

## Student Rep Council Meeting Minutes

<b>Date:</b>	12 August 2021
<b>Time and venue:</b>	5:00pm
<b>Discussion Theme:</b>	The Digital Holmesglen Experience

### 1. Welcome & Apologies

Tanya Gupta was one hour late for the meeting

Anandpreet did not attend the meeting

Emilie did not attend the meeting

### 2. Discussion Theme – The Digital Holmesglen Experience

#### 2.1. Remote Learning

1.1.1. Are students aware of the remote learning essentials Brightspace course? If so, what are their thoughts?

- Alvin (Bachelor of Information Systems) – Yes, they are aware of it. It is good as they can approach the teachers and run a remote learning anytime, anywhere. if it they needed some consultations, students don't need to travel to campus and can plan a schedule time for a discussion that is suitable for them.
- Divya (Diploma of Nursing) – No, she personally did not know as well as her people
- Rimpal (Bachelor of Information Systems) – No, she personally does not know, and her peers was not aware of it, only to use it to know how to submit the assignment
- Sophie (Certificate IV in Allied Health Assistance of Nutrition and Dietetics) – No one that she talks to have any idea about it but they think Brightspace is very easy to use although some of the function are not useful for the related course and they think it should be hidden
- Ronnan (VCAL) – He cannot see anyone use the platform in VCAL

No, not all learners are aware of this course within Brightspace. **Further promotion of this is required.**

1.1.2. What (if any) of Holmesglen's remote teaching practices work for students?

- Alvin (Bachelor of Information Systems) – One of the practices is the breakout room which allow students to talk with the lecturer privately especially when they have concerns. Also, the session record feature as it is helpful to review the previous lecture whenever student missed something in class.
- Rimpal (Bachelor of Information Systems) – Students are happy with session recording as they can watch the previous session whenever they want
- Samuel (Bachelor of Sports Media) – some teachers are using zoom because they don't feel comfortable using WebEx.

Use of breakout rooms is great. Not all teachers are aware on setting breakout rooms. Some are setting up breakout rooms but only for 1 min. Recording of lessons / lectures is really helpful. PD for teachers re using WebEx, specifically breakout rooms.

1.1.3. Aside from the direct learning resources and scheduled class sessions, what (if any) are the online activities/occurrences/events/tools/ at Holmesglen that keep you engaged and motivated for learning?

- Sophie (Certificate IV in Allied Health Assistance of Nutrition and Dietetics) – Some students try to keep updated within the WhatsApp group by engaging to the activity such as asking and answering questions to/from other students to learn more about the subject that they too
- Divya (Diploma of Nursing) – Discussion session in Brightspace is a good place to have a discussion with the lecturer and students, also Kahoot quiz which is really fun to use
- Rimpal (Bachelor of Information Systems) – Brightspace group section where student can post their feedback and start a thread regarding the topic they want to discuss and giving suggestions

Common social chat spaces with peers. Trivia sessions to be introduced such as Friends, Marvel, DC, Sports

1.1.4. In reference to remote teaching, is Holmesglen missing an opportunity? Do you have an example or experience participating in online learning that Holmesglen could turn to for inspiration?

- Divya (Diploma of Nursing) – Having a platform that have breakout room and encourage the lecturer and the students to use it will help a group build a better teamwork
- Samuel (Bachelor of Sports Media) – Breakout room feature is great and should be used more especially for his course as it is feel more authentic and a lot easier to have a discussion
- Mark (Bachelor of Sports Media) – Yes Holmesglen missing an opportunity, especially in remote learning side, to have more study session or framework which can help students to follow up anything that related to their study.
- Mikayla (Bachelor of Sports Media) – Breakout room has been a huge help, it would be better if the teacher can have one-on-one session with the students and provide a session for student to gather after the class for a discussion, chat, etc.
- Rimpal (Bachelor of Information Systems) – Having quizzes to see if everyone is doing fine in their end for every class session such as encouraging the lecturer and students to utilize Ziplot more often
- Aakanksha (Diploma of Nursing) – it seems not all teachers have access to edit Brightspace. Students are required to email the lead teacher to upload required documents.

Not many teachers are utilising the breakout room function enough.

Teachers to arrange study sessions to prompt students to get together and study post lectures / classes. More opportunities to for access to teachers.

Teachers perhaps passing hosting rights to another student post a class so students can stay back and connect with one another.

More evaluation tools of classes – pop up should come up to rate the class or provide feedback.

## 2.2. Digital Communications & Tools

1.1.5. What is the feedback from learners about the IT Starter session videos delivered during orientation?

- Samuel (Bachelor of Sports Media) – It will be helpful to post the video about it to Brightspace so students can use it as reference and review it as he does not remember anything about it
- Divya (Diploma of Nursing) – It was good, but nobody seems remember about it, it will be helpful to have general videos about FAQ that related to general student's issues
- Aakanksha (Diploma of Nursing) – She do not remember anything about it and students tend to call the TSD if they need help or have a problem about something

Bach Sports Media/ dip nursing – positive feedback. Great intro to Brightspace. **Can IT starter sessions be loaded to brightspace??**

Move the 'student link' up further on brightspace.

