

Notes from ISANA Workshop

Academic Support provided by institutions:

- Peer Mentoring/Tutoring
- Learning Advisors (one-on-one)
- Language Support
- Workshops (Compulsory in some institutions)
- On-line Support (Your Tutor)
- Webinars
- Embedded Professional Development
- Checklist/Orientation
- Learning Groups
- ICC training for teachers
- Links to on-line resources at other institutions
- 1 hour extra tuition (some compulsory)
- Teacher allocated time slots for academic support/writing for purpose in specific faculties
- One day study ready workshops
- Lunchtime sessions (over two weeks)
- Extra activities where students and academics interact
- Leadership/Buddy up programmes
- First Year Experience Proofreading assistance
- DELNA (Diagnostic English Language Needs Assessment) to help direct students to appropriate support

Other Support:

- Orientation and cultural orientation
- Referrals to counselling/other support for issues related to motivation, relationships, family, accommodation, legal
- Student Union/Association
- Referrals to ethnic community groups outside the institution
- Alumni run events
- International support
- Student life teams
- Careers advice
- Cooking class (including microwave cooking)
- Family groups
- Additional orientation
- Welcome reception (Lord Mayor)
- Personalised support
- Cultural events
- Students' Rights Charter
- Facebook page so students get information right-in-time
- Welcome airport desk in Sydney/Melbourne

- Internships
- Service NSW
- City of Melbourne tour
- Employability programmes (volunteering, workshops, coop education, 60 point internships)
- Student Ambassadors
- Diversity week
- Potlucks

Gaps

- Lack of community links (possibly use students to make contact with community leaders)
- Minority student groups
- Cost of living
- Difficulty finding work
- Language support for PhD candidates
- Specific online resources
- Split PD staff allocation
- Students require training in how to work in groups
- There are assumptions regarding prior learning
- Trying to get students to engage with the support on offer