



Student Success @ UniSA

Brendan Hughes

Student Engagement Unit

Gabrielle Rolan

UniSA International

Richard Irons

Student & Academic Services

Sheridan Gentili

Teaching Innovation Unit

Tom Steer

UniSA Online



University of
South Australia

On completion of this session you will be able to:

- explain how the UniSA student experience is different,
- describe what we do, and
- explain why the student experience is everyone's business.



How we do it?

UniSA International

Student and Academic
Services

Student Engagement Unit

UniSA Online

Teaching Innovation Unit



University of
South Australia

Where do our students come from?

We have students from 97 markets

- | | |
|------------------|----------------|
| 1. India | 6. Sri Lanka |
| 2. China, PR | 7. Nepal |
| 3. Hong Kong SAR | 8. Kenya |
| 4. Vietnam | 9. Philippines |
| 5. Malaysia | 10. Taiwan ROC |



University of
South Australia



Students

Onboard international students – marketing, recruitment, enquiries, admissions and orientation

Partnerships

Build relationships with external partners – transnational, exchange, sponsors, education agents, and pathway providers

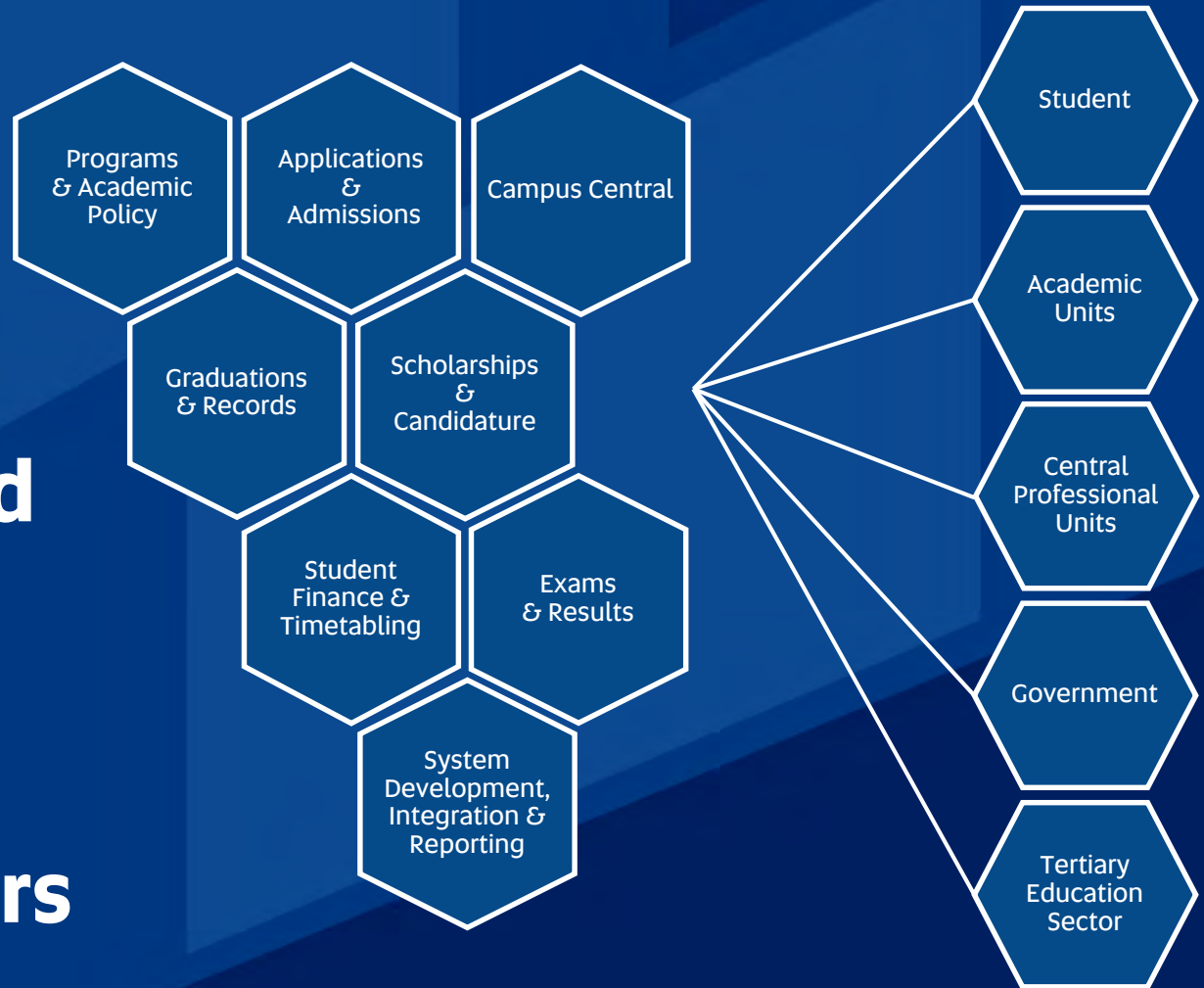
Compliance

Ensure University and international student compliance with ESOS and integrity of student visa system

