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## Student Support Procedure

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### 1.0 Purpose

This procedure outlines the processes and supports to enhance student engagement and the student learning experience. It provides information for staff and students to ensure that adequate support is provided to meet student needs, regardless of their place or mode of study, and to provide the best opportunity for student success.

### 2.0 Scope

This procedure applies to all EIT's students enrolled in all EIT courses regardless of their place or mode of study and to academic and administrative staff involved in providing and managing student support.

### 3.0 Overview

EIT aims to provide a supportive learning environment for all students and a quality student learning experience, appropriate to the age, stage, background and circumstances of a diverse student population, regardless of their place or mode of study. EIT offers extensive support services to all students.

Students are expected to participate actively in all scheduled sessions. During these sessions the lecturers will be available to respond to questions and to assist in the explanation of the content as it is delivered, to support students' learning.

EIT recognises the importance of Information and Communication Technology (ICT) and ensures access 24 x 7 to all users for all authorised purposes.



While EIT respects the need for privacy for all users of ICT resources, EIT reserves the right to monitor user transactions and activity and take appropriate action if misuse or illegal use of resources is identified.

## **4.0 Implementation**

EIT will endeavour to support all students in their learning at EIT, regardless of their place or mode of study, and to provide additional support to students who have been identified as at risk under the processes in the Students at Risk Policy and Procedure. These services are provided at no additional cost to students.

Students can contact the Learning Support Officer or Student Services on campus to access any student support services.

### **4.1 General Support**

EIT will support students via a number of mechanisms which are outlined below:

Dedicated Learning Support Officers (LSO) Prior to the start of a course, students are provided with the contact details of the Learning Support Officer who can assist them with a range of needs. Learning Support Officers provide guidance and support to all students throughout their course. Staff in this position are deemed to have an appropriate level of skill, knowledge and expertise to enable them to provide advice to students on a range of matters.

#### **Lecturer Contact**

Students are encouraged to contact their instructors/lecturers with queries relating to the course content and/or with their assignments. Instructors/lecturers are required to respond within 24 hours where contact is made outside of scheduled course contact hours. The Learning Support Officer will check to ensure these procedures are adhered to for their cohort of students. All staff are encouraged to see student support as a primary responsibility.

#### **The Moodle Learning Management System (LMS)**

EIT utilises Moodle as its LMS. It is designed to provide students and lecturers with a range of information, including course schedules/timetables, assessment due dates and reference material.

#### **Study Skills Support**

This program aims to assist students to succeed in their course and to eliminate plagiarism. This program will help students with time management and revision skills; reading and note taking skills; essay writing; researching and referencing.

#### **English Language Assistance**

Basic English assistance is provided to help students with speaking and writing skills, (including grammar) as required.



### **Welfare and Cultural Assistance**

CRICOS students may seek assistance to settle and study in Australia. Information will be provided at orientation and through information packs. Students may seek assistance from Student Services.

### **Orientation program**

Compulsory orientation programs include information on EIT policies and expectations, outlines the operation of the learning infrastructure, welcomes the students to the course and responds to any questions the students may have.

### **Technology Support**

When students commence at EIT, full ICT access (including user name and passwords) and associated email addresses are provided by the Learning Support Officers

- Users must protect the security and integrity of their access at all times and if they believe their security has been compromised; they are to advise their designated Learning Support Officer immediately.
- Each course or unit details will be stored on the EIT Learning Management System (LMS) as well as on the EIT server in Perth, Western Australia.
- EIT staff are well aware of the extraordinary importance of support for ICT access as failure of a user to be able to connect to EIT's online systems could signal the imminent failure of their ability to meet course requirements. Hence, speed in response is critical.
- The live stream, web conferencing facility can be particularly affected by poor bandwidth issues and all students are warned of potential intermittent problems in this respect – operations depend on their internet connection (or 3G 4G or 5G connections). The critical components (audio and the whiteboard), are key to the quality of a lecture session but fortunately (as compared to streaming video) do not require a large bandwidth allocation.
- Access and support to remote lab facilities may sometimes be impacted for various reasons and students have access to remote labs helpdesk 24/7.

### **Other Support**

The Learning Support Officer and/or Higher Education/VET Manager and/or Student Services on campus will be available to support the students with extra-curricular problems such as financial and personal issues. All students will be given a dedicated 'virtual room' for their units/course which will enable them to build up enduring relationships as they chat/talk and work together.

### **4.2 Individual Support**

All students are encouraged to discuss their individual support needs with EIT prior to enrolling and at any time throughout their studies. EIT provides a range of support; academic, personal and ICT. Where support is not offered in-house, EIT will assist students by offering contact details for external support.

Staff will ensure that student privacy is maintained at all times when discussing support needs and only pass on information to other persons with the consent of the student.

Students may experience stress as they try to balance the demands of work, personal life and study. Staff should be alert to changes in student behaviours and respond to students in a respectful and sensitive manner, but should be aware of their own personal and professional limitations. Staff should consult with dedicated support staff for advice about the appropriate management of a student, and refer students to other professionals as appropriate.

A student may be identified as requiring additional academic support if their progression is unsatisfactory and may be at risk of exclusion. The Students at Risk Policy and Procedure outlines the processes to undertake in these circumstances.

#### **4.3 Support for CRICOS Students**

EIT offers extensive support services to CRICOS students in acknowledgement of the challenges faced studying abroad.

##### ***Orientation program***

Orientation includes EIT policies and expectations, relevant Australian regulations, transport, health, banking and postal services and available recreational activities.

##### ***Accommodation***

EIT provides free advice on locating appropriate and convenient home-stays, rental accommodation and temporary short-term lodging such as hostels or serviced apartments.

##### ***Computer services***

EIT provides computer facilities to CRICOS students to complete assignments.

