proactive follow-up after non-attendance.

The diagram below shows how the PAT system at Cardiff Met was remodelled, integrating Kortext stream into the new approach.

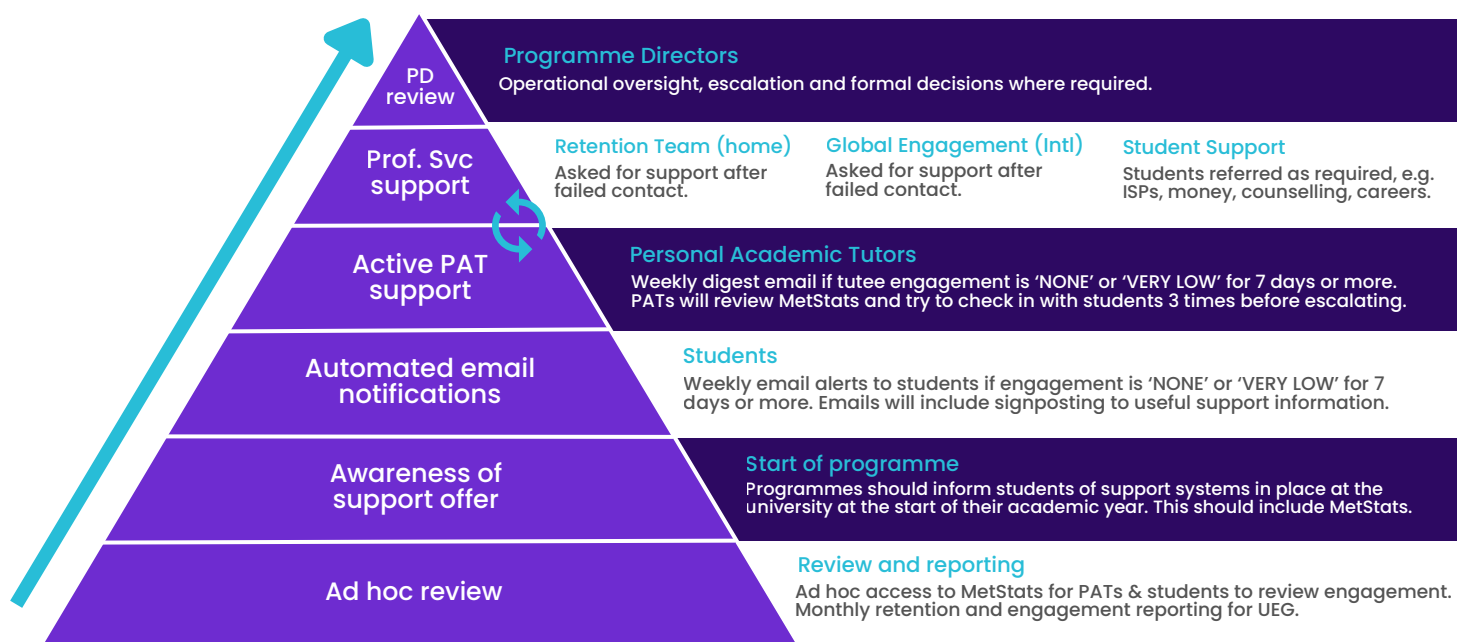


Figure 1: Using Kortext stream (MetStats) as a PAT at Cardiff Met

Over 50%

of academics and students are regularly logging in and appreciating the single-lens view of student engagement that **Kortext stream** provides.

Impact



Increased student agency

Students have reacted positively to seeing their own data. By viewing their own near real-time engagement data from stream, and regularly discussing their progress with their PAT, students are now more meaningfully involved in their own learning journey.



Improved staff workflows

PATs are now able to view student data across multiple modules within a single system. Academics can use a data-informed approach to understanding student engagement that enables them to quickly identify where additional support is needed.



Closer working relationships

Different aspects of Cardiff Met's academic support activity have been brought together by sharing stream data. As a result, PATs and student-facing professional services teams have developed closer working relationships that better support students.



Enhanced institutional procedures

Cardiff Met have identified operational improvements, such as developing more effective student communication methods. Clear outreach data has also made demonstrating institutional compliance with legal and pastoral responsibilities simpler.