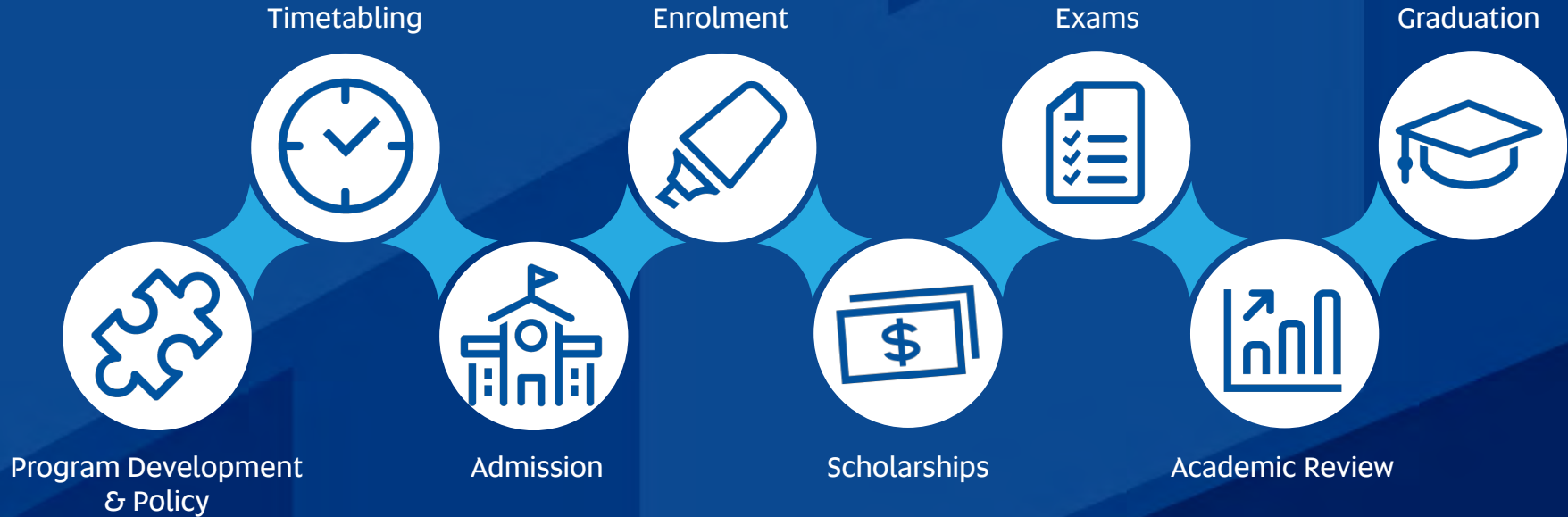


University of
South Australia

Student and Academic Services (SAS) and stakeholders



SAS and the Student Journey



SAS schedules around
11,000
classes a year

Arranges around
34,000
per main study exam
sittings period

Graduates around
7,000
students

60k
calls received

97k
service cloud enquiries

Almost
100k
counter enquiries

2M
answers viewed on our Ask
Campus Central website

87%
satisfaction level

Student Engagement Unit Vision & Mission Statement

We strive to empower students to achieve their personal and professional goals.

We do this by supporting and engaging students through a culture of excellence, inclusivity and collaboration.



University of
South Australia

Overview of the SEU

- Uni-wide Orientation
- Support international students
- Support Aboriginal students (Wirringka Student Services)
- Support students with disability
- Student accommodation
- Personal counselling
- Student wellbeing
- Learning Advice
- Career Advice
- UniSA Sport (Clubs, gyms and intervarsity competition)
- Peer-to-Peer programs
- Personal and professional development: volunteering, leadership
- Student newsletters
- UniSA+ (co-curricular recognition)
- Student engagement events



