

## Student Advice Program

# Advising @ Melbourne Supporting Staff, Supporting Students

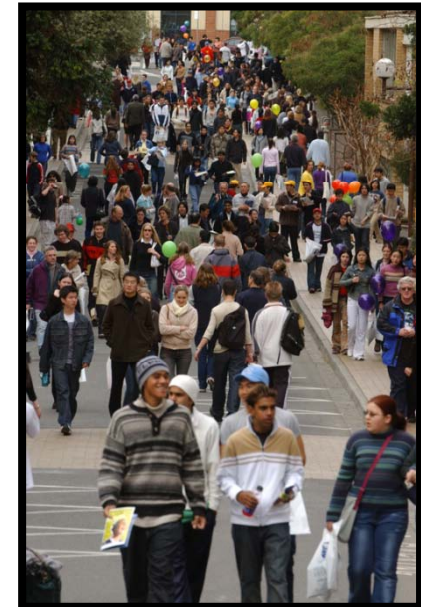
**Dr Catherine Mann**



- ~ 46,000 students (over 26,000 ug)
- 10,000 staff (academic and professional)
- 26% of students are international
- Over 4,000 in Research Higher Degrees

BUT:

- Over 50% of students live at home
- Over 70% of full-time undergraduates are engaged in paid work during semester with an average of 14.8 hrs/week



## **Our challenge is to contribute to all students' success by:**

- Offering them a welcoming, engaging, stimulating and challenging academic atmosphere
- Encouraging students to participate in a campus-based experience
- Encouraging a developed sense of cohort and belonging



## **Melbourne Student Services Model (MSSM):**

- Supports the implementation of the Melbourne Model
- Seeks to build a student-centric, whole-of-University approach to the provision of student advice
- Moves from a faculty-based model of advising to a shared one
- Provides more consistency and equity in advising for students
- Accurate, consistent and timely advice
- Appropriate and facilitated referral



## A staff training program that:

- Supports cultural and organisational change under the MSSM
- Develops and supports collaborative partnerships to support students across Student Centres and student support services
- Supports staff at three different levels in delivering the Melbourne Model and Melbourne Experience to students

- Recognises the fundamental role accurate advice plays in the engagement and retention of undergraduate and postgraduate students
- Promotes understanding of the course pathways and enrichment opportunities offered to all students
- Ensures timely and consistent referral between Student Centres and to specialist services
- Supports staff in engaging students in all facets of university life
- Uses key NACADA principles of developmental advising – conceptual, relational, informational

## Driven by consultation and collaboration with:

- Key academic and professional staff
- Academic Registrar
- Current students
- The MM Implementation Taskforce (funding implications)
- Academic Enrichment Services, Wellbeing Services
- Student Administration and Information Systems

## To provide:

- Original pilot program in 2007 to Enquiries Officers and Student Advisers
- Modular format over 4 weeks
- Intensively evaluated

## Training programs:

- Two-day intensives
- Student Adviser Network
- Front Line Advisory Group (FLAG)
- Annual conferences
- SNAP sessions
- Programs for Specialist Advisers
- Advising @ Melbourne – online delivery

