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## UniSA's Approach towards Enhancing Student Experience through the Implementation of a Learning, Language and Literacies (L<sup>3</sup>) model



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## UniSA's Profile

- Approximately 36,000 students
- 15 % international students
- Four divisions (BUE, HSC, EASS, ITEE)
- Four metropolitan + two regional campuses
- Programs offered to a diverse range of students



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## Drivers for Enhancing Student Experience

- Australian Universities Quality Agency (AUQA) Audit
- Tertiary Education Quality Standards Agency (TEQSA)
- University Experience Survey
- *Good Practice Principles for English Language Competence for International Students* (DEEWR)
- Professional Accreditation/Registration Bodies
- Stakeholders within UniSA
- Widening Participation Targets

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## Language and Learning Support to Enhance Student Experience

- Retention, successful learning outcomes and employability upon graduation
- Competence in disciplinary English language, academic literacies and professional communication skills

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## UniSA's Response

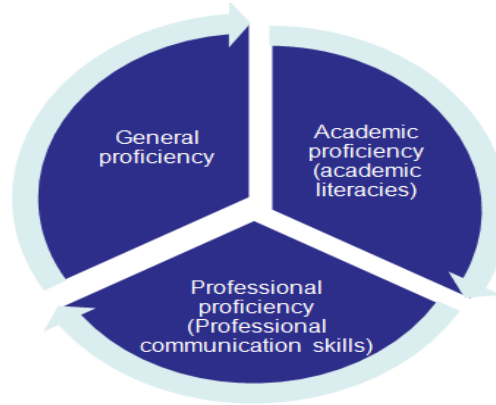
Year	Action
2006-2008	Corporate project chaired by DVCA English language Steering Group
2009	Appointment of a consultant
2010	L3 endorsed by SMG and T & L Committee
2011	Model accepted by academic board
Oct 2011	Team banded to implement L <sup>3</sup>
Feb 2012	L <sup>3</sup> implemented university wide

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# L<sup>3</sup> Conceptualised



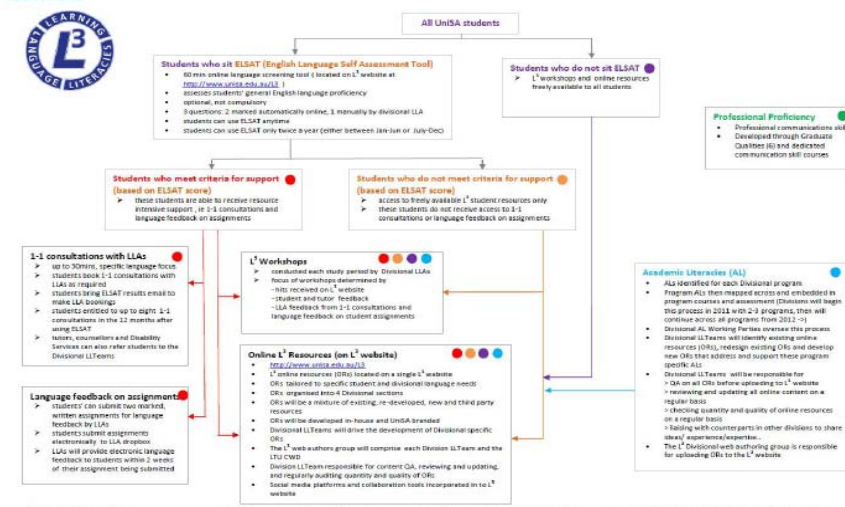
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# L<sup>3</sup> Framework

## Context



ELP - English Language Project    LLA - Divisional Language and Learning Adviser (Level A)    ELSAT - English Language Self Assessment Tool    ALA - Academic Literacies    LLTeam - Language and Learning Team (LLT = LLLC + LLLA)    LTL - Language and Learning Team Leader (Level C)    LLLC - Online Resources    LLLA - Divisional Language and Learning Coordinator (Level B)    CWD - L<sup>3</sup> Coordinator Web Development





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# L<sup>3</sup> and its Mechanisms: Workshops

- Workshops
  - academic literacies
  - English language proficiency
  - assignment specific

To register for any of the workshops below, go to this link: <http://tiny.cc/m3wvaw>