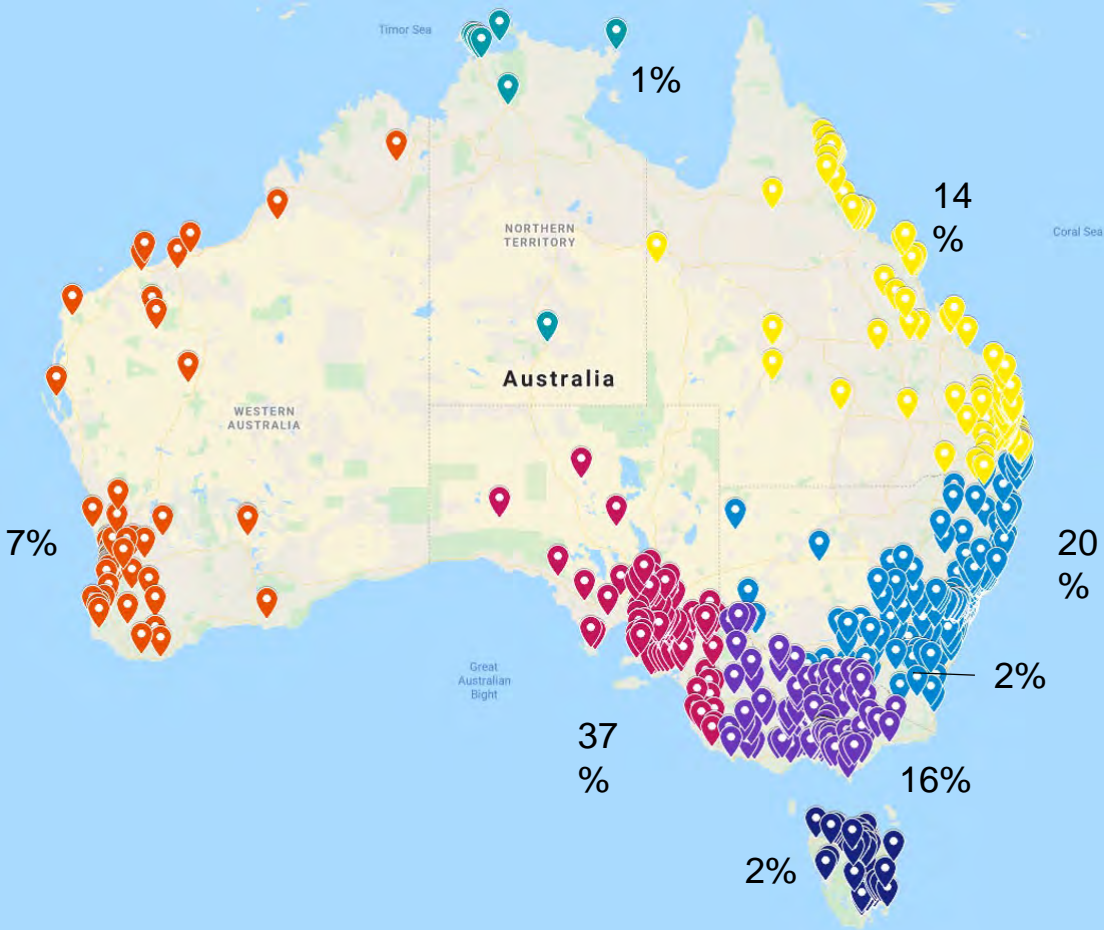


University of
South Australia

Online



Student Profile



5000+
student



25%
regional



63%
interstate



61% female

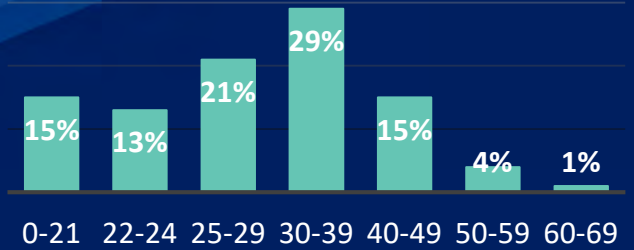


53% study
part-time



11% enter
via year 12
results

Age





University of
South Australia

Online



Four start dates per year



Learn in bite-sized **10 week blocks**



24/7 access to learning resources



Online student **support services**
7 days a week



No need to come onto campus,
all assessments **100% online**



Specifically designed
for online learning



Plan your study schedule ahead
of time



One minute online credit check



Teaching Innovation Unit

Explore innovation, find inspiration, share ideas



Quality Indicators for Teaching & Learning



80.4% had a positive overall experience
National average 78.9%



82% rate UniSA's teaching practices positively
National average 81.3%



65.3% were positive about interactions with staff and students
National average 63.4%



82% positive about their skills development
National average 81.3%



72.7% found fulltime employment in the first 4 months
National average 72.3%



University of
South Australia

International Student Barometer 2018

135,991 international students responded from **144** universities in **17** countries



