Procedure Title

Student At Risk Procedure

Preamble

The Students at Risk Procedure is an essential element of the overarching Deakin College approach to supporting pathway students and providing additional early intervention for those students at additional risk to their academic success.

Purpose

The purpose of the Student at Risk (SAR) Procedure is to facilitate early identification of students who face additional risk to their academic success thereby providing the opportunity to overcome any obstacles to academic success.

Scope

The procedure applies to all students enrolled in the Foundation Program and Diplomas at all campuses of Deakin College and Deakin College Jakarta, including domestic students, temporary residents and overseas students.

Policy

Student Support Policy

This procedure also relates to:
- Academic Progress Policy;
- Attendance Policy;
- Equity and Diversity Policy;
- Assessment Policy;
- Pathways and Credit for Prior Learning Policy

Related Documentation
- Academic Skills Assessment
- Study Skills Online (Moodle site)
- Attendance Policy
- Attendance Procedure
- Student at Risk Timeline flowchart

Procedure

1. **Responsibilities**

    1.1. The procedure applies to all Deakin College students, irrespective of campus.

    1.2. The Admissions department are responsible for maintaining a record of incoming student cohorts identified for support. Including, students who self-identify as having a disability on their application form, and students issued a conditional offer. Admissions will record this information on the student database. Student cohort information is available to the Student and Academic Services department and Academic Manager for follow-up where applicable.

1.3.   Academic Services is responsible for gathering student cohort data post enrolment from the Admissions stage, to send out Disability Services Centre (DRC) referrals to the students.

1.4.   The Academic Manager will ensure the student cohort with conditional offers and support needs are referred to support programs, such as, the Coaching for Success Program.

1.5.   All teachers are responsible for contributing relevant data for students they teach via the SAR register.

1.6.   Teachers are responsible for conducting one-to-one appointments with students.

1.7.   Academic Coordinators are responsible for liaising with Unit Coordinators and teachers for briefing new academic staff on SAR procedures.

1.8.   The Student Counsellor and/or Student and Academic Services Manager, the Campus Manager (Geelong) and the Campus Director (Indonesia Campus) are responsible for contacting and interviewing students and for inducting new Student and Academic Services staff into SAR procedures.

1.9.   The Academic Manager with the Student Learning Advisors are responsible for coordinating appropriate academic information for students identified as at Risk and for facilitating individual appointments for students where practical.

1.10. The College Timetabler is responsible for conducting formal attendance checks in accordance with the Attendance Procedure and notifying students who are identified as at risk for non-attendance via email.

1.11. Academic Services and the Academic Manager are responsible for regularly reporting non-attendance each trimester to relevant committees for at risk cohort outcomes.

1.12. At the end of trimester, the Academic Manager and Learning Advisors are responsible for implementation of the student Engagement and Action Plan (SEAP) Program.

2. **Students at Risk Register**

2.1.   Students at Risk register is a working document updated by the relevant Academic and Student and Academic Services staff. Its function is not only to detail relevant students, but to prompt an action plan for the student. The action plan is made independently available, to be shared with staff who may not be granted access to the register itself.

2.2.   The Coaching for Success Program managed by the Academic Manager and Student Learning Advisors also identifies students and contributes to the SAR register.

   2.3. The SAR register is filtered into three levels of support, for responses by the relevant staff:

   - Academic
   - Skill-Support &
   - Welfare

3. **Admission**

   3.1. The Admissions department attaches enrolment conditions to incoming students whose data dictates it.

   3.2. Details of students identified are provided to the Student Counsellor and/or Student and Academic Services Manager and Academic Manager within the first two weeks of the trimester (NB Late enrolments are captured by a "sweep" in week 5).

   3.3. The Student Counsellor and/or Student and Academic Services Manager classifies incoming identified students by default as Students at Risk and they comprise the initial register. A condition is placed on the student database identifying them.

4. **Academic Skills Assessment**

   4.1. Students who do poorly (<70%) or fail to complete the Academic Skills Assessment are added to the register. These students are sent tailored support resources and offered one-on-one appointments with a Student Learning Advisor.

