



**Thanks for joining our  
Student Support and Welfare  
Webinar!**

**We'll be starting in a few moments...**



# **Student Support and Welfare**

# What we'll cover today



**Student Welfare**



**Student Centre**



**Student Support**



**Q&A**

# Meet our presenters



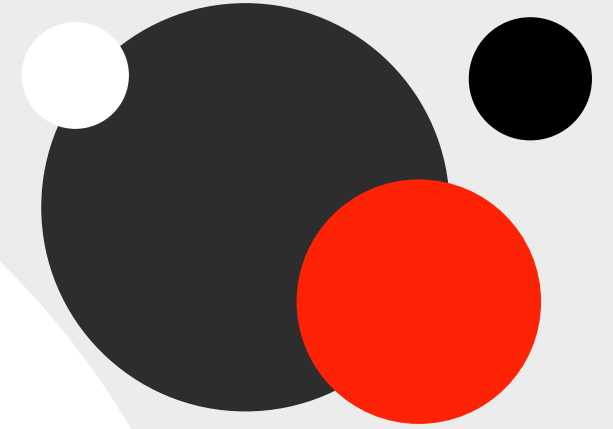
**Robert Brennan**  
Student Welfare  
Team Leader



**Beenu Dhingha**  
Student Centre  
Team Leader



**Zoe Wang**  
Study Success Adviser  
Team Leader



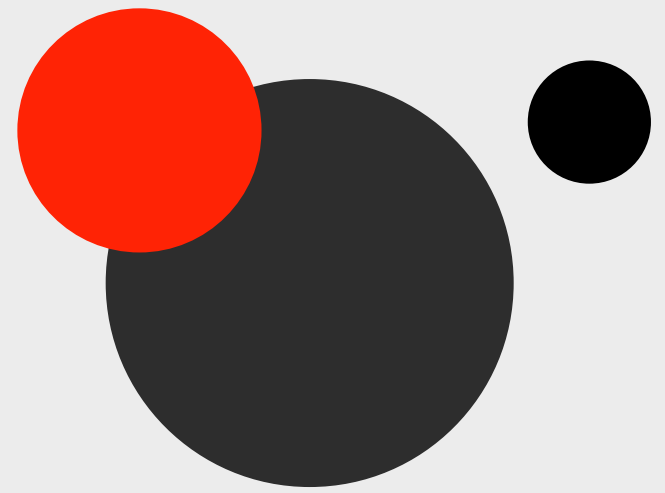


# Student **Welfare**

Robert Brennan, Student Welfare Team Leader

# Student Welfare

## our remote initiatives



**Staying in regular contact with all under 18 students to check on welfare**



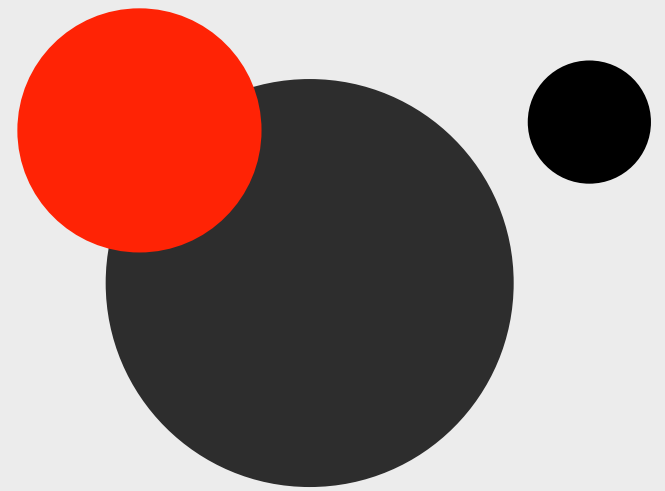
**Calling all ELT students in the first week of study to check on any welfare/connectivity issues (onshore and offshore)**



