

# 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)

**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

**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

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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



Supporting student success

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



Last day to withdraw without academic fail.



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



## PREPARING FOR FINAL ASSESSMENT

TEACHING WEEKS 11 - 14

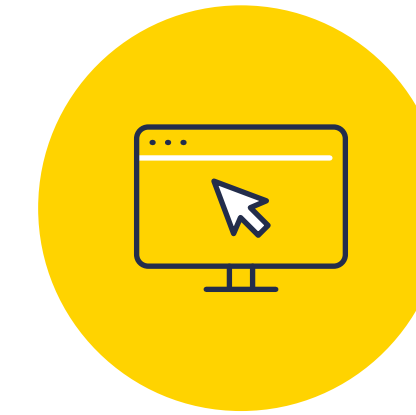


Supporting student success

- Information on support services, including Student Learning Support Services
- Last day to withdraw (WF)
- Final assessment information



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



## FINAL ASSESSMENT

TEACHING WEEKS 15 - 16

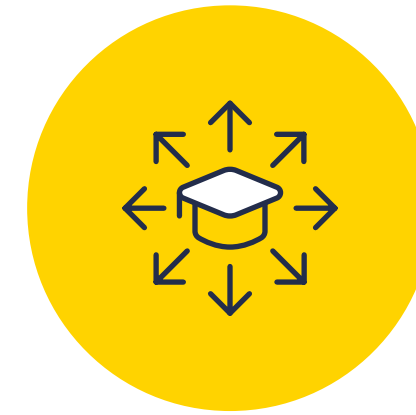


Examinations

- Exams and alternative arrangements
- Examination timetable information



Mindfulness activities and wellbeing support.



## POST SEMESTER SUPPORT

2 - 6 WEEKS POST-TEACHING



Supporting student success

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



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