

- Across many universities most student online activity takes place between 8.00pm and 8.30pm (students are often very active up until 11pm at night)
- In well set-up software systems virtually all questions asked by students get answered (there are numerous groups at the subject level where 100% of questions are answered)
- We often see 90% + of answers coming from students - this number fluctuates depending on how actively involved staff at an institution want to be
- In 2010, the number of visits to web based email by 12-17 year olds (who are now 18-23) declined 24 percent. Engagement also fell by half - total minutes decreased 48 percent and total pages dropped 53 percent
- Only 10% to 25% of students open their university emails (provided by CQ University)
- Student networking software has shown significant increases in attendance at institution events (Reported by CQU staff)
- Only 37% of students that dropped out spoke to someone beforehand (Victoria University Student Attrition Report December 2013).

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