**Working with our Student Centre to be available for students three days per week for collection of materials**

# Student Welfare

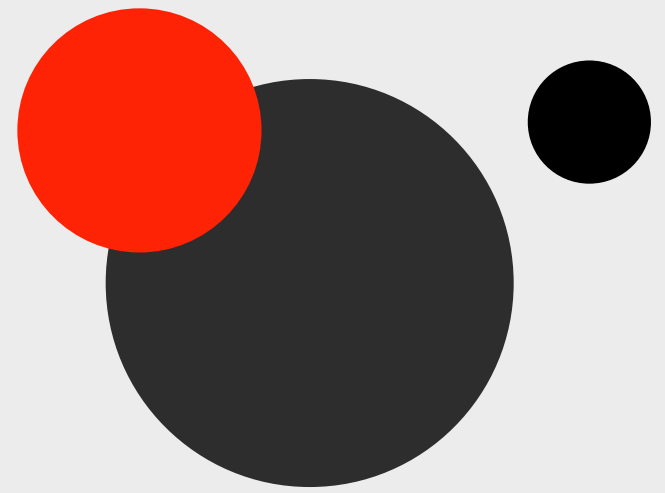
## financial assistance



- ✓ **Providing laptop loans to students having computer problems**
- ✓ **Providing students experiencing internet problems free Vodaphone Wi-Fi Dongles**  
(valued at \$95 each)
- ✓ **Managing students case by case with financial issues**  
(includes providing \$50 Woolworths vouchers to students in need)
- ✓ **Liaising with landlords for students who are having rental issues**  
(Working closely with Redfern Legal Centre: a free Third Party service provided to International Students providing legal advice on tenancy, migration and support)
- ✓ **Collaborating with one of our Homestay Partners (Australian Homestay Network) offering students discounted Homestay accommodation including 3 meals per day**  
(\$160 per week compared with market rate of \$315 per week)

# Student Welfare

## ongoing initiatives



**The team continue BAU for Third Party Audits for our providers including highlighting and actioning any welfare issues for our students**



**Receiving monthly updates from our three homestay partners as well as our Welfare Guardians (for Urbanest) on the well-being of our students**



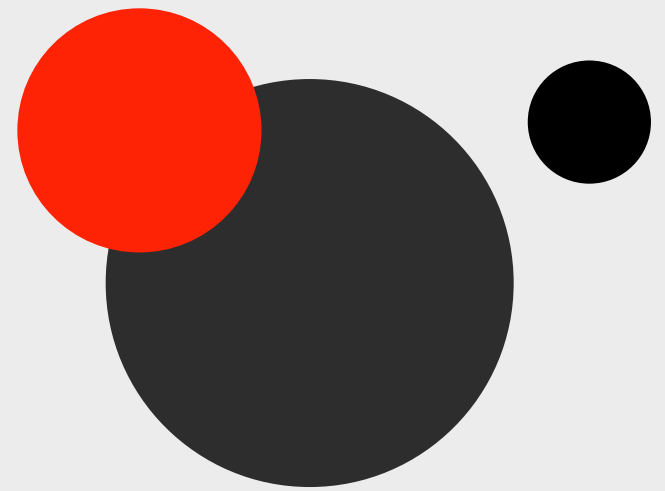
A student with long dark hair, wearing a white shirt, is sitting at a desk and writing in a notebook with a pencil. A laptop is visible on the desk to the left. The background is slightly blurred. A large white circular graphic is overlaid on the right side of the image, containing the text 'Student Centre' and 'Beenu Dhingra, Student Centre Team Leader'. There are also some black circular shapes in the background.