5. **Individual action plans**

   5.1. Each student will receive targeted personalised communication to enable them to book an appointment with a Student Learning Advisor and access the College's support services. Students are supported by the Deakin College support team via action plans, counselling, workshops, telephone, online consultations or email contact.

   5.2. Where a student additionally has a Access Plan, this is noted on the Student at Risk register as soon as it becomes available and disseminated to teachers by Academic Coordinators where appropriate, relevant and with regard to the confidentiality of sensitive information.

   5.3. Students who seek support will receive academic counselling, which is recorded on the register.

   5.4. Teachers are briefed on the Student at Risk process by the Academic Coordinator and referred to relevant resources. This process commences at the beginning of each trimester to ensure that Deakin College support staff are adequately trained on the administrative handling and implementation of Access Plans.

6. **Personal contact**

   6.1. Any student who has not attended weeks 1 and 2, or enrolled within those weeks, is recorded. Communication is provided to the students to attend the Late Enrolment and Catch-up sessions, where new student information is provided.

6.2. Teachers flag Students at Risk throughout the trimester, encompassing key risk indicators (engagement, submissions, independent learning, pastoral and wellbeing).

7. Updating student at risk profiles during trimester

7.1. The Student and Academic Services and Learning Support teams collate information gathered from teachers to update the Student at Risk register, including updating existing student profiles as well as identifying new Students at Risk.

7.2. Students who pose risk to their academic success, will be required to attend a face-to-face meeting and/or phone interview(s) with our Deakin College Support staff and/or a contracted teacher. These take place throughout the trimester.

7.3. Action plans are updated by the Deakin College Support staff who have met with/or spoken to the student. This could entail an academic intervention such as:

- an appointment with the Student Learning Advisor or Learning Mentor;
- issuance of a revision timetable/study planner;
- signposting to supplementary academic material;
- completion of an online program;
- follow-up where specific support from their Access Plan is being neglected; or
- a pastoral intervention such as liaising with their guardian (where applicable), a referral to the counselling service.

7.4. Where no face-to-face or telephone contact has taken place (i.e. student is not on the 'priority' list), the action plan may consist of regular email contact with the student.

7.5. Results are reviewed at the end of the trimester and ongoing students at risk identified, contacted and targeted for further intervention via the Student Engagement and Action Plan (SEAP) Program.

7.6. Students whose place on the register solely relates to poor attendance, will receive relevant attendance reminders and warning notices will be sent to the students' email. Overseas students on a student VISA enrolled in the Foundation Program, will have their attendance monitored as per the Deakin College Attendance Procedure.

8. Continuity

At the commencement of each trimester the College's Student at Risk process begins, with re- enrolling students whose data suggest they are still at risk subject to a new cycle of this procedure.

Status and Details

Identification	Student At Risk Procedure
Initial Issue Date	1/09/2018
Status	Current
Domain	Student and Academic Services

Effective Date	9/11/2022
Review Date	30/12/2024
Approval Authority	Senior Management Group
Implementation Officer	Student and Academic Services Manager (Burwood), Campus Manager (Geelong), Campus Director (Jakarta)
Enquiries Contact	Mary Georges

Student at Risk Timeline Flowchart

Role	Actions	Timeline
Admissions	• Identify student cohorts with support needs • Records this information on student database	Pre enrolment
Student Learning Advisors	• Adds to the register students who have failed Academic Skills Assessment.	Pre enrolment
Student and Academic Services team SLAs	• Action plans are created for SAR consisting initially of a minimum of allocated workshops or online program(s). • Students attend allocated workshops. Attendance is monitored by Student Learning Advisors.	Pre enrolment
Academic Coordinators	• Brief teachers on the SAR process and signpost to relevant resources including the student checklist and schedule of study skills workshops.	Pre enrolment
Student & Academic Services	• SAS team creates a cohort report in week 2 of trimester and send cohort to DRC.	Week 2
College Timetabler	• Timetabler runs an attendance report in weeks 5 & 8 and sends email to students who's attendance is projected below 88%.	End of week 5 & 8
Teachers	• From week 2 - 12, teachers enter students with the following concerns: covering assignment punctuality, clarity of writing, class contribution, group engagement, behaviour and stress/pastoral issues. Academic Coordinator monitors compliance with this and flags any who have not done so.	Throughout trimester