##### ***Employment***

EIT can assist students with updating CVs to assist with their search for employment. EIT will also assist selected students to access internships as part of the requirements of their course.

### **5. Provision of Student Support Procedures**

The following procedure is used for immediate student support.

- The student applies for a place on a course via the EIT website through an online application process.

The Application is assessed by an Admissions Officer or Learning Support Officer who will also advise students of the outcome of their application.

- The Learning Support Officer then becomes the first point of contact for the student and is there to assist the student with any query they may have throughout the course. The Learning Support Officer makes regular contact with the students on the units/courses they are coordinating to guide the students through the course.

- On the start date of a course, students are provided access to their course on EIT's Learning management System (LMS). The LMS contains the information the students need for their course. This includes readings, slides, assessments, videos, lecture recordings, simulation software, remote lab software, links to websites, quizzes and other materials that enhance student understanding of a subject area. The LMS is constantly updated to ensure all materials are current and relevant.
- Lecturers undertake ongoing training to ensure that their presentations are of a high quality. They also receive regular feedback from staff and students to facilitate continuous improvement. Lecturers are required to be interactive in all sessions and to respond to queries. In addition, students can contact them outside of scheduled course contact hours with any questions on the information presented. Lecturers are required to provide students with suitable answers in a timely manner. This is managed by the Learning Support Officer.
- The student is provided with information via Moodle to familiarise themselves with their rights and responsibilities and operations of the ICT system as far as support is concerned. Information is also provided to students on the learning management system so that they have a full understanding of their rights and responsibilities. This also includes a link to the policies and procedures. The Learning Support Officers encourage all students to read through the documents provided on Moodle.
- During the orientation week, a session is conducted which outlines the operation of the learning infrastructure. Learning Support Officers also welcome the students to the course and respond to any questions the students may have. Learning Support Officers also encourage students to contact them with any questions they have throughout the course.
- Recordings are made of all online presentations and made available to all students for review.
- Upon request, recordings from previous courses with the same content are also made available to students.
- Depending on the size of the class for online students, there is usually more than one webinar/tutorial scheduled to cater for students in different time zones. Immediate problems with access are advised to the Learning Support Officer in the first instance. Confirmation that action has been taken will be immediately provided to the student and detailed feedback on a solution will be provided within 12 hours. During weekends, there will not be immediate feedback but by Monday morning an appropriate response will be provided to students.
- EIT can only take responsibility for software supported by EIT. Any other software or operating systems cannot be supported.

### **5.1 Processes for Planning of Student Support**

- Problems with the operation of the Learning Management System, web conferencing software and remote labs are passed onto the IT Manager for immediate rectification (such as viruses, broadband or web site problems). EIT works on a process of continuous improvement and this communication is a tool used to improve EIT as a whole. ICT capacity will be scaled to meet relevant growth requirements.

- Progress questionnaires are provided to the students. These are reviewed by the Learning Support Officer for any complaints or comments and are addressed/actioned as required.

### **5.2 Changes in Technology (Including software)**

- The Higher Education/VET Manager and IT Manager will keep up-to-date with changes to technology (e.g. remote labs and video conferencing). If it is considered that a particular new technology should be adopted, this will be discussed and the pedagogical benefits and costs assessed.
- If a change is considered necessary it will generally be made for a new cohort of students unless the changes are minor to minimise the disruption to existing cohorts.
- Impacts of ongoing updates to computer technology and software systems will be minimised and patches identified by the IT Manager and distributed through the Learning Support Officers as quickly as they are identified. An emphasis will be placed on regular communications with students to ensure everyone is kept updated.

### **6.0 Definitions**

**At Risk:** a student who has been identified as having the potential to not meet student progress requirements and may need support; or students who have not met milestones such as submission of assignments or failed a subject and may need support to progress successfully.

**Higher Education/VET Manager:** The individuals who manages the day-to-day activities of EIT's college and supervises the activities of the Learning Support Officers.

**CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students

**CRICOS Student:** A student studying in Australia and holding an Australian student visa

**DoHA:** Department of Home Affairs.

**EIT Support Services:** Services provided by EIT such as orientation, accommodation, computer services and employment

**ICT Information Communication Technology:** This relates to any technology such as voice, data, video, audio and associated resources which relate to the capture, storage, retrieval, transfer, communication or distribution of data through the use of electronic and associated media.

**ICT resources:** This includes ICT infrastructure, equipment, hardware and software.

**Student Support Services:** Services offered to students concerning academic or pastoral care issues

**IT Manager:** The Manager who is technically skilled in managing the ICT systems and rectifying problems that arise from time to time. This individual will provide expert advice on any operational problems (such as viruses, slowness in access and overload of the system).

**Learning Support Officer:** Administrative coordinator assigned to a unit(s)/course(s). Also referred to in the National Code as 'Student Contact Officer' and other EIT policies as Course Coordinator or eLearning Coordinator.

**Teaching Period:** A scheduled duration within a higher education academic year. EIT generally refer to teaching periods as terms or semesters.



**User:** All EIT staff, students, external parties, alumni and visitors who legally access EIT's systems.

**VET:** Vocational Education & Training

### **7.0 Related policies and procedures**

The following policies and procedures are related to this policy:

- Student Complaints, Grievances and Appeals Policy
- Student Complaints, Grievances and Appeals Procedure
- Assessment, Moderation and Student Progress Policy
- Assessment, Moderation and Student Progress Procedure
- Academic Honesty and Misconduct Policy
- Student Code of Conduct
- Student Support for Online Learning and ICT Infrastructure Procedure
- Students at Risk Policy
- Students at Risk Procedure

### **8.0 Accountabilities**

The Academic Board is responsible for review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and EIT's community via the website and other publications.