# Student Centre

Beenu Dhingra, Student Centre Team Leader

# Student Centre

## support

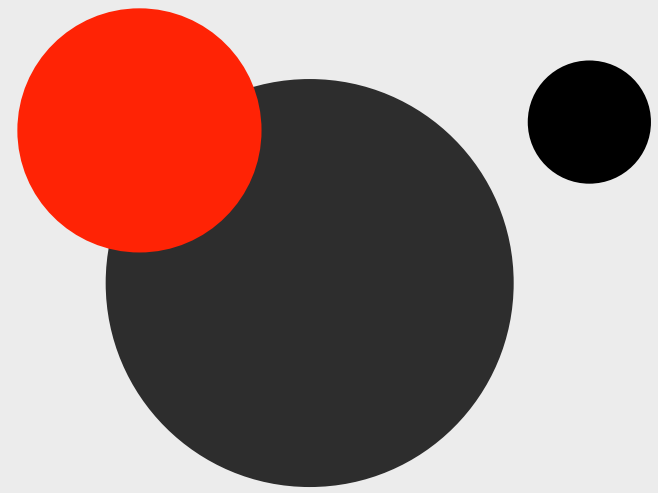


**Our Student Centre is the first point of help not part of our student's course of study**

- **revision of study plan**
- **deferring/withdrawing from a course**
- **eCOE**
- **fee payments**
- **student cards**
- **updating contact detail**
- **submitting medical certificate when sick and activating OSHC**

**If students are unsure, they can contact Student Centre first and we will forward the queries to the correct department**

# Student Centre appointments



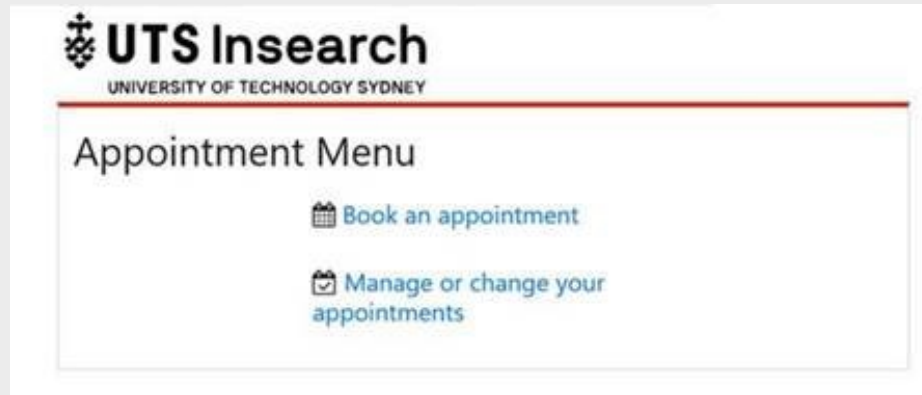
## Step 1

Scan QR to make  
appointment



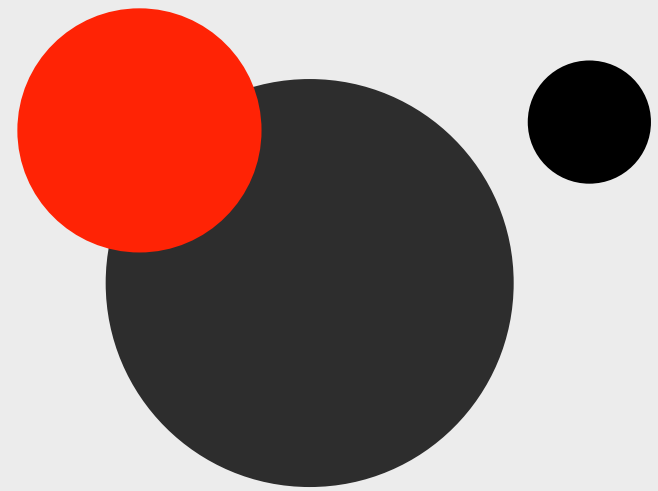
## Step 2

Appointment confirmed  
by Student Advisor



# Student Centre

## contact



**Student Centre continue to serve students remotely  
from Monday to Friday, 9am to 5pm  
Our email turnaround time is 24-48 hours**



