

Services on a Shoestring or ‘Just how many Miracles can we Perform?’

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From greeting arriving students; organising and presenting Orientations; settling students into their accommodation; supporting them through every conceivable critical or personal issue; keeping watch, assisting and reporting on their progression, risk, mode and load; until we farewell them - and what seems like a million other things, most of which are unpredictable - it is a major effort to ensure students get a taste of the Australian experience while making satisfactory academic progress. UNE maintain's a five star 'Good Universities Guide' rating for overall satisfaction but what is our secret to providing these Services and remaining sane(ish)?

Key Words

Services, shoestring, miracle, student experience