1.1.6. Do students use their Holmesglen email? What is the sentiment around the student email?

- Divya (Diploma of Nursing) – It is good, but students were struggling at start and took a while to adjust as no email from the lecturer sent to the personal email
- Ronan (VCAL) - Students do not really have sentiment to use student email except for student to use it to get discounts
- Mark (Bachelor of Sports Media) – He use it for a study related matter, it is helpful for him to keep track the email from Holmesglen does not get mixed with his personal email
- Alvin (Bachelor of Information Systems) – Students have no real issues with it. They happy to use it and the privileges it provides such as access to many of the office applications and LinkedIn classes, AWS etc
- Samuel (Bachelor of Sports Media) – It is great to differentiate the email that related to study and the personal email
- Shubhankar (Bachelor of Information Systems) – It is helpful as students get free application and packages from student email

Students enjoy the benefits that the email brings.

1.1.7. Consider the Student Newsletter (LIFE!). What do students think about this and what content would students like to see?

- Sophie (Certificate IV in Allied Health Assistance of Nutrition and Dietetics) – Her peers rarely read the newsletter as it is more relevant to younger people and would like to see content about student's story
- Divya (Diploma of Nursing) – It is good, but would like to see more diverse information and personalize content

More job opportunities and more student's success stories (opportunity to promote support via success stories)

1.1.8. Reflecting on the communication sent by Holmesglen in relation to COVID. What is the feedback from students?

- Alvin (Bachelor of Information Systems), Samuel (Bachelor of Sports Media), and Divya (Diploma of Nursing) – Students think Holmesglen have been pretty consistent, quick, and informative with keeping up to date with the changes in relation with COVID as the students do not need to wait or reach out to Holmesglen to find out information related to it

Positive feedback regarding the communication about COVID from teachers.

1.1.9. Reflecting on digital screens around campus. Does the content on these screens reach you? Do you ever scan the QR code on posters to find out more information?

- Alvin (Bachelor of Information Systems) – Students rarely notice what is being shown on the screens thus the content does not fully reach them, and they did not even know there are some QR codes on posters
- Divya (Diploma of Nursing) – The posters placement is not ideal and strategic for students to see
- Mikayla (Bachelor of Sports Media) – Students only scan the QR code on posters if the signs were interesting enough to look at

Recommendation for a digital map as a way finding screens around campus (like at a shopping center).

Few people are actually using QR codes. Graphics must look appealing then students might have a look.

1.1.10. What is your feedback about the Brightspace platform i.e. Layout, teacher's use of Brightspace, suggestions for improvement, use of Webex, Panopto and video content.

- Divya (Diploma of Nursing) – Having a starter pack for teachers especially when they are not very good at technology, as it can create a lot of tension, struggle for everybody. Also, contents should be created well in advance before the class, as students need time to see and learn the content
- Aakanksha (Diploma of Nursing) – The content structure that the lecturer put should be more organised as students are a little frustrated as it can be very unorganised. Moreover, for the video content, it should be updated to keep it relevant
- Alvin (Bachelor of Information Systems) and Mikayla (Bachelor of Sports Media) – Brightspace is ok, but it can be confusing and frustrating because all teachers follow different methods of storing files and documents which can be confounding. In the case of online classes, it can become difficult to keep concentration but that is more just being online
- Samuel (Bachelor of Sports Media) – Getting to know the assignments due date can be quite hard as not all the assignments are being showed in the Brightspace calendar and it is not always accurate with the actual due date of the assignments

More PD required on this. Too many teachers are wasting time because they do not know how to use Brightspace. A starter pack should be provided to teachers to help them with the set up. **There should be more consistency with the location of information on the platform. (Dip Nursing).**

Brightspace calendars are not current. This may be due to the ways in

Diploma of Nursing – Content is outdated (some of the videos), content (slides) for a class on Monday is only being loaded a couple of days before. This is challenging for students. Students who reach out to teachers, teachers are responding saying “this request needs to go to the lead teacher”. Students are having to ask for the marking rubric.

#### 1.1.11. Reflecting on the Student App, do you:

- Use the app regularly? If so, what do you use it for?
  - Divya (Diploma of Nursing) – She do not really use the app that much and not really user friendly as it does not have the feature to show assignments due date which most of the student wanted to see
  - Alvin (Bachelor of Information Systems), Samuel (Bachelor of Sports Media) – Yes, they usually use it to find out their classroom and to see their course timetable
  - Ronan (VCAL) – Students in his course do not use it all
- What content would you like to see on the app?
  - Alvin (Bachelor of Information Systems) Documents related to the subject that students took such as lecture slides, assignments document, etc.
  - Samuel – Would like to see the Holmesglen app and Pulse app integrated as one
  - Rimpal (Bachelor of Information Systems) – Check in feature for class attendance
- How do you find logging into the app?

Alvin & Rimpal (Bachelor of Information Systems) - They happy with it as there are no issues with logging into the app but it is just so quick logout which makes it a bit of hassle

Students are required to sign in too frequently.

Students are confused between pulse and the HG app. Should have one app.

