MINUTES

Student Representative Council Meeting #8 for 2021

Date:	1 December 2021
Time and venue:	1:00pm – WebEx Teams Space
Discussion Theme:	What is preventing students from accessing support?
In attendance:	Aakansha Kalra, Alvin Adyco, Anandpreet Singh, Bianca Gold, Divyangana Sharma, Mark Woods, Mikayla Royal, Nisura Balasooriya, Rimpal Kaur, Sophie Broughton.
Welcome:	
Apologies:	Karanveer Singh, Ronnan O'Connor, Samuel Coulson Shubhankar
Minutes secretary:	Alvin Adyco

1. **Minutes of previous meeting**
   Nil discussion had, The minutes were read from the previous meeting and approved.

2. **Discussion theme – What is preventing students from accessing support?**

   2.1. QILT data from 2019 & 2020 indicates Holmesglen is benchmarked lower against fellow metro TAFEs when it comes to supporting our international students. Why do we think that is?

   One of the reasons essentially because Holmesglen use a different survey platform. The language that used in QILT instrument is not student friendly. It also asks student to evaluate many things on one scale which makes everyone has their own interpretation. Another reason being the lack of student support as they can be unresponsive

   2.2. Do Holmesglen students feel a stigma is attached to support? If so, how do we overcome this?

   My fellow peers provide assorted feedback, as some students feel it, and some don't. It depends on the way students define support. For instance, Asian student has huge stigma around accessing mental health support even though there is place and support for it. But it is more about how the support can relate to student different issues and create more awareness about it. Other option is to have a support team among students themselves. Like student who act as advisor and/or mentor in every course so it is easier for every student to seek support

2.3. Is there support students are looking for but cannot find?

Once again, mixed response from students. Some of them found the support they are looking and stated there are no specific issues. Other feel that they are quite struggling to get support especially for Skills and Job centre as some students expecting career advise with examples of recent job email but often get little to no responses. Additionally, sometimes students got confuse regarding what kind of support that they should get as they have no clear idea what the issues are

2.4. What are the expectations of students when it comes to support?

They expect for it to be timely and efficient and often to get the help that they are looking. Even if students get the support but it is not timely and efficient, it will noy have an impact which making it not helpful at all. Other expectation being, supporting student to find an easier way to get done something difficult

2.5. Are student expectations realistic? What do fellow students think?

Sometimes students get carried away and do not think in an institute point of view but most of students think their expectations are realistic enough

9. **Recommendations**

1. Increase student testimonials relating to student experiences of support services.
2. The institute should report on outcomes of previous unit evaluations prior to distributing the current unit evaluations.
3. The institute should report who within the organisation will review the data from the unit evaluations.
4. The institute should provide students with clear timeframes around expected response times to student inquiries.
5. The institute should provide students with escalation processes and contacts when they fail to receive a response from teachers or staff.