

Student Success @ Macquarie – Town Hall (Q&A)

58 questions were received via POLLEV during the Town Hall. The questions were grouped in themes, as they were similar in nature. The responses are provided below.

1. How does the framework relate to Framing of Futures?

The Student Success Strategic Framework is a document that sits under and draws upon the intent of Framing of Futures to specifically enhance and support the student experience. It recognises students as being core to the University's organisational purpose, vision and values.

2. Structure of EDSER to manage initiatives/will there be integration of Uni services to a centralised one stop model for students?

Centralising services is not the intention of this work; The goal is to take a student-centred approach to service delivery which may lead to different ways of working. There is certainly a need for greater collaboration and cohesion when responding to and anticipating student needs.

Please take a look at the Integrated [Service Delivery](#) model proposed in the Framework, as this model will guide our approach.

3. How long will the process be to implement/when will the plans be actioned/seeking guarantee that what is produced on paper will be set in action/what is the next step/ how will we measure it/will current student benefit in any way?

A high-level view of implementation is outlined in the [Green Paper](#). It's important to note that the Framework is still being developed and the detail around 'when' and 'what' will be informed by the feedback provided through this consultation process.

We are already a successful University and have a range of offerings that current students benefit from. The challenge we face going forward is to ensure that all students have access to all support programs and offerings, that opportunities are aligned, available and communicated to all students.

We are seeking student and staff input on how this can be achieved in the context of the Green Paper's vision for student success and request feedback [online](#).

4. Education/empowerment of staff /staff numbers and resources/adequate budgets/how does this involve non-teaching professional staff/how can we support training of academic staff/how can we support teachers to focus on student success?

Once the 2019 budget is approved by University Council, Business Unit Leaders will confirm operational plans for 2019. The Framework highlights the need to develop and enable staff to better support student success, a need that will be factored into future planning.

5. How will Student records/portfolios be managed?

The Project Beacon Team is looking at the development and implementation of new Curriculum Management System (CMS) and Student Management System (SMS). Getting it right is a lengthy process and we ask the Community to bear with us as we work through it.

6. In what way is this initiative different from what other Universities offer?

The Vice-Chancellor in his personal remarks at the Town Hall said: *“Universities who set themselves apart, are those who have the commitment of the university by every single person involved to believe that university exists because of, and for students and their success”*. Developing the Student Success Framework gives us an opportunity to demonstrate our commitment and our vision to current and prospective students. It also empowers us as a community to believe in students as they embark on this journey of personal and professional transformation.

This Framework will exist to guide us, empower us and set us apart from other institutions. However, we can only achieve our desired outcomes if we all get involved and play a part in it, today and always. Therefore, it’s imperative that as many staff and students as possible engage in this consultation process.

7. Information sources/ will ‘future students’ be also consulted/can students at risk be consulted/can students who have dropped out of their study be canvassed/Has the Alumni been consulted/have international students been consulted/what measures have been taken to engage with students who are not usually involved or vocal/how do you engage students to be involved/Have HDR students been considered?

More than 90 documents relating to student experience were reviewed, including student survey outcomes from within the University, Higher Education annual sector reporting and the recommendations of an external review conducted in 2017 (among others).

To validate the data that was shared with us by various departments we conducted individual interviews and focus groups with students across the University. We spoke to first-year students, students who have recently graduated, students from various programs and levels of study, as well as domestic and international students, student volunteers and student employees. We also gathered information from interviews with students at risk in relation to their experiences and needs as part of a retention project that was initiated at the end of S1, 2018.

The evidence was used to inform an initial overarching organisational Framework (the Green Paper), that with feedback from the University community, guide and align approaches to student experience and success.

8. Will a model similar to the student-centric be implemented for staff as well?

This question is beyond the scope of this activity but will be referred to the HR Director for consideration.

9. Will specific KPI’s be set i.e. retention figures/ how will success be measured/what time frames will be used/will there be a strong emphasis on student employment success?

As you will see in the Green Paper, there is an intention to establish a Student Success Leadership Committee that will provide leadership for important work. The Committee will develop an Implementation Plan and performance indicators. We know that many of our students define ‘success’ as getting a job at the end of their degree, and therefore, employability activities and indicators will be central to this activity. The Executive Director, Student Engagement and

Registrar will work closely with the Pro Vice-Chancellor (Learning and Teaching) to strengthen student employability at Macquarie University.

10. Uni reputation mentioned a lot - how does this balance with sustainability and creating a better future for the students?

The Student Success Framework Green Paper demonstrates our organisational commitment to our students and their success. The long-term strategy is to continue to build upon our reputation of offering desirable courses, engaging pedagogy, connected services, outstanding facilities, as well as comprehensive and easy to navigate processes and policies, that enable all students to develop and grow personally and professionally.

By using the term “Student Success” we are inviting students to think about their own success and we aim to shape an environment that will help students navigate towards their personal objectives for success. Our vision is to improve our status as a destination of choice, that students will want to join us, they will want to be part of a community that believes in their success and is there because of, and for them.

11. With an individualised approach will this promote exceptions to rules/policies and procedures/how will equity and bias be managed?

A personalised approach means that we use what we know about our students to design approaches that are specific and relevant to students’ needs and circumstances. This helps students feel valued, nurtured and supported. This does not mean that we will not abide by the policies, processes and procedures that are already in place. We may however, look to streamline approaches to improve the service we provide. We will treat students as individuals and we will do our best to guide them in the right direction.

12. Technologies – will there be upgrades / will ‘tracker’ remain?

There are a number of technology projects underway which will lead to the improved user experience. These include Project Beacon which is implementing the Curriculum Management System (CMS) and enhancing the Student Management System (AMIS). In addition, several departments around the university are piloting a new Customer Relationships Management (CRM) tool with a view to retiring Tracker. These projects will have priority in 2019 and will be explained in more detail in the Framework Implementation Plan.

13. Do you have any flagship projects for 2019, how will the framework be operationalised?

As explained in the previous response, flagship projects based around enhancing technology to enable improved experience will be staged to support the implementation of the Service Delivery Model presented in the Green Paper. Further, it is likely that student transition and retention projects will be extended into 2019. The Student Success Leadership Committee will have carriage of all Project priorities.

14. How is the strategic framework linked with the UN SDG's? /Will 'strength based' language be used/ When looking at definitions of student success, will there be an emphasis on equipping students to apply ethical and sustainable solutions to their work during and after their time at Uni?

We will treat these questions as suggestions to improve the Framework. We invite staff to bring forward their ideas using the online feedback form as part of this consultation process.

15. How does international experience for students fit in to the framework for students?

The Student Success Strategic Framework is designed to set an overarching organisational vision. Its intention is to support all cohorts of students. It is envisaged that a set of aligned sub-strategies will help us address our wonderfully diverse student community and their needs.