**+ 61 (2) 9218 8666**

**+ 61 (0) 414 510 999**

**[studentcentre@insearch.edu.au](mailto:studentcentre@insearch.edu.au)**



# Student **Support**

**Zoe Wang, Study Success Adviser Team Leader**

# Student Support

**I am worried about my assessments and exams.  
I am confused how to access my lectures and tutorials**

**Students to send their teacher or Subject Coordinator a message through the Canvas inbox to discuss their concerns**

**Access on line remote learning support resources [insearch.edu.au/remote-learning](https://insearch.edu.au/remote-learning) or via Canvas Study Success subject [insearch.instructure.com/courses/1630](https://insearch.instructure.com/courses/1630)**

**Attend an online one-on-one learning support or relevant study skills workshop**

# Student Support

**I am worried  
if I get sick**

**Speak to a Study Success Adviser.  
They can offer special consideration or  
refer a student to the Welfare team for support**

**Contact a Student Success Advisor via email**  
**[AdvisersDiploma@insearch.edu.au](mailto:AdvisersDiploma@insearch.edu.au)**  
**[AdvisersFoundation@insearch.edu.au](mailto:AdvisersFoundation@insearch.edu.au)**  
**[AdvisersEnglishLanguage@insearch.edu.au](mailto:AdvisersEnglishLanguage@insearch.edu.au)**

**Refer to UTS counselling or UTS Health**

# Student Support

**I am worried  
about my  
attendance**

**Students need to turn up to scheduled online classes on time. If students can't attend class, they need to contact their teacher to let them know**

**Attendance warning letters have been stopped for S1 2020. No one will be reported for unsatisfactory attendance**



# Student Support

**I don't know  
where to go  
for help**

**Help with a subject  
Contact the teacher or Subject Coordinator**

**Help with managing studies  
Contact Study Success Advisers**

**Help with general queries  
Contact the Student Centre  
[studentcentre@insearch.edu.au](mailto:studentcentre@insearch.edu.au)**

**Help with critical incident, welfare or accommodation  
Contact the Welfare team  
[welfare@insearch.edu.au](mailto:welfare@insearch.edu.au)**

**Help with remote learning  
[insearch.edu.au/remote-learning](https://insearch.edu.au/remote-learning)**

# Student Support

**I'm experiencing  
technical issues  
online**

**Students can contact  
ITDS service desk**

**+61 2 9218 7000**

**[servicedesk@insearch.edu.au](mailto:servicedesk@insearch.edu.au)**

**If students can't complete an assessment  
due to experiencing a technical issue, they need  
to contact their teacher or Study Success Adviser  
for an alternative arrangement**

**A referral to welfare for laptop loan or internet  
upgrade if needed**

# Student Support

**I missed a few classes and I'm feeling worried that I will have loads to catch up on**

**Students need to send their teacher or Subject Coordinator a message through the Canvas inbox to discuss concerns**

**Contact a Study Success Adviser for advice and support, special consideration can be applied**

**Drop Out Detective is utilised by the student's teacher and their Study Success Adviser will monitor their progress**

# Student Support DOD example



SSA can create a dashboard of a particular group of students



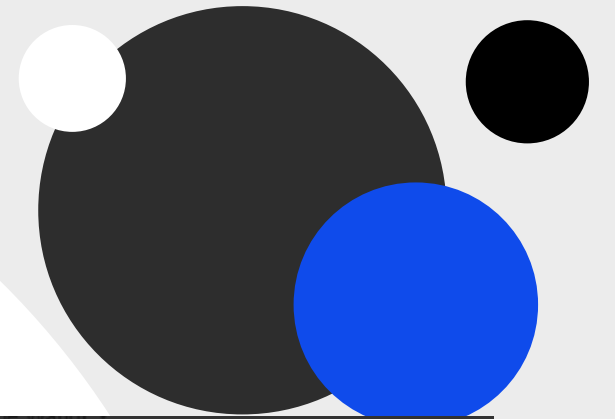
Individual follow up is carried out by SSA based on the risk index

