

# **“Working collaboratively with academic staff to assist international students at risk”**

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## **Background of the study**

- **The Bachelor of Commerce degree**
- **Largest onshore international student intake**
- **Joint short appointments commenced in 2006**
- **Offered on a weekly basis**
- **Opportunity for academic and international support staff to share key information**
- **Students have benefit of strategic, collaborative academic and support advice**
- **Effective in meeting students where there are finite staff resources**



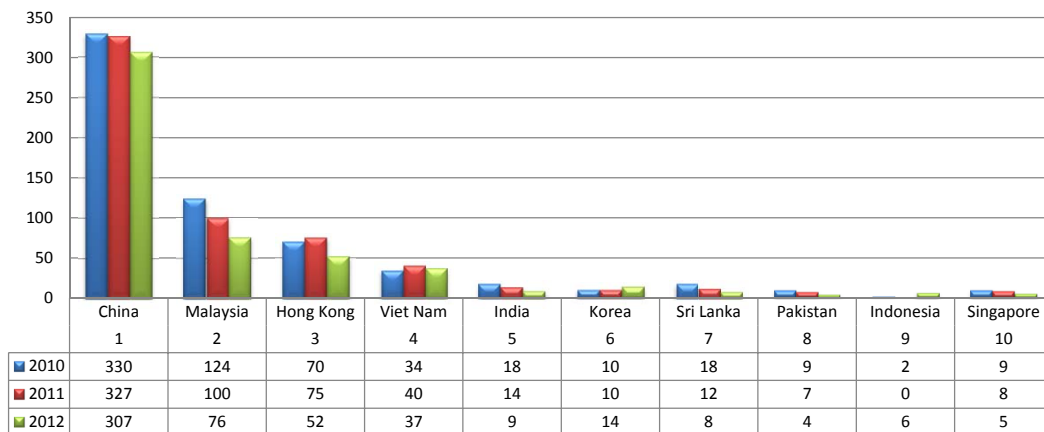
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# Methodology

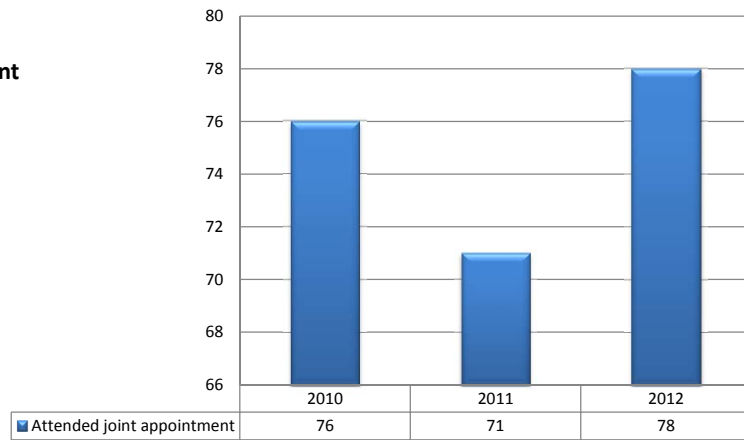
- Identified all students from 2010-2012
- Established their profile, source of country, academic review status, use of student services before and after appointment
- Overall program completion numbers



Top 10 countries of origin



- **Number of Students that attended the joint appointment**



## **Academic Review – the terminology**

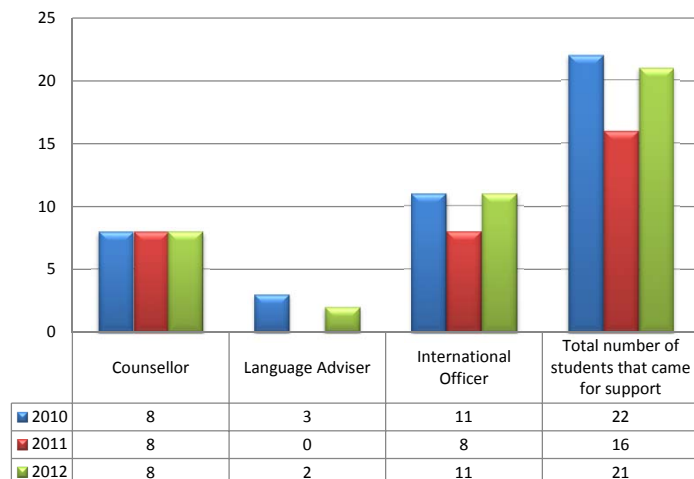
**There are three stages of academic review**

- **First stage (Notified 1) - GPA is less than 2.8**
- **Second stage (Notified 2)**
- **Third stage (Notified 3)**
- **Additional monitoring**

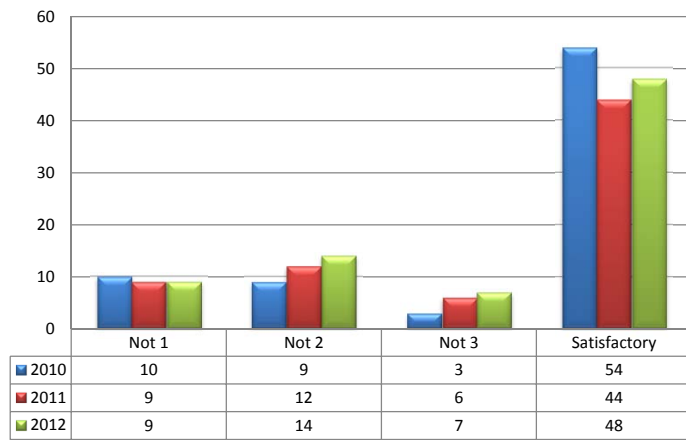
## The joint appointment process

- Appointments made at the School Office
- Appointment schedule emailed to International Officer
- International Officer will investigate students information
- Academic and International Officer will exchange information
- Academic prepares study plan with study agreement
- Student signs study agreement
- International Officer explains support services

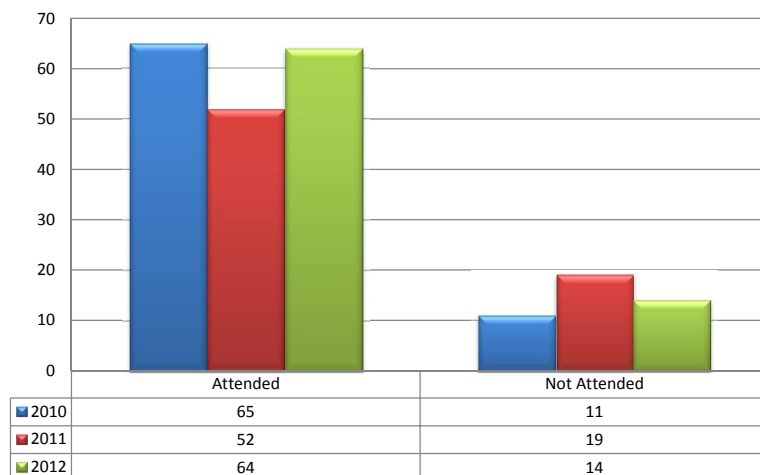
- Students who were at risk and who attended support services prior to the joint appointment
- The type of support services these students accessed



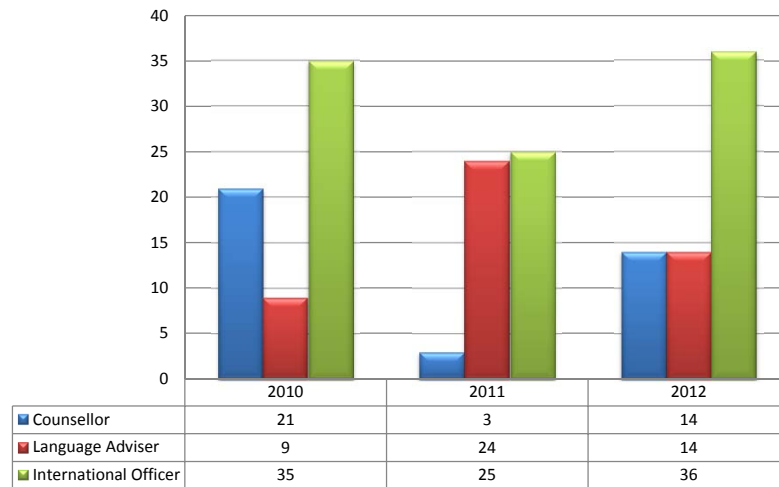
- **Students academic status at the time of the joint appointment**



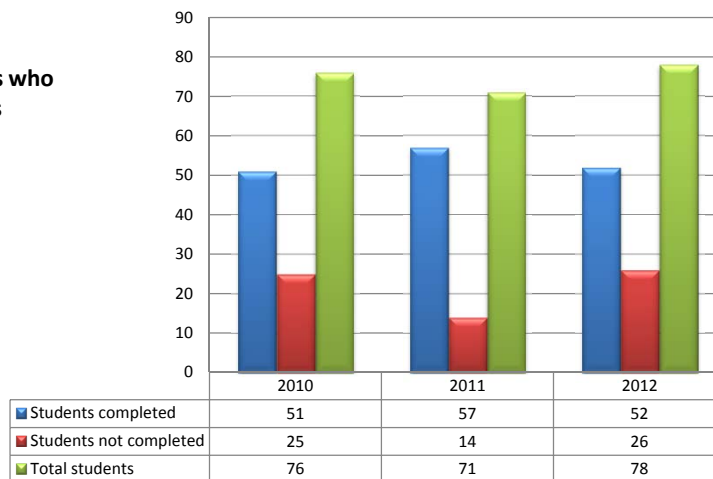
- **Students that attended support services as a result of the joint appointment recommendation**



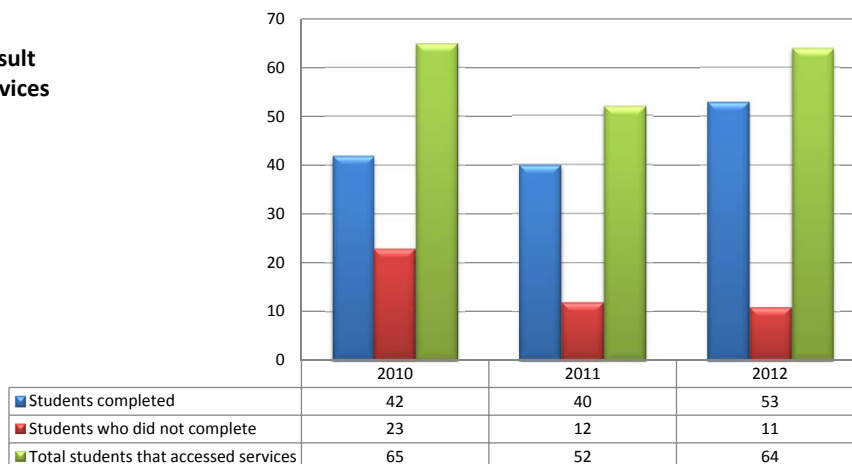
- **Type of support services that were accessed the most by the students**



- **Completion numbers of students who attended the joint appointments**



- **Students success as a result of accessing support services**



## Main findings from this study

- **The collaborative short appointments were effective as an opportunity for the Academic and International officer to share key information relating to the students**
- **The students that attended the joint appointment were able to build stronger relationships with the Academic and International Officer which in turn improved their overall learning experience**
- **Majority of students who accessed services and followed advice successfully completed their study**

## Recommendations

- Continue with the collaborative weekly joint appointments
- Facilitate at the start of each study period information sessions about the universities support services
- Participate more in school activities to meet the students
- Wider communication to the students via Facebook, email, student portal and text messages about support services
- What next??



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## Questions



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