



University of
South Australia

Student video



Student Success @ UniSA

Gabrielle Rolan *(she/her)*

UniSA International

Vanessa Matthews *(she/her)*

Student & Academic Services

Brendan Hughes *(he/him)*

Student Engagement Unit

Barbara Parker *(she/her)*

UniSA Online

Sheridan Gentili *(she/her)*

Teaching Innovation Unit



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On completion of this session you will be able to:

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



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How we do it?

UniSA International

Student and Academic Services

Student Engagement Unit

UniSA Online

Teaching Innovation Unit



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Where do our students come from?

We have students from 106 markets

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



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Students

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

Partnerships

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

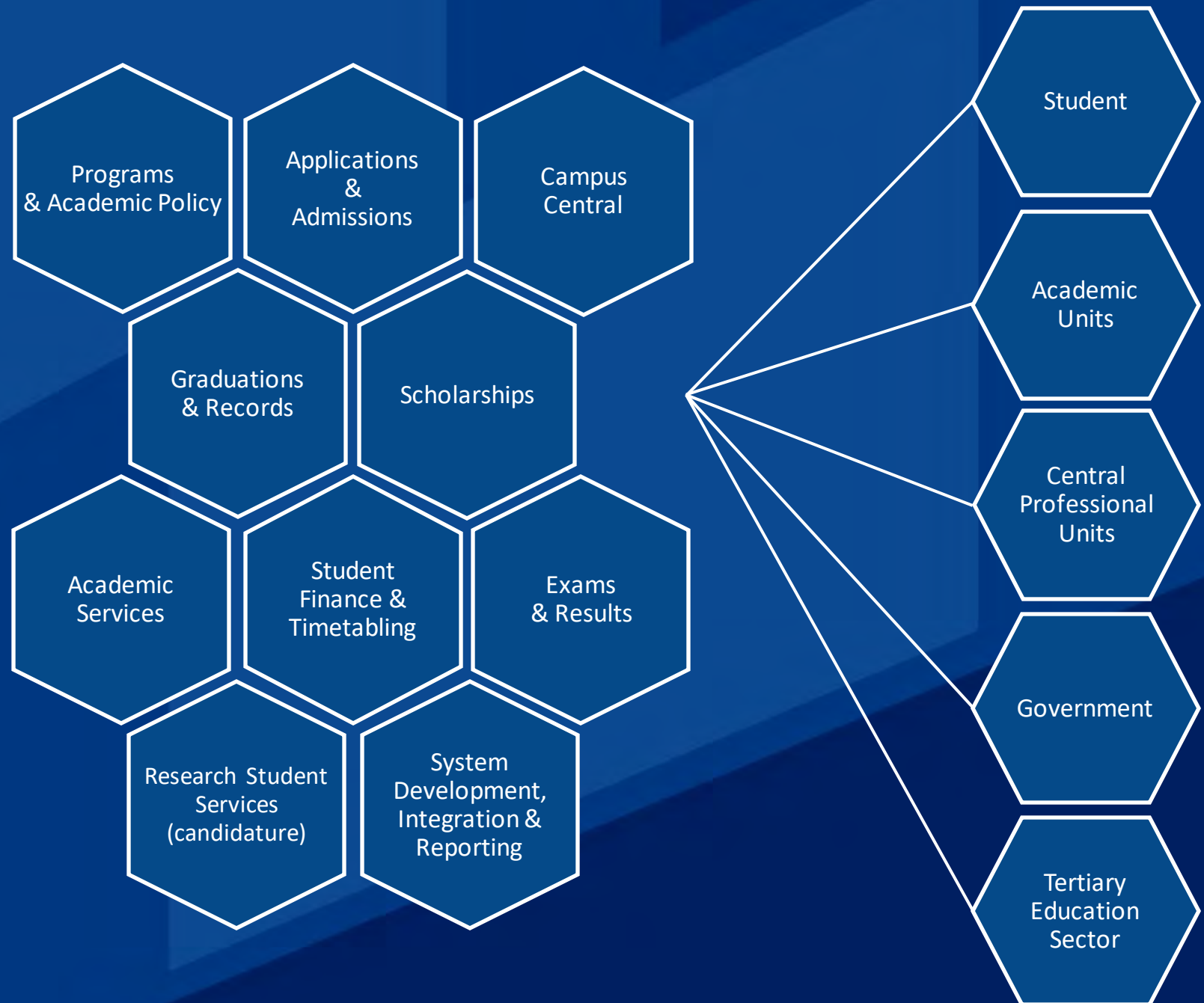
Compliance

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

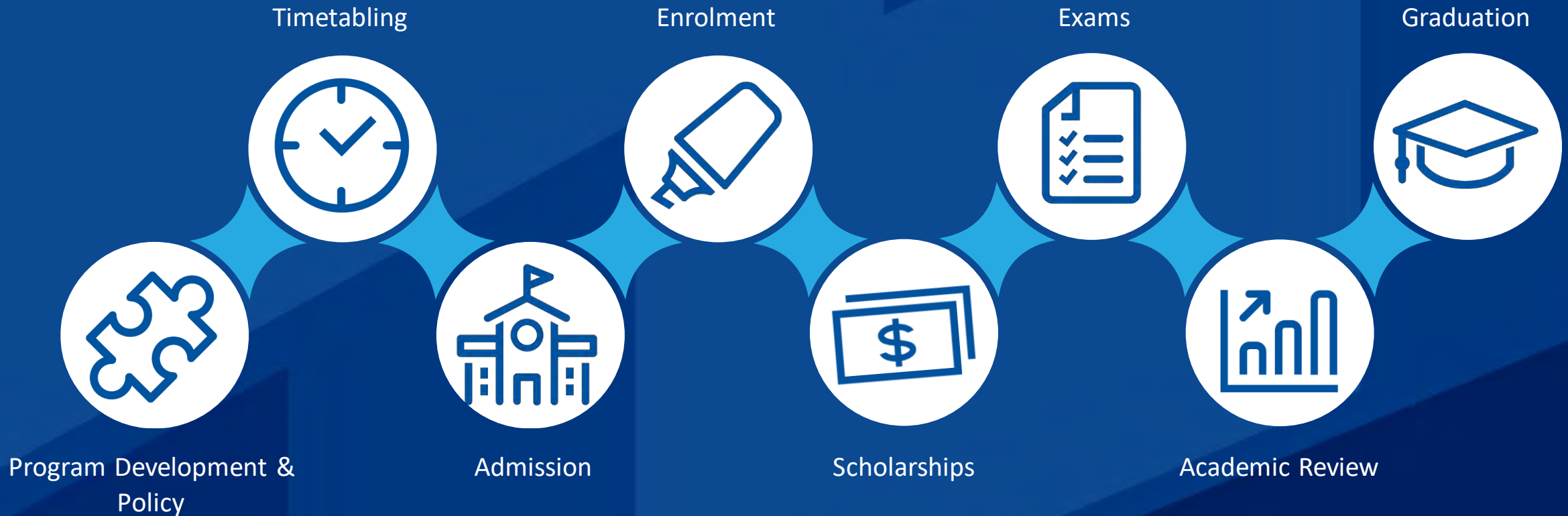


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Student and Academic Services (SAS) and stakeholders



SAS and the Student Journey



Campus Central



Communications



Committees



Reporting

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
- Academic Learning Support
- Career Advice & CDL
- UniSA Sport (Clubs, gyms and intervarsity competition)