The screenshot shows the ASPIRE DU Dropout Detective interface. At the top, there are navigation tabs for 'Dropout Detective', 'Advisor Assignments', and 'Reports'. Below these are filter buttons for 'All', 'Alerts', 'High', 'Medium', and 'Low', along with a dropdown menu set to 'Humanitarian Scholarship stu'. The main content is a table with columns for 'Student', 'Risk Index', 'Trend', and 'Last C'. The table lists 14 students with their respective risk scores and trends. The first 12 students have red risk bars and are in a red background, while the last two have white risk bars and are in a green background.

Student	Risk Index	Trend	Last C
[Redacted]	100	- +0	3 days
[Redacted]	100	- +0	8 days
[Redacted]	70	↑ +4	7 days
[Redacted]	55	↑ +4	5 hours
[Redacted]	51	↑ +13	8 days
[Redacted]	48	↑ +4	3 days
[Redacted]	38	- +0	8 days
[Redacted]	35	- +0	8 days
[Redacted]	31	↑ +4	7 days
[Redacted]	30	↑ +16	7 days
[Redacted]	30	↑ +30	7 days
[Redacted]	0	- +0	4 hours
[Redacted]	0	↓ -10	7 days

# Student Support

## DOD overview



55

Last Login 07/05/2020 1:33 p.m.  
Login ID [Redacted]

[Send Message](#)  
[3408211@student.uts.edu.au](mailto:3408211@student.uts.edu.au)

Overview [Notes](#) [History](#) [Contacts](#) [Attendance](#)

Course	Grade	Zeros	Missing Assignments	Last Access	Latest Submission
<a href="#">Academic Communication</a>	77.67 D	0	0	04/05/2020	22/04/2020
<a href="#">Getting ready for UTS Insearch</a>	None	0	0	18/03/2020	
<a href="#">Introduction to Mathematics</a>	37.14 F	1 (show)	0	07/05/2020	06/05/2020
<a href="#">Study Success</a>	None	0	0	06/05/2020	

# Student Support

**I'm lacking  
motivation to  
do any work**

Watch the remote learning study tips at  
[youtube.com/watch?v=814LcXlz1bc](https://youtube.com/watch?v=814LcXlz1bc)

Check the Study Success course where you  
can find different tips and guidelines  
[canvas.insearch.edu.au/courses/1630](https://canvas.insearch.edu.au/courses/1630)

Sign up for the on line peer mentoring  
program to meet a group of mentees and a  
mentor each week

# Student Support

## Study Success

### WORKSHOPS



Workshops provide study skills and learning support.

[Find out more](#)

### HELPS CENTRE



Get online learning support for your academic English.

[Open the resources](#)

### ACADEMIC INTEGRITY



Learn about the ethical and legal requirements of academic studies.

[Open the resources](#)

### TRANSITIONING



Learn about how to transfer from Insearch to UTS.

[Find out more](#)

### RESOURCES



A collection of useful learning resources for your studies at UTS Insearch.

[Open the resources](#)

### STUDY SKILLS



The library provides several guides to help with your studies at UTS.

[Open the resources](#)

## Study Success

Welcome to Study Success! These pages provide information that will help you succeed in your online studies.

Please note: emails sent to Study Success teachers will be monitored between Monday to Friday 9am to 5pm AEST. We aim to respond to each email within 24 hours of receiving it.

Please click [here](#) for additional support services contact information, including IT technical support

### REMOTE LEARNING HELP



Get started with remote learning using Ring Central, Zoom and Canvas.

[Open the help guides](#)

### ASSESSMENTS



Our tutors can support you in preparation for your assessments.

[Book a one-to-one session](#)

### ADVISERS



Ask questions and discuss your concerns with a study success adviser.

