



ISANA  
Thursday 6<sup>th</sup> December 2012

**Harmonising Student Experience and Support Services – Enhancing Connectivity**


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 **StudyGroup**  
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## Background

- Taylors College Perth is a study centre belonging to StudyGroup International. We help create pathways for universities and colleges, concentrating specifically on international students.
- <http://www.studygroup.com/about-study-group/working-with-partners/international-study-centres>
- We have study centres located all over the world.
- <http://www.studygroup.com/global-locations>
- At our site in Perth, we provide higher education and language education via the University of Western Australia Foundation Program and the University of Western Australia Diploma in Commerce.
- <http://www.studygroup.com/higher-education/australia/university-of-western-australia>
- Essentially, what that means is that we provide the pathway for International students wishing to study at the University of Western Australia (UWA). UWA is a 'Group of Eight' University, and currently ranks in the Top 10 universities in Australia, and the top 100 in the world.
- <http://www.uwa.edu.au/>
- <http://www.australianuniversities.com.au/rankings/>

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## We enhance **CONNECTIVITY** in a variety of ways

- At Taylors College in Perth, we strongly believe in enhancing student experience in a variety of ways – both academic and non-academic. These services are overseen by Managers who work together to increase student connectivity to the wide range of Student Support Services available:
- Academic Support – Academic Support Coordinator & Dean of Foundation
- Non-academic Support – Student Relations Manager & Team

## Visibility & Clarity

- Orientation – students meet all relevant Student Services representatives and key academic staff









## Visibility & Clarity

- Main noticeboard
- Who's Who
- Exactly how we can help them

TaylorsCollege  
AN ASSOCIATION OF COLLEGES

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Senior Academic Staff

 <p><b>David Berry</b>            Principal/General Director</p> <ul style="list-style-type: none"> <li>• Manage the College</li> <li>• Manage the senior Academics and Support Staff</li> <li>• Deal with any serious student issues</li> </ul>	 <p><b>Rebecca West</b>            Head of UMS Foundation Program</p> <ul style="list-style-type: none"> <li>• Manage the UMSFP program</li> <li>• Help with queries about your course progress</li> <li>• Give advice on university pathways and entry requirements</li> </ul>
 <p><b>David Bird</b>            High School Coordinator</p> <ul style="list-style-type: none"> <li>• Manage the High School program</li> <li>• Help with queries about your course progress</li> <li>• Give advice on transfer to your next course</li> </ul>	 <p><b>Lorena Thomas</b>            TSLF Coordinator</p> <ul style="list-style-type: none"> <li>• Manage the TSLF program</li> <li>• Help with queries about your course progress</li> <li>• Give advice on transfer to your next course</li> </ul>
 <p><b>Judith Worthington</b>            Director of International Student Coordinator</p> <ul style="list-style-type: none"> <li>• Manage the Students of Commerce</li> <li>• Help with queries about your course progress</li> <li>• Give advice on completing your degree at UMS</li> </ul>	 <p><b>Leif Barnett</b>            Academic Support Coordinator</p> <ul style="list-style-type: none"> <li>• Support students who require extra academic support</li> <li>• Monitor students about ways to improve their grades</li> <li>• Can help arrange tutors and tutorial sessions</li> </ul>

## Accessibility

- To Academic Support and Services, to us, and to their teachers who:
  - are involved in day-to-day student life
  - know our students by name (and they know us)
  - are involved in activities, social events and clubs, both on and off campus

## Diversity

### Cultural Diversity



## Diversity

### Range of Services/ Activities

- Counselling service offered to students via partner university – 6 free sessions
- Weekly Activities – in school
- Social activities – outside of school hours
- Special presentations – in/ out of school
- Student Advisers
- Student Representative Council – interviewed for position, good representation of nationalities, clear ideas of how to work with staff representatives to put forward the needs of students and help organise and run charity events and social events both on and off campus
- Accommodation services
- Student Experience focus – think tank
- Recognition of student cultural events – Chinese New Year/ Ramadan
- OSHC reps/ bookstore on campus

## Formal vs. Informality

- Formal roles do not cancel out our involvement in more informal activities – and the importance of these should not be overlooked.



