Enhancing the Student Experience
Student Experience includes…

» Accommodation and independent living
» Money
» Learning and teaching
» Making friends and integrating into the community
» Careers and employability
» Orientation
» Advice and support
» Opening a bank account
» Travel
» Assignment submission
» Social activities
» Disability services
Isn’t good teaching & learning enough?

NO!

• an increasingly competitive market
• more informed, demanding and diverse customers
• Student Experience is the key to survival – the best way to increase recruitment and/or retention and progression rates
What we’ve learned from 200+ Quality Review visits…

• Expectations around technology
• It’s not always about money
• Personalisation
Most Common Student Complaint…
Orientation

- Electronic access to documents
- Staff pics and/or introductions - personal touch
- Rolling enrolments - new students this week
- Social activity, meet & greet
- Follow-up on Orientation info
Student Handbook

- relevant, accessible information
- medical providers, OSHC
- electronic versions / multiple formats / FAQs
Noticeboards
Living in Australia - Basics

- Bank accounts/branches with multilingual staff
- Proof of age cards/driver’s licences
- Transport
- Mobile phone contracts/plans
- Local regulations/differences
Social & extra-curricular activities

- Offer them, no matter how simple or grand - not always about cost
- All-centre engagement is key esp. teachers
- What’s free or low cost in your city, local area
- Local/State libraries
- Promote esp. photos – social media, around Centre
Personalisation

- Staff & students – names, photo walls or slideshows - WONDERWALL
- New students, U18s
- Feedback on survey results
- Attendance monitoring, at-risk students – personal consultations, warnings etc
Professional Development

- Cultural awareness
- Managing Difficult Students
- In-house cross-training or ideas sharing
- First Aid Courses
- Mental Health First Aid Courses - https://mhfa.com.au/