Game changer: a student-centred approach to orientation, transition and safety through gamification

Lena Mete & Jack Stathis
Department of Education and Training International
Trading as Education Queensland International
CRICOS Provider Code: 00608A
Guiding Principles

- Reputation for care and safety
- Fulfill legislative requirements
- Student safety & transition into life and study in QLD
- User tailored
- Enhanced service
- Competitive advantage
**Process**

- **Stakeholder Engagement**
  - Workshops with key strategic teams

- **Agent Engagement**
  - Surveys & interviews

- **Student Workshops**
  - Representing 19 countries

- **Design**
  - Avatars, graphic design, wireframes

- **Student review and feedback**
  - Review of app design

- **Finalise design**
  - Based on feedback
Key learnings

From Students
- Non-competitive
- No leaderboards
- No physical prizes
- Prefer videos

From DETi
- Find out what the user wants
- Keep it simple
- Consider different learning methodologies

From Agents
- Show don’t tell
- Pastoral care is the focus
- Concept of curfews are confusing