

# I DON'T GET IT – JUST-IN-TIME SUPPORT FOR CONFUSED STUDENTS

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## ABSTRACT

The times when students want help with mathematics and statistics and the times when help sessions are available through consultations and workshops are often not the same. Rather than bringing issues to consultation and workshop times to be resolved, many students go away with the idea that maths is “hard” and they “just don’t get it”.

The Mathematics Education Support Hub (MESH) is developing a just in time help system utilising both asynchronous (through discussion boards) and synchronous (through Collaborate virtual meetings) components to allow students to pose problems at the time they arise through the asynchronous component, receive a response to the problem within a 24 hour period and, if necessary, continue the help via an online collaborative space.

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