Week	Workshop	Location	Date	Time	Venue
1	Adding to the Toolbox Do you know how to use a writing tool after a long break? This workshop will provide strategies on how to adapt, re-write, you do as a return student.	City West	Tue, 24 July 2012	9.00 - 11am	B402.12
		Mission Lakes	Wed, 25 July 2012	1.00 - 3.00pm	CS.55
		Magill	Thurs, 26 July 2012	10.00 - 11.00am	CS.60
2	Academic Reading Do you want to rely on top of your reading list? This workshop will provide strategies on how to interpret effectively and efficiently an article.	City West	Tue, 31 July 2012	9.00 - 11am	B402.12
		Mission Lakes	Wed, 1 August 2012	1.00 - 3.00pm	CS.55
		Magill	Thurs, 2 August 2012	10.00 - 11.00am	CS.60
3	Integrating Texts How can you use to approach your assignments? Attend this workshop to learn strategies on how to integrate assignment questions.	City West	Tue, 7 August 2012	9.00 - 11am	B402.12
		Mission Lakes	Wed, 8 August 2012	1.00 - 3.00pm	CS.55
		Magill	Thurs, 9 August 2012	10.00 - 11.00am	CS.60
4	Academic Writing Style What is academic language? How does it differ from spoken language? What makes it sound so 'academic'? Attend this workshop for the answers.	City West	Tue, 14 August 2012	9.00 - 11am	B402.12
		Mission Lakes	Wed, 15 August 2012	1.00 - 3.00pm	CS.55
		Magill	Thurs, 16 August 2012	10.00 - 11.00am	CS.60
5	Self-Preparation You can be a great presenter with preparation and practice. This workshop will provide strategies on how to do this.	City West	Tue, 21 August 2012	9.00 - 11am	B402.12
		Mission Lakes	Wed, 22 August 2012	1.00 - 3.00pm	CS.55
		Magill	Thurs, 23 August 2012	10.00 - 11.00am	CS.60

Learning Language Literacies

To register for any of the workshops below, go to this link: <http://tiny.cc/m3wvaw>

Week	Workshop	Location	Date/Time	Venue
1	Sentence Structure 1 Do you want to write sentences that are grammatically correct? Attend this workshop to practice writing simple, compound and complex sentences.	Magill	Monday 27 <sup>th</sup> July 2012 2.00pm - 3.00pm	CS.41
2	Sentence Structure 2 Do you want to write sentences that are of quality? Attend this workshop to learn how to produce better sentence structures.	Magill	Monday 30 <sup>th</sup> July 2012 2.00pm - 3.00pm	CS.41
3	Sentence Structure 3 Attend this workshop to practice writing complex sentences which are clear, correct and academic in context.	Magill	Monday 6 <sup>th</sup> August 2012 2.00pm - 3.00pm	CS.41
4	Academic Vocabulary Not sure how to improve your vocabulary for high quality writing? Attend this workshop to learn vocabulary building techniques.	Magill	Monday 13 <sup>th</sup> August 2012 2.00pm - 3.00pm	CS.41
5	Verb forms in academic writing Do you find it difficult to choose the 'right' verb form in your writing? Attend this workshop to practice using verbs in the academic context.	Magill	Monday 20 <sup>th</sup> August 2012 2.00pm - 3.00pm	CS.41
6	Articles (a/an/the), singular/plural forms & subject verb agreement Which of these are correct: 'a student', 'the student' or 'an education'? When do words take an 's' ending? 'There is' or 'There are'? If you find any of these grammar topics difficult, come to this workshop.	Magill	Monday 27 <sup>th</sup> August 2012 2.00pm - 3.00pm	CS.41

Learning Language Literacies



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# L<sup>3</sup> and its Mechanisms: Online Resources

- L3 website and online resources

The screenshot shows the L3 website interface with the following sections:

- Navigation:** Business, EASS, HSC, ITEE, Uniswede.
- Division of Business:** Click on the Business image to access learning resources if you are a student in one of these schools:
  - Commerce
  - Law
  - Management
  - Marketing
  - International Graduate School of Business
- Division of HSC:** Click on the HSC image to access learning resources if you are a student in one of these schools:
  - Health Sciences
  - Nursing & Midwifery
  - Pharmacy & Medical Sciences
  - Population Health
- Division of EASS:** Click on the EASS image to access learning resources if you are a student in one of these schools:
  - Architecture & Design
  - Communication, International Studies & Languages
  - Education
  - David Unipon College of Indigenous Education & Research (DUCIER)
  - Psychology, Social Work & Social Policy
- Division of ITEE:** Click on the ITEE image to access learning resources if you are a student in one of these schools:
  - Advanced Manufacturing & Mechanical Engineering
  - Computer & Information Science
  - Electrical & Information Engineering
  - Mathematics & Statistics
  - Natural & Built Environment
- Pathways to Successful Learning:** Click on the Pathways image to access additional information for:
  - New & beginning students
  - UNSA College students
  - CRS students
  - External students



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## Challenges

- Resistance from stakeholders who had experienced the previous model
- Unawareness about L<sup>3</sup>
- Low uptake of ELSAT
- Decreased numbers in face-to-face consultations
- Some resistance against embedding academic literacies



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## Implications for Student Experience

- Enhancing student participation and engagement
- Fostering student integration
- Increasing retention through structured support
- Developing students' confidence and self-esteem
- Promoting graduate attributes



## Reflection

- A complex initiative
- Planning and support infrastructure
- Clear understanding of the theory, rationale and principles
- Communication to unfold prior to implementation
- Motivation and drive to promote the model
- Model promoted as enhancing student experience
- All stakeholders need to embrace the model



Thank You

Q & A