

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...



QUALITY ASSURANCE
IN ENGLISH LANGUAGE
TEACHING



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



QUALITY ASSURANCE
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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
- ISANA - <http://www.isana.org.au/>
- IEAA - <https://www.ieaa.org.au/>
- First Aid Courses
- Mental Health First Aid Courses - <https://mhfa.com.au/>