
Student Consultation Policy

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Purpose:	The purpose of this policy is to set out the way the EIT provides information on availability of consultation avenues for students.
Scope:	This policy is relevant for EIT students and staff.
Essential Supporting Documents:	
Related Documents:	EIT Student Code of Conduct

1. Consultation forums

Webinars

The delivery of lectures is via interactive, online sessions called webinars. Students are expected to participate actively in these sessions and a participation mark is allocated. During these sessions the lecturer is available to respond to questions and to assist in the explanation of the content as it is delivered.

Progress Surveys

Lecturers are provided with a range of quick student survey options for use during the presentation of Module/Units. These provide the students and lecturers with feedback on:

- Knowledge acquisition
- Delivery efficacy
- Content strength

Unit/Course Completion Survey

The extensive student survey of the EIT contains metrics used in many Australian universities and as such, it is not only useful as a benchmarking instrument, but gleans vital feedback from students regarding their attitudes to the content of a unit/course and lecturer efficacy.



Assessment Results

These results indicate to EIT academic staff both group and individual student progress. They also give a general measure of the efficacy of the webinar sessions for the students and the accuracy of the assessment tools. (Refer to *Student Counselling* below for the EIT's response to assignment submission and results.)

Email

Following the webinars or interactive on-line sessions, students are encouraged to email their lecturers with queries relating to the content being delivered within the webinars and/or with their assignments. Lecturers are required to respond to these emails within 24 hours.

Information Packs

Prior to the commencement of a course, students are provided with the contact numbers of the staff who can assist them with a range of needs, including their dedicated e-learning assistants. This information goes out to all students in a comprehensive Student Information Pack/Student Handbook.

Moodle

The EIT utilises Moodle, which is a software package for producing internet-based courses and web sites. It functions in the form of an ongoing development project designed to support a social constructionist framework of education. In other words, it acts as a virtual interactive white board where lecturers, students and administrators can interact. It is designed to provide students and lecturers with a range of information, including scheduled webcasts, assignment due dates and links to reference material.

2. Student Counselling

The E-learning Administrator responsible for a particular group of students will contact a student for counselling if a student:

- Fails to submit a second assignment.
- Is struggling with the English teaching medium – this is often determined through participation, or lack thereof, during webcasts.
- A student submits assignments, but submits more than two after the due date, without consultation
- A student fails a second assignment
- A student begins to miss webcasts without consultation
- A student fails to deposit a course payment on time.

Where it is deemed necessary, the Administrator will refer the student on to other personnel within the EIT and beyond:

- Learning and Career Advisor - career counselling and ESL advice
- IT Manager - distance learning and IT issues
- Academic Program Delivery Manager – course cessation issues
- E-learning Assistants – assignment and participation problems



- External counselling services in the student's homeland to deal with personal issues