

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

Communication to students with zero activity on LMS/FLO.

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

SUPPORTING STUDENT SUCCESS - OVERVIEW



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

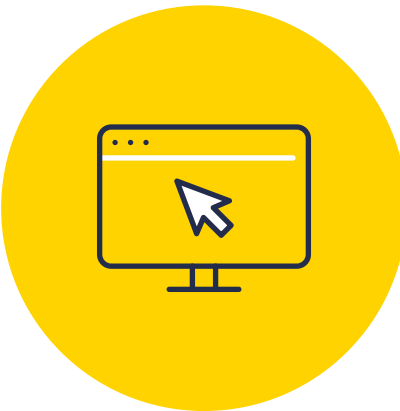
TEACHING WEEKS 11 - 14

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