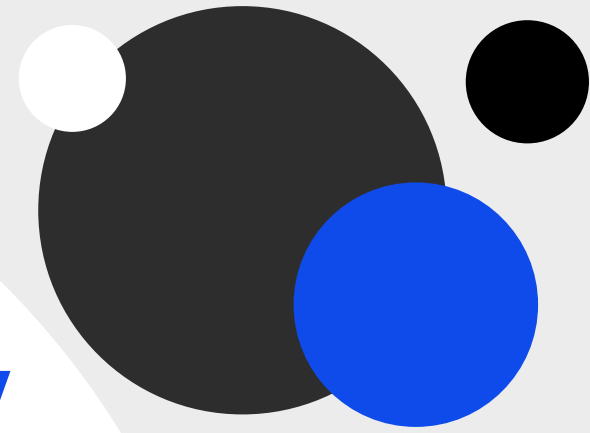
[Book an appointment](#)

**A sneak peek  
of  
Wellbeing Sessions  
at O Week**





# Student Support Values in Action Character Strengths Survey



**Wisdom  
(Head Strengths)**

- Creativity
- Curiosity
- Love of learning
- Judgement
- Perspective

**Courage  
(Heart Strengths)**

- Bravery
- Perseverance
- Honesty
- Zest

**Humanity  
(Strength of Others)**

- Love
- Kindness
- Social intelligence

**Temperance  
(Strengths of Self)**

- Forgiveness
- Humility
- Prudence
- Self-regulation

**Justice  
(Community Strengths)**

- Fairness
- Leadership
- Teamwork

**Transcendence  
(Strengths of Spirit)**

- Appreciation of beauty & excellence
- Gratitude
- Humor
- Spirituality
- Hope

**Examples:**

**Bravery:** Not afraid of challenges

**Love of Learning:** Love to learn new skills

**Kindness:** Helping others

**Perseverance:** Never give up

**Teamwork:** Working in groups

**Honesty:** Speaking the truth

**Martin Seligman and Chris Peterson**



Go to [viacharacter.org](https://viacharacter.org) to find out your top strengths

Watch the video about how to use your strengths to overcome challenges  
[youtube.com/watch?v=kSnR56RmA54](https://youtube.com/watch?v=kSnR56RmA54)