## Informal

**TaylorsCollege**  
PREPARATION FOR UNIVERSITY SUCCESS

### Social Calendar - Term 4 (October to December) 2012

Mon	Tues	Wed	Thurs	Fri	Sat	Sun
<b>O</b> 1 Queen's Birthday Public Holiday	<b>WK 1</b> 2 LWAPP/TELP/HS Orientation	<b>3</b> Diploma Exams Start	<b>4</b> Sports & Activities sign-up	<b>5</b> Welcome Home @ Curtin College Beach	<b>6</b> Rival Show (Clemson @ Perth, Michigan @ Perth, Michigan @ Perth)	<b>7</b> University of Western Australia
<b>T</b> 8 WK 2	<b>9</b> Final Year Diploma Class @ UWA	<b>10</b> 15	<b>11</b> 12	<b>13</b> 14	<b>16</b> 17	<b>18</b> 19
<b>O</b> 15 Diploma Holidays Start	<b>WK 3</b> 16 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>B</b> 22 Diploma Intake @ the Classroom	<b>WK 4</b> 23 24	<b>25</b> 26	<b>27</b> 28	<b>29</b> 30	<b>31</b> 1	<b>2</b> 3
<b>E</b> 28 Diploma Intake	<b>WK 5</b> 29 30	<b>31</b> 1	<b>2</b> 3	<b>4</b> 5	<b>6</b> 7	<b>8</b> 9
<b>R</b> 15 WK 6	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>N</b> 1 WK 7	<b>2</b> 3	<b>4</b> 5	<b>6</b> 7	<b>8</b> 9	<b>10</b> 11	<b>12</b> 13
<b>O</b> 14 WK 8	<b>15</b> 16	<b>17</b> 18	<b>19</b> 20	<b>21</b> 22	<b>23</b> 24	<b>25</b> 26
<b>V</b> 28 WK 9	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>E</b> 15 WK 10	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>M</b> 28 WK 11	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>B</b> 15 WK 12	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>E</b> 28 WK 13	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>R</b> 15 WK 14	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>D</b> 1 WK 15	<b>2</b> 3	<b>4</b> 5	<b>6</b> 7	<b>8</b> 9	<b>10</b> 11	<b>12</b> 13
<b>E</b> 15 WK 16	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>C</b> 28 WK 17	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>E</b> 15 WK 18	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>M</b> 28 WK 19	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>B</b> 15 WK 20	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>E</b> 28 WK 21	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>R</b> 15 WK 22	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>D</b> 1 WK 23	<b>2</b> 3	<b>4</b> 5	<b>6</b> 7	<b>8</b> 9	<b>10</b> 11	<b>12</b> 13
<b>E</b> 15 WK 24	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>C</b> 28 WK 25	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>E</b> 15 WK 26	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>M</b> 28 WK 27	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>B</b> 15 WK 28	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>E</b> 28 WK 29	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>R</b> 15 WK 30	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>D</b> 1 WK 31	<b>2</b> 3	<b>4</b> 5	<b>6</b> 7	<b>8</b> 9	<b>10</b> 11	<b>12</b> 13
<b>E</b> 15 WK 32	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>C</b> 28 WK 33	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>E</b> 15 WK 34	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>M</b> 28 WK 35	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>B</b> 15 WK 36	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>E</b> 28 WK 37	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>R</b> 15 WK 38	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>D</b> 1 WK 39	<b>2</b> 3	<b>4</b> 5	<b>6</b> 7	<b>8</b> 9	<b>10</b> 11	<b>12</b> 13
<b>E</b> 15 WK 40	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>C</b> 28 WK 41	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>E</b> 15 WK 42	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>M</b> 28 WK 43	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>B</b> 15 WK 44	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>E</b> 28 WK 45	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>R</b> 15 WK 46	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>D</b> 1 WK 47	<b>2</b> 3	<b>4</b> 5	<b>6</b> 7	<b>8</b> 9	<b>10</b> 11	<b>12</b> 13
<b>E</b> 15 WK 48	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>C</b> 28 WK 49	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>E</b> 15 WK 50	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>M</b> 28 WK 51	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>B</b> 15 WK 52	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>E</b> 28 WK 53	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>R</b> 15 WK 54	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>D</b> 1 WK 55	<b>2</b> 3	<b>4</b> 5	<b>6</b> 7	<b>8</b> 9	<b>10</b> 11	<b>12</b> 13
<b>E</b> 15 WK 56	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>C</b> 28 WK 57	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>E</b> 15 WK 58	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>M</b> 28 WK 59	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>B</b> 15 WK 60	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>E</b> 28 WK 61	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>R</b> 15 WK 62	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>D</b> 1 WK 63	<b>2</b> 3	<b>4</b> 5	<b>6</b> 7	<b>8</b> 9	<b>10</b> 11	<b>12</b> 13
<b>E</b> 15 WK 64	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>C</b> 28 WK 65	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>E</b> 15 WK 66	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>M</b> 28 WK 67	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>B</b> 15 WK 68	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>E</b> 28 WK 69	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>R</b> 15 WK 70	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>D</b> 1 WK 71	<b>2</b> 3	<b>4</b> 5	<b>6</b> 7	<b>8</b> 9	<b>10</b> 11	<b>12</b> 13
<b>E</b> 15 WK 72	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>C</b> 28 WK 73	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>E</b> 15 WK 74	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>M</b> 28 WK 75	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>B</b> 15 WK 76	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>E</b> 28 WK 77	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>R</b> 15 WK 78	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>D</b> 1 WK 79	<b>2</b> 3	<b>4</b> 5	<b>6</b> 7	<b>8</b> 9	<b>10</b> 11	<b>12</b> 13
<b>E</b> 15 WK 80	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>C</b> 28 WK 81	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>E</b> 15 WK 82	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>M</b> 28 WK 83	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>B</b> 15 WK 84	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>E</b> 28 WK 85	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>R</b> 15 WK 86	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>D</b> 1 WK 87	<b>2</b> 3	<b>4</b> 5	<b>6</b> 7	<b>8</b> 9	<b>10</b> 11	<b>12</b> 13
<b>E</b> 15 WK 88	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>C</b> 28 WK 89	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>E</b> 15 WK 90	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>M</b> 28 WK 91	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>B</b> 15 WK 92	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b>24</b> 25	<b>26</b> 27
<b>E</b> 28 WK 93	<b>29</b> 30	<b>1</b> 2	<b>3</b> 4	<b>5</b> 6	<b>7</b> 8	<b>9</b> 10
<b>R</b> 15 WK 94	<b>16</b> 17	<b>18</b> 19	<b>20</b> 21	<b>22</b> 23	<b></b>	

## Formal



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## Informal



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## Close links with Alumni



## Questions ?

- Our Contact Details:
  - Liesl Barnett – [lbarnett@studygroup.com](mailto:lbarnett@studygroup.com)
  - Emma Hart – [ehart@studygroup.com](mailto:ehart@studygroup.com)
- Our Student Experiences Manager:
  - Nicole Ensor – [nensor@studygroup.com](mailto:nensor@studygroup.com)