Students like the room changes.

App seems to be an 'app version of the website'

Class attendance would make students use it more.

**Integrate brightspace info to the app.**

#### 1.1.12. Reflections on Holmesglen's Online Community.

- Alvin (Bachelor of Information Systems) – Online community been quite helpful especially for international students as they provide important information regarding what is happening in Holmesglen
- Divya (Diploma of Nursing) – It is great platform to socialize
- Samuel, Mikayla, Mark (Bachelor of Sports Media) – It is a good and user-friendly platform to connect but no one quite aware of it. It needs more promotion to make students more aware of it. Students feel it would be beneficial but just don't know about it.

Intl students like the OC.

### Digital Resourcing and Support

#### 1.1.13. Are they aware of other services available to them such as Studiosity and LinkedIn Learning? Do they make use of these.

- Divya (Diploma of Nursing) & Alvin (Bachelor of Information Systems) – Yes, they aware of LinkedIn learning but they are not really make use of it as most of students do not have time and they are not sure if it is going to be helpful for them. However not familiar with Studiosity
- Sophie (Certificate IV in Allied Health Assistance of Nutrition and Dietetics) – She and her peers never heard of both services do not know those were exist

Yes. Students are aware of LickedIn learning.

Students are time poor. There is no additional time to use this. Students don't know about it.

Students don't know about studiosity.

#### 1.1.14. Digital (IT support) vs Digital (Literacy support) – do students know who to go to for what? Is Holmesglen communicating this clearly?

- Tanya (Diploma of Nursing) – a lot of students do not know where to go to get IT support and just call them instead
- Divya (Diploma of Nursing) – Students know where to go with the help of email of Holmesglen
- Alvin (Bachelor of Information Systems) – Only TSD, most of them have no idea on where to go for any other issues which means Holmesglen still need to improve the communication regarding this matter

Most students still think TSD is the place to go for literacy support. More comms provided to students about where to go and how to access the support.



1.1.15. Consider - LSC computer skills sessions are free, online (WebEx), micro training, facilitated, varied days/times, promoted on website, newsletter, OC, orientations. My question is - should Holmesglen provide this additional learning for students? Should we continue a role which focuses on facilitated sessions or do students prefer a more JIT approach (watching videos/ tutorials on internet – mass amount, good quality and easily accessible). Are we now focussed on the wrong topics?

- Divya (Diploma of Nursing) – To get a literacy support she prefer one on one support which can be done by a phone call or meeting
- Sophie (Certificate IV in Allied Health Assistance of Nutrition and Dietetics) – She would love to have some workshops as a literacy support

The mix of both workshops and JIT approach will be helpful to students as it will allow them to have more option in term of their literacy support

**Both. Mature aged students in particular would like one:one sessions or workshop.**

1.1.16. Have you used the online library resources, for eg ebooks, ejournals, databases?

- Divya (Diploma of Nursing) – Yes, she has been using a lot of resources from online library which have been really helpful for her doing research
- Mikayla (Bachelor of Sports Media) & Alvin (Bachelor of Information Systems) – Yes, and it was really good and useful

1.1.17. Are you aware the library offers an online chat service and online webex consultations for students?

- Divya (Diploma of Nursing) – Yes just recently, she thinks it is a good easy way to get support
- Samuel, Mikayla (Bachelor of Sports Media), & Alvin (Bachelor of Information Systems) – Only online chat service, not the WebEx consultation

1.1.18. What is your user experience or feedback with using the online library resources and services?

- Divya (Diploma of Nursing) – It is perfect for her as it is user friendly and easy to access, have heaps of resources, and does not really need any change
- Alvin (Bachelor of Information Systems) – The online library has been pretty useful specially to do some more research apart from the contents that the lecturer provides, it is also a good resource to find some references

### **3. Recommendations**

#### **3.1. What recommendations are you putting to the institute to improve the student experience regarding providing the correct support to Holmesglen learners?**

- Further promotion of the remote learning essentials unit on Brightspace is required as not all students are aware of this.
- Additional professional development for teachers regarding the use of WebEx and specifically breakout rooms is required.
- Additional virtual leisure events i.e., trivia during lockdowns.
- IT starter sessions to be loaded into Brightspace.
- Improved consistency of Brightspace set up across units. Assessments and related information should be loaded in a way that ensures it populates the Brightspace calendars.
- Integrate Brightspace information into the student app.
- More comms required to inform the difference between IT support and IT literacy support.
- Both facilitated sessions and JIT approach for digital literacy support
- Teachers should improve the timing of content loaded onto Brightspace and consider student needs to prepare for classes. (Diploma of Nursing)
- Consider adopting a similar approach of COVID comms to other student comms. (Bachelor of Sports Media)
- Having a role that help students with minor issue will improves stress so much for students. e.g., Forgetting a password, Hard drive does not work, etc. (Bachelor of Information Systems)
- Having more feedback session with only use a single platform for it e.g., Ziplet

### **4. Next meeting & meeting topic.**

Meeting # 6 - 5pm Tuesday 7 September 2021 – The Holmesglen Alumni Community