

# SUPPORTING STUDENT SUCCESS - OVERVIEW



## AWARENESS

APPLICATION, ACCEPTANCE & ENROLMENT STAGES

Early engagement with students, including providing information about Flinders University, support services, and census date awareness via the following channels:

- Brochures, prospectuses and other pre-enrolment materials
- Acceptance packages and communications
- Enrolment communications



## EARLY STUDENT SUPPORT

2-4 WEEKS PRIOR TO TEACHING

**Email**

Welcome to Flinders

- Key dates, including census
- Signing Enrolment Declaration, 1:1 enrolment support
- Introduction to support services
- Student progress outreach for students struggling to progress in topics (continuing students)
- Class registration waitlist reminder

**SMS**

SMS follow-up for students struggling to progress in topics (continuing students).



## ORIENTATION AND TRANSITION

TEACHING WEEKS 0 - 2

**Email**

Onboarding and start of semester

- Welcome to your Orientation
- Introduction to Flinders Student Association (FUSA)
- Last day to enrol
- Step-by-step guides & FAQs
- Topic Coordinator nudges via LMS/FLO

**Social Media**

Orientation events and activities, getting around campus, connecting with student clubs and societies, info on services and supports.

**Orientation and Connect Weeks**

Support services representation during the week with interactive sessions about census and related information.



## CENSUS REMINDER

TEACHING WEEKS 3 - 4

**Email**

Supporting student success • Countdown to census date • Flinders Support Network outreach

- Links & info for support services
- Topic Coordinator nudges via LMS/FL
- Promoting Success Week

**SMS**

SMS emphasising the approaching census deadline and contact details for support services.

**Social Media**

Reminders on media with how to get assistance if needed.

**Success Week**

Support services representation during the week on hand to assist students with any 1:1 help.



## PRE-CENSUS SUPPORT

TEACHING WEEK 5

**Email**

Census last chance

- Emphasis on the approaching deadline and HECS/HELP debt to be incurred
- Communication to students with zero activity on LMS/FLO

**SMS**

SMS emphasising the approaching census deadline and contact details for support services.

## ONLINE INFORMATION AND SUPPORT

- Student portal web page (Compass) with important info including date, implications, actions, step-by-step guides, FAQs and details for support services
- Banner on the main page or high traffic page with key details
- Learning Management System (FLO) topic page details for support services
- Student System used to manage key activities including offers, enrolment, class registration, fee management and timetable

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## POST-CENSUS TEACHING AND LEARNING

Learning and teaching activities continue with high quality supports within and alongside curriculum, with personalised student learning experiences and active engagement of students in collaborative learning.



## SUCCESS AND WELLBEING SUPPORT

TEACHING WEEKS 6 - 10

**Email**

- Supporting student success
- Information on support services
  - Last day to withdraw without academic fail (WN)
  - Promoting Oasis Wellbeing Centre and Wellbeing Week

**SMS**

Last day to withdraw without academic fail.

**Wellbeing Week**

Wellbeing support services representation during the week with interactive sessions and related information.



## PREPARING FOR FINAL ASSESSMENT

TEACHING WEEKS 11 - 14

**Email**

- Supporting student success
- Information on support services, including Student Learning Support Services
  - Last day to withdraw (WF)
  - Final assessment information
  - Student Evaluation of Teaching notification

**Social Media**

Snippets of information on social media with links to the detailed webpages.



## FINAL ASSESSMENT

TEACHING WEEKS 15 - 16

**Email**

- Examinations
- Exams and alternative arrangements
  - Examination timetable information

**Social Media**

Mindfulness activities and wellbeing support.



## POST SEMESTER SUPPORT

2 - 6 WEEKS POST-TEACHING

**Email**

- Supporting student success
- Supplementary/deferred exams
  - Student progress outreach and support activities for students struggling to progress in their topic

**Social Media**

Academic Advocacy Services, Wellbeing Support and services.

### ONLINE INFORMATION AND SUPPORT

Student portal web page (Compass) with important info including date, implications, actions, step-by-step guides, FAQs and details for support services  
 Learning Management System (FLO) topic page support and key date reminders  
 Student System used to manage key activities including offers, enrolment, class registration, fee management and timetable