The three diagrams below show practical uses of stream at Cardiff Met, enabling effective cross-team working.

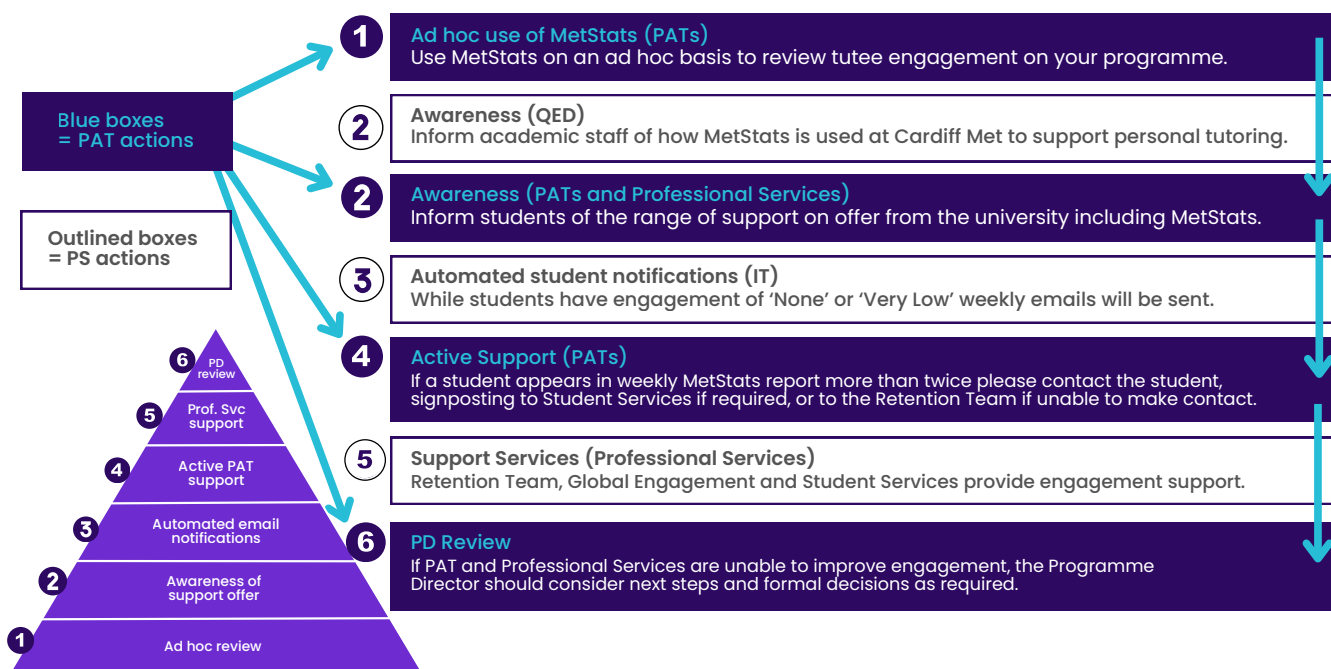


Figure 2: Practical use of Kortext stream (MetStats) at Cardiff Met 1

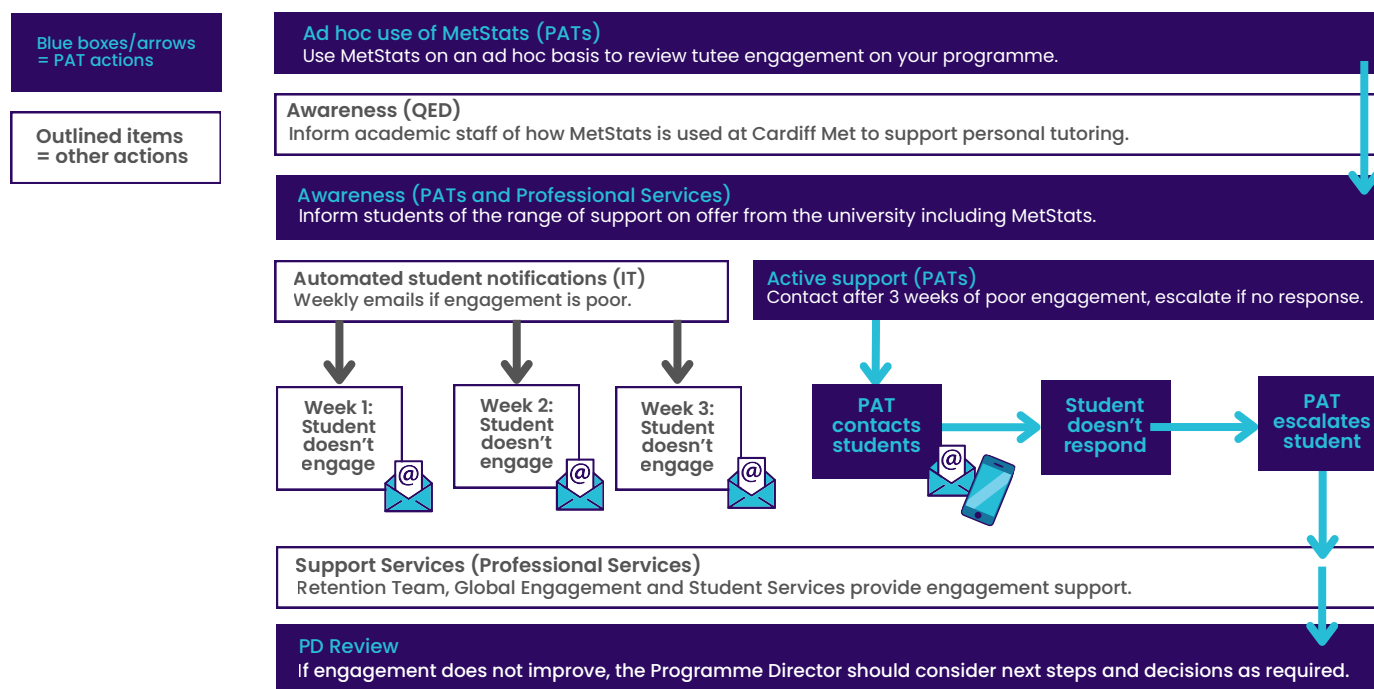
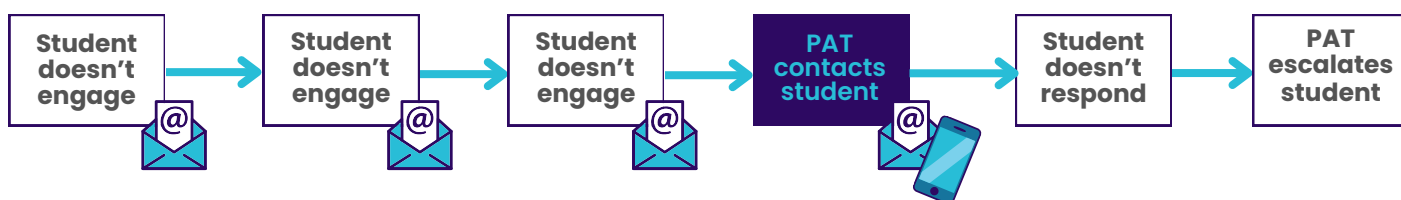


Figure 3: Practical use of Kortext stream (MetStats) at Cardiff Met 2



Student: Weekly automatic email if engagement is low
PAT: Weekly email of students with low engagement

Student support, Global Engagement & Retention Team assist

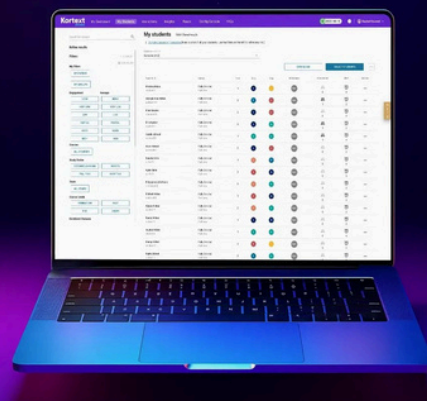
Figure 4: Practical use of Kortext stream (MetStats) at Cardiff Met 3



Kortext stream has encouraged student ownership of their learning journey and engagement, making it easier for them to reach out for help and providing them with tools to make that outreach clearer.

Rob Blagden, Director of Digital and Library Services

Kortext Est 2013
stream



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd