

### Background

New Zealand institutions who enrol international students must be signatories to the Ministry of Education's Code of Practice for the Pastoral Care of International Students (The Code). A set of guidelines related to The Code provide best practice standards for advice and care of international students, including specific requirements to help support their academic success, and ensure they are meeting their course requirements.

### Victoria International Academic Monitoring Programme

Victoria International is responsible for international student pastoral care at Victoria University of Wellington. Monitoring academic progress is through the Academic Monitoring Programme (AMP), and is one of the International Student Advisors key responsibilities.

International Student Advisors contact all international students who have failed 50% or more of their courses in the previous semester and/or have an Academic Progress Grade of less than 2.0 (below C). These students are contacted via email, phone and text message. The International Student Advisor meets with each student between Week 3 and Week 7 of the new semester to discuss their academic results, progress, goals and any supports that they may need to support their future academic success.

## Supporting the academic success of international students through an Academic Monitoring Programme

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### Results

Results recorded from Semester 1, 2011 to Semester 1, 2015, showed an average of 66 students were contacted through the AMP each trimester. Of this number, 67% attended their AMP appointment. Our findings confirm that those who attend the AMP were significantly more likely to improve their grades than those who did not attend: 68% of students showed improved grades after attending AMP, 32% showed improved grades without attending AMP ( $\chi^2(2) = 14.288, p < 0.001$ ).

### Percentage of students showing improvement following the AMP



### Contact with the uncontactable

The Code requires institutions to make contact with students, not only attempt to contact them. When a student does not respond to phone or email contact through the AMP, feedback on attendance and course work submission is gathered from the student's Course Coordinators. Students who are attending and completing assessments are considered to be in contact with the University and no further action is taken.

Students who have not been engaging with their studies are discussed with Victoria International management and a decision made as to whether staff will make a home-visit, or if the NZ Police should be advised for a Welfare Check to take place. Police respond quickly to requests for Welfare Checks and will refer to the appropriate service as needed when the student is located.

Having processes in place to collaborate with services to locate students is a vital step in the AMP process, ensuring their wellbeing and that Victoria is meeting its requirements under The Code.

### Reference

Ministry of Education (2013). *Code of Practice for the Pastoral Care of International Students*, Wellington: Ministry of Education.