- Peer-to-Peer programs (ie. VEEP)
- LGBTQIA+ and Ally network
- Personal and professional development: volunteering, leadership, training
- Student newsletters
- UniSA+ (co-curricular recognition)
- Student engagement events





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Online

- UniSA's 100% Online delivery unit
- Enabling UniSA to reach new markets (68% students interstate, 75% over the age of 24)
- Working collaboratively across UniSA
- Dedicated recruitment, student support and academic teaching teams: 7 days a week support
- 2 PG, 23 UG, 3 A/degrees, 3 UGCs, 2 Dips, 1 m/cred & 250 single courses
- + support for strategic projects



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Teaching Innovation Unit

Build Capacity – Empower Staff – Transform Learning



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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%

<https://www.qilt.edu.au>



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International Student Barometer 2023

115,705 international students responded from 131 institutions



OVERALL SATISFACTION AND
NET PROMOTER SCORE
**ABOVE AUSTRALIAN AND
GLOBAL AVERAGES**



OVERALL SATISFACTION
FOR INTERNATIONAL
STUDENTS WAS

92%

(#5 in Australia and #30 in the world)



NET PROMOTER
SCORE IS

21

(up from 6 in 2021)



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Question for you:

What are the things you want to know about the student experience and support for staff?



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Thank you