**Q&A**  
**with Sebastian,  
Zoe, Rob and  
Beenu**

# Who to contact

**Welfare and Accommodation**

**+61 2 9218 8624**

**Welfare – Genevieve Carruthers**

**+61 426248614**

**[welfare@Insearch.edu.au](mailto:welfare@Insearch.edu.au)**

**Accommodation – Aima Waheed**

**+61 419 224 861**

**[accommodation@Insearch.edu.au](mailto:accommodation@Insearch.edu.au)**

**Critical incident – Robert Brennan**

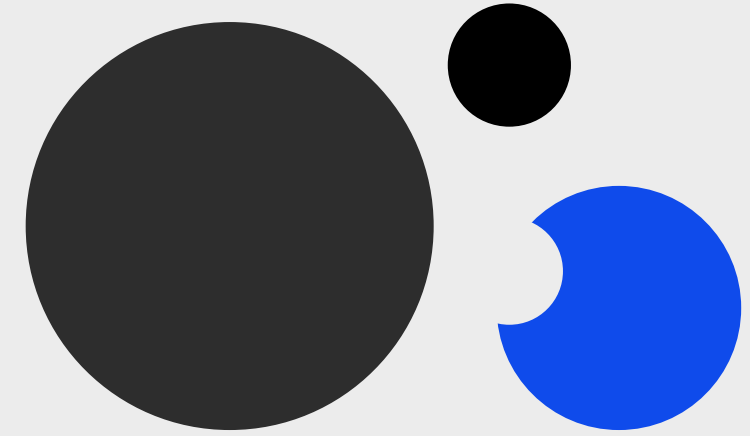
**+61 411 306 495**

**Or your Partner Manager**



# 2020 important dates

## Academic programs

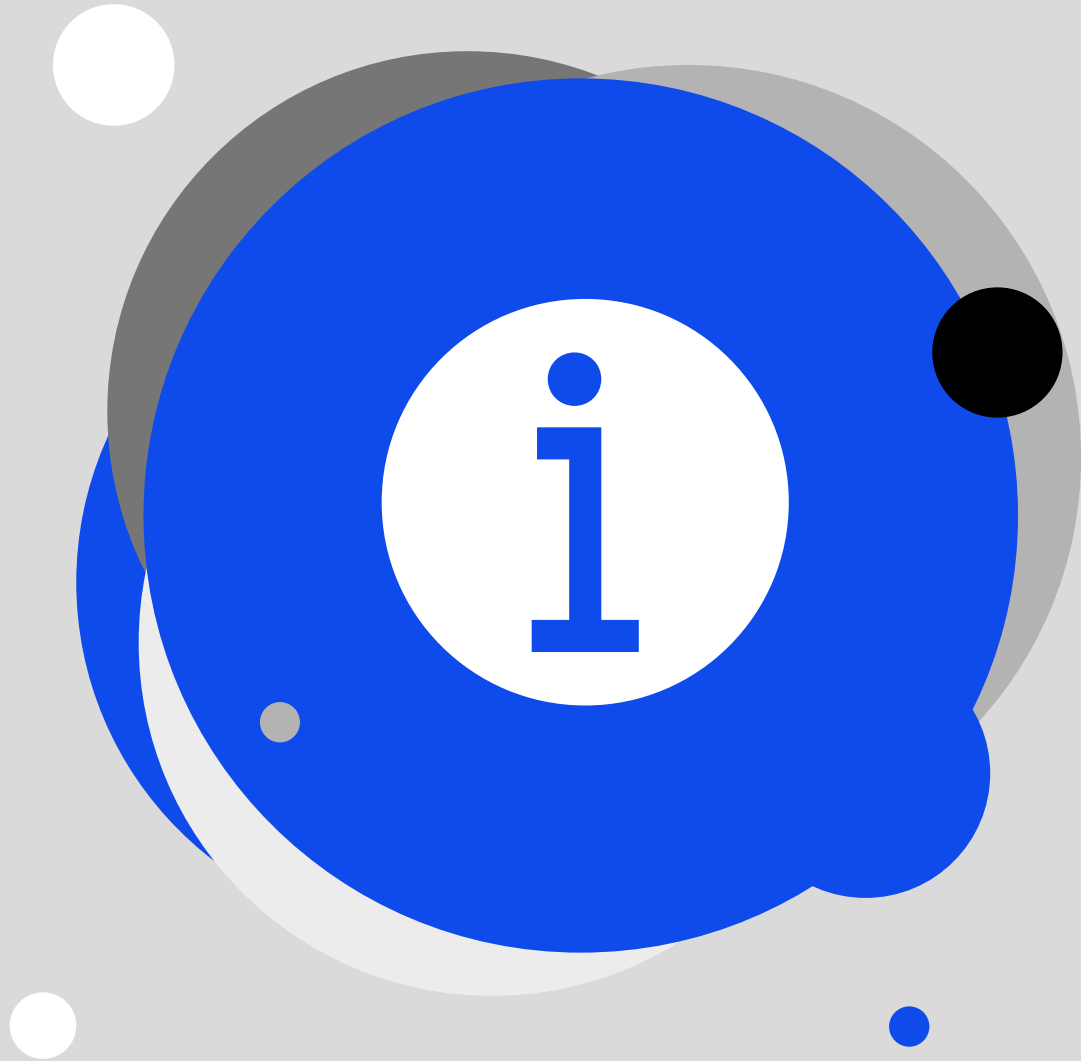


Semester 2		Semester 3	
Commences	22 June	Commences	6 October
Orientation	22-26 June	Orientation	6-9 October
Census date	24 July	Census date	6 November