OVERALL SATISFACTION
WITH ARRIVAL, LEARNING,
LIVING AND SUPPORT
**ABOVE AUSTRALIAN AND
GLOBAL AVERAGES**



97%
OF INTERNATIONAL
STUDENTS FEEL ENGAGED
WITH THEIR STUDIES



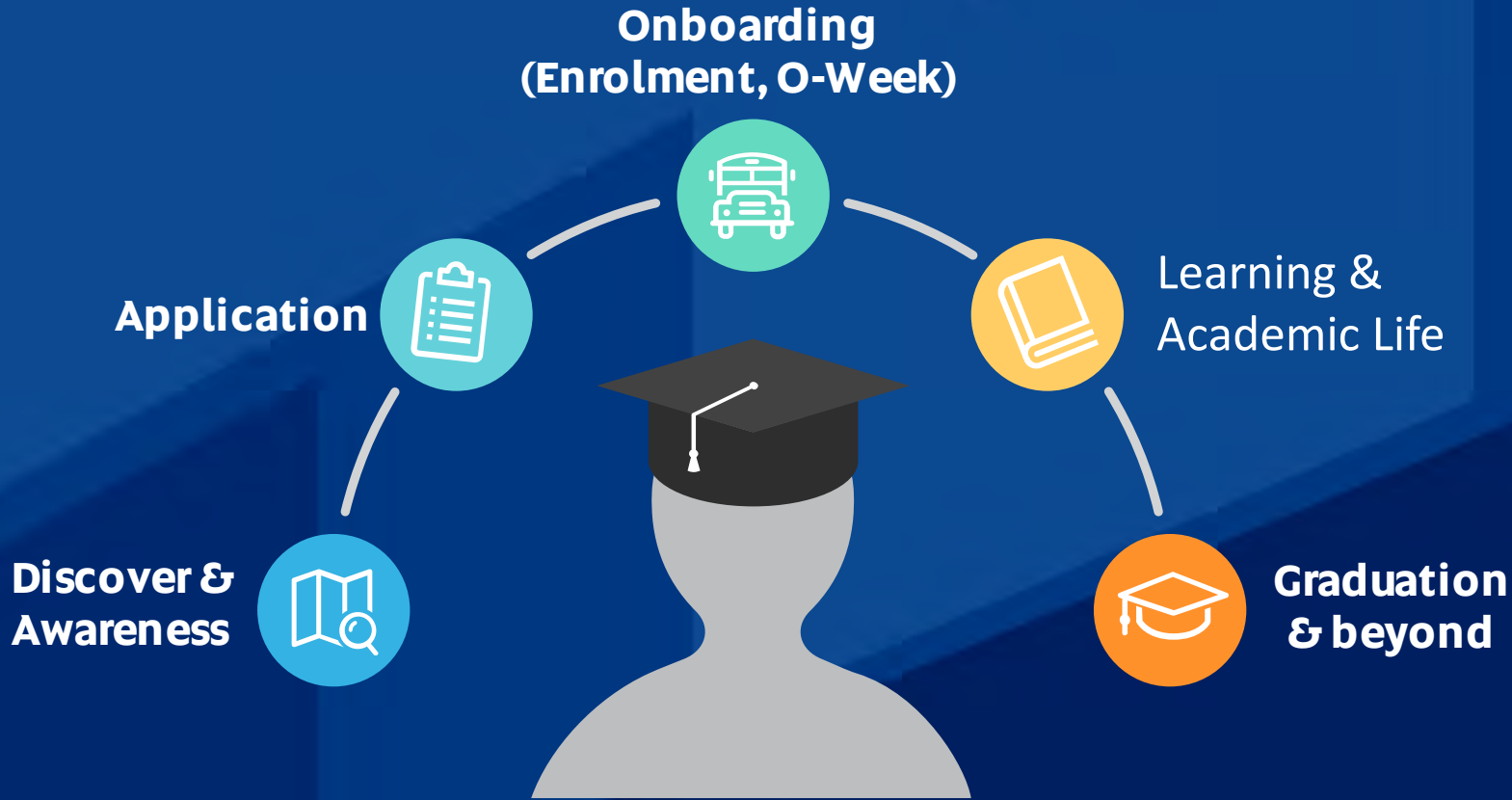
No. 1
IN AUSTRALIA FOR
STUDENT SUPPORT



University of
South Australia



Student Journey



PANEL DISCUSSION



University of
South Australia

**Lucy and Marcus are thinking
about coming to UniSA – what
happens next?**



University of
South Australia

**It's O-Week – what does
orientation look like for Lucy and
Marcus?**



University of
South Australia

Marcus has applied for a Special Consideration secondary assessment, how can we support him?

Does the level of support look the same for Lucy?



Marcus has a GPA of 7, what opportunities are available to him?

Lucy would like to work - what opportunities can we offer her?





**University of
South Australia**

Thank you