## Resources

- Bi-monthly newsletter
- Website

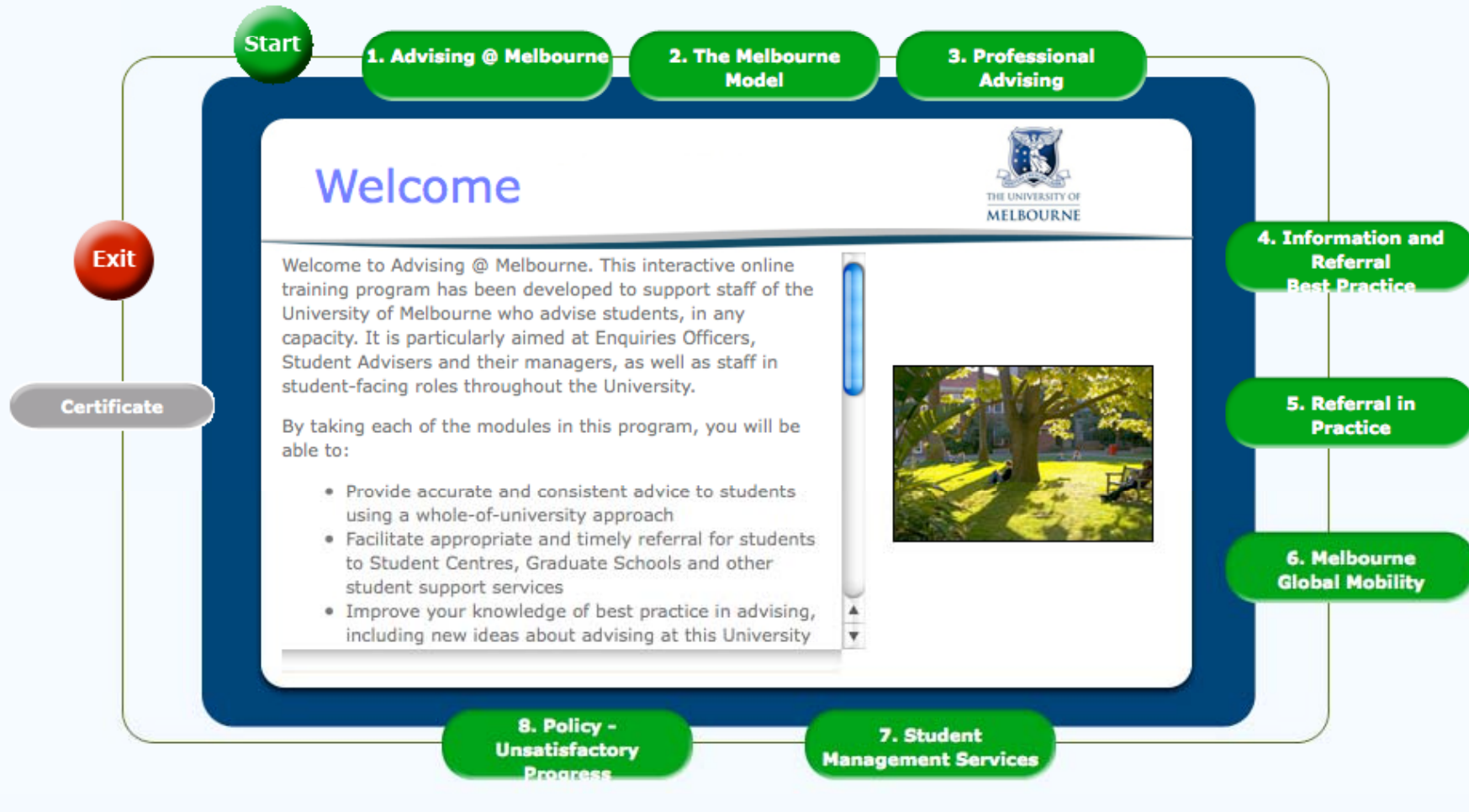


## Monthly meetings where advisers can discuss issues:

- Ethics and equity in advising
- Student advising techniques
- Graduate pathways
- Dealing with (difficult) parents
- Dealing with student distress
- The Advising Interview
- Advising and Careers



*Consistently rated as “agree” or “highly agree” in terms of relevance, strategies for role and quality of presentations.*





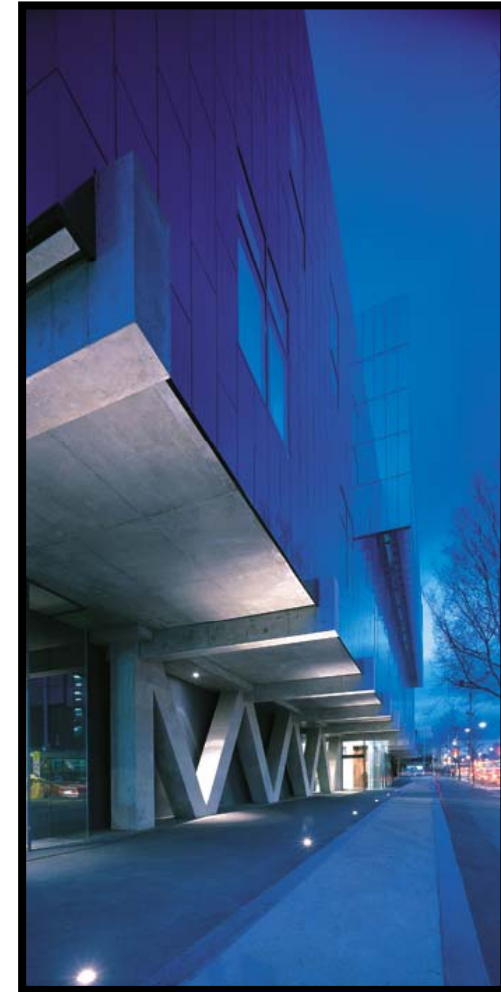
# Enquiries Officer Conference



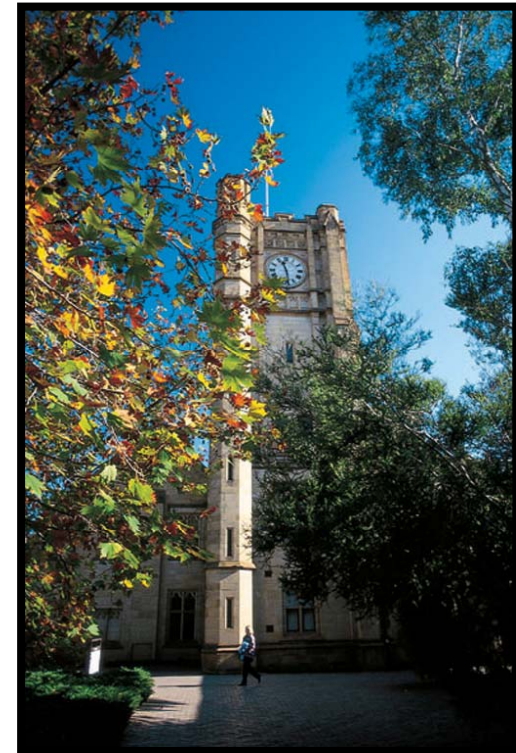
- Annual conference for front-line staff across whole University
- Provides recognition as a form of reward
- 70% left the conference confident that they had learnt new strategies and techniques to incorporate into their daily practice
- 82% found the opportunity to meet other staff to be extremely valuable

- **Student Advising Policy** – outlines ideals for interacting with students, whole-of-university approach, commitment to holistic approach to advising
- **Melbourne Model policy** – part of implementation – how to talk with students about policies that affect them:
  - Unsatisfactory Progress
  - Academic Disadvantage
  - Special Consideration
- Strategy is to provide better communication between staff and students in trying circumstances by creating better understanding of “policy” and the ways we can talk with students about this

- Embedding university-wide cultural change
- Emphasising student-centricity
- Supporting appropriate referral
- Working with staff expectations of students
- Making ourselves relevant to staff daily practice
- Providing relevant tools and methods of using those tools



- Student focus groups
- Student union/student representative training
- Penultimate-year advising templates
- Mentor programs
- Academic orientations
- Cross-institutional collaboration





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MELBOURNE