# Your feedback counts

**Please take our quick poll survey  
so we can continue to improve  
our webinar experience!**



# Keep updated!

For all our latest updates go to:

[insearch.edu.au/au/coronavirus](https://insearch.edu.au/au/coronavirus)

[Insearch.edu.au/remote-learning](https://insearch.edu.au/remote-learning)



# Where to find training material

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[Why choose UTS Insearch](#)

[How to apply](#)

[Student life](#)

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[Contact us](#)



Alumni

## From limited English to high flying lawyer

When UTS law graduate Riyadh Alhabshan first arrived to study in Sydney, he could barely speak a word of English. Fast forward several years on and Riyadh is living the dream, working as a top corporate lawyer for a global company.



News

03 October 2018

## Making the most of STUVAC: How to have a killer study plan for the HSC

We're going to show you how to...



Enquire



How to

### Areas of study

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[Business](#)

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[Channel Partners](#)

### Connect with us

1800 896 994

(within Australia)

+61 2 9218 8700

(International)

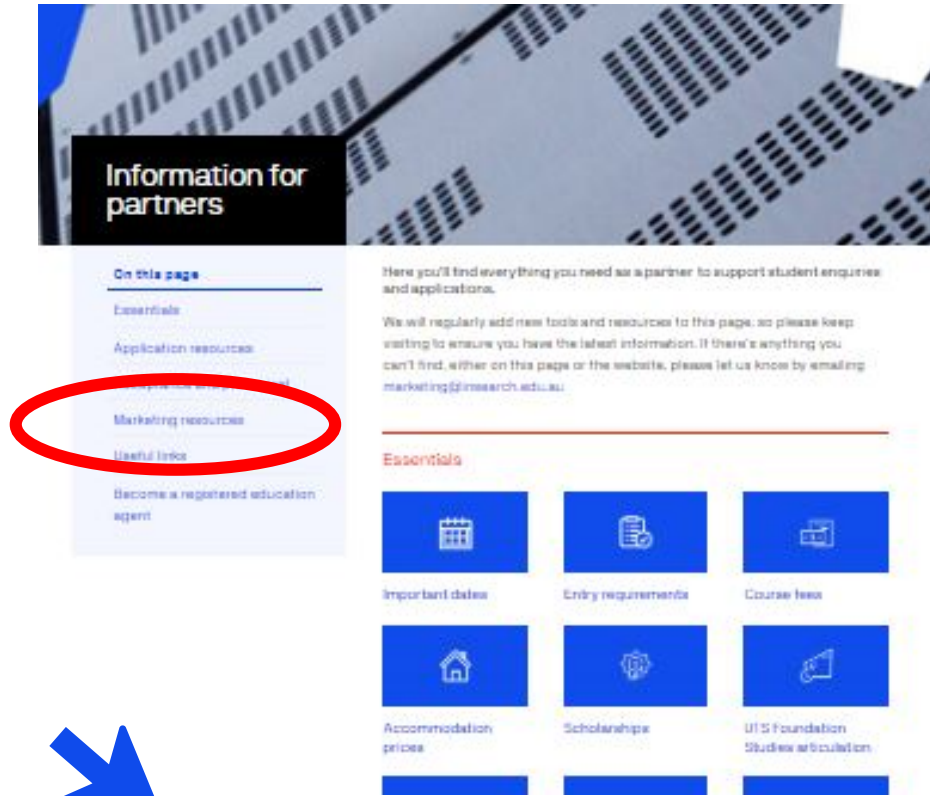


youku





# Where to find training material



[insearch.edu.au/au/information-for-partners/marketing-resources/training-material](https://insearch.edu.au/au/information-for-partners/marketing-resources/training-material)



**Keep your questions coming!**

**Our Q&A will close in five minutes**