

AGENDA

Student Representative Council Meeting

Date:	14 March 2023
Time and venue:	5:00pm via WebEx Teams Space
Attendees	Nisura Yasaswin Balasooriya Balasooriya Lekamlage, Council chair Michaela Hosking, Manager Student Engagement and Success Divyangana Sharma, Bachelor of Nursing student Chris Collingwood, Diploma of Community Services student Mikayla Royal, Bachelor of Sports Media student Amanda Meehan, Bachelor of Nursing student Suzanne McKinnon, Executive Director Engagement and Support
Apologies	Watareka Somaweera, Certificate IV Cyber Security Aaliyah Gonzales, Bachelor of Business Accounting Iyeoluwa Fajimi, Bachelor of Business Information Systems Kevin Vorong, Certificate III Early Childhood Education Ricardo Kapondoro, Bachelor of Business Accounting
Minutes secretary	Michaela Hosking

Agenda items 1, 2 & 3 - Welcome and Acknowledgement of Country

Nisura welcomed all members to the first meeting for 2023 and acknowledged that he was dialling in from Wurundjeri Country and paid respect to the land and waterways of the First Nations people. Nisura reminded all members that the meeting was being recorded for the purpose of minutes and welcomed the new student representatives. Students were asked to introduce themselves.

Nisura also mentioned he had joined the council in the position of Council Chair for 2023/10 and that the position of Council Secretary was still vacant. Nisura put it to the student reps if they were interested in the Council Secretary position – Chris Collingwood and Mikayla Royal expressed interest.

Quorum was not established and so Michaela proposed that the meeting still proceed but any formal recommendations / actions need to be put back to the council for formal approval.

Action Item: Chris and Mikayla to confirm to Michaela Hosking as to whether they would like to pursue to the role as Council Secretary.

Action Item: Michaela to follow up on student reps who failed to submit their apologies.

Agenda item 4 - Institute response to SRC recommendations

Michaela informed the new student reps that this was a standing item on the agenda to ensure there were opportunities for the institute to report back to the student reps on outcomes of their recommendations. Michaela also mentioned this would be circulated via monthly student newsletters and that the information can always be found on Holmesglen's Online Community. The following link was provided to students in the meeting:

<https://community.holmesglen.edu.au/landing-page/responding-student-voice>

Agenda item 5 - Welcoming new and returning students to campus each semester.

5.1 – Review of the student sentiment survey results.

Michaela led the discussion of the recent pulse survey results which captured student sentiment during the first initial weeks of a student either commencing or returning to campus. The survey was distributed during O week events and resulted in a response rate of 353 responses were recorded (251 local learner, 102 international learners, 278 VET learners, 75 HE learners).

Students reviewed these results and made the following comments:

- General sentiment was positive during this period.
- To increase the quality of feedback, the survey instrument needs to be reviewed to ensure the required feature is turned on. Reps also felt that it would have been better to prompt students who shared negative sentiment to the arrival process to provide further feedback on potential improvements.
- Students seemed to feel that the staff / teachers had the most impact on their positive experience during orientation.
- Student communication was a trending recommendation for improvement.

Further discussion was had regarding the equipment in classrooms and whether there is sufficient space for students to sit in a classroom. Both Divya and Amanda confirmed they often attend classes with less chairs and tables than students.

Other reps confirmed this is not an issue in their classes.

Action: Divya and Amanda to provide details of which classes and classrooms this is occurring so Michaela can follow up with nursing faculty.

Action: Michaela to provide feedback to OTL re enhancements to survey instrument.

5.2 Reflection on recommendations made by the SRC in 2021 regarding orientation. How much of this is still relevant?

Michaela took the reps through the recommendations from the SRC back in 2021 relating to orientation and provided an overview on the enhancements made to the orientation program at Holmesglen which included:

- An orientation kit that has been deployed to teachers to promote a consistent orientation program across the Institute.
- A series of communication templates to increase and enhance communication deployed to students relating to their orientation program and first days of class.
- Digital resource hubs to support international learners prior to arrival in Australia.
- A digital resource hub to support late arriving international learners who have missed out on orientation.
- A digital showbag that is deployed to all new students via emails with critical information regarding student support, facilities, IT support, campus activities and events and student deals.

Divyangana recommended the expansion of digital resources to all learners be considered and reiterated the need to record orientation programs for late arriving learners or for those who might like to reflect on the orientation session.

Action: Michaela to review the possibility to expand the orientation resource hub to all learners.

5.3. What information do you need prior to arrival, during arrival and post arrival?

The reps spoke about the importance of providing the correct information at the right time of the student journey and that there is a need to review this practice to maximise the value of orientation. Michaela suggested that a small sub committee be established to review this.

Chris, Nisura, Divya and Amanda all endorsed this recommendation.

5.4. Is there need for a small subcommittee to review this? Who on the council expresses interest?

Michaela mentioned the value in pulling a smaller group together to discuss the student journey and at what points information should be provided during the arrival process.

Action: Michaela to convene a small sub committee to review the student journey and communication to be deployed.

6. Recommendations

The students proposed the following recommendations to be passed through the council when quorum is established.

- a. Move to an orientation program where content is available post orientation sessions.
- b. Convene a working group to review the information that is deployed to students prior to, during and post orientation that relates to their first few weeks on campus.
- c. Consider a centre repository of information regarding orientation information for learners.

7. General Business

Nisura asked the student reps if there was an interest to connect socially as a group. The reps all agreed and requested the location be central to all reps. Reps mentioned they would be happy with an escape room exercise followed by a dinner.

Action: Michaela to arrange a social gathering for the reps to include dinner and an activity.

8. Next meeting

Nisura closed out the meeting and announced the next SRC meeting to be held online on Thursday 13 April 5pm – discussion theme to be a review of the Learner Engagement and Partnership Strategic Plan.