

## Procedure Title

### Students At Risk Procedures

#### Preamble

The Students at Risk (SAR) 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; and Pathways and Credit for Prior Learning Policy

#### Related Documentation

- Academic Literacy Workshop outline
- English Language Diagnostic test overview
- Timeline flowchart

## Procedure

### 1. Responsibilities

- 1.1.** The procedures apply to all Deakin College students, irrespective of campus.
- 1.2.** The Admissions department are responsible for identification of incoming students who are subject to relevant conditions upon entry, and for communicating this information to the Student and Academic Services department.
- 1.3.** The Student and Academic Services department is responsible for identification of students post-enrolment by gathering assessment data and feedback from academic staff.
- 1.4.** All lecturers are responsible for contributing relevant data for every student they teach via a prescribed checklist completed during the marking process.
- 1.5.** Contracted lecturers are responsible for conducting one-to-one appointments with students.

- 1.6. Academic Coordinators are responsible for liaising with Unit Coordinators and lecturers for briefing new academic staff on SAR procedures, and contributing to updating of student action plans.
- 1.7. The Student and Academic Services Manager, the Campus Manager (Geelong) and the Campus Director (Indonesia Campus) are responsible for organising the contacting and interviewing of students and for inducting new Student and Academic Services staff into SAR procedures.
- 1.8. Student Learning Advisors are responsible for coordinating appropriate academic skills sessions for students identified as in need of attending some of the sessions, and for facilitating individual appointments with students where practical.

## 2. Students at Risk (SAR) Register

- 2.1. The Students At Risk (SAR) Register is a working document to be updated by the Student and Academic Services department in liaison with relevant colleagues at the prescribed intervals, as well as whenever else it is appropriate to do so. Its function is not only to detail relevant students but to encompass an action plan for the student, which will be made separately available so that it can be shared with colleagues who will not necessarily be granted access to the register itself.
- 2.2. For the register to maintain structure, “priority” students are identified on the register once assessment results from the first trimester become available. Priority students are defined by:
  - assessment failure across their subjects and/or;
  - attendance of less than 70%. Priority students are subject to more intensive intervention than other students on the list.

## 3. Admission

- 3.1. The Admissions department attaches enrolment conditions to incoming students whose data dictates it.
- 3.2. Details of students identified are passed to the Student and Academic Services Manager two weeks prior to the start of Orientation (NB Late enrolments are be picked up by a “sweep” in week 5).
- 3.3. The 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. English Language Diagnostic Test**

- 4.1.** Students who fail the English Language Diagnostic Exercise are added to the register. Failures are ordered in sequence of severity and as many of the lower scoring students as possible are accommodated on the Academic Literacy Workshop program.

#### **5. Individual action plans**

- 5.1.** Each student at risk has an action plan created for them by the Student and Academic Services team, initially consisting of workshop(s) and/or telephone and email contact. Student Learning Advisors monitor attendance to workshops.
- 5.2.** Where a student additionally has an Access Plan, this is noted on the Student at Risk (SAR) Register as soon as it becomes available and disseminated to lecturers by Academic Coordinators where appropriate, relevant and with regard to the confidentiality of sensitive information.
- 5.3.** Lecturers are briefed on the Student at Risk Process by the Academic Coordinator and signposted to relevant resources. This happens at the start of each trimester to ensure continual refreshing of training.

#### **6. Personal contact**

- 6.1.** Any student who has not attended weeks 1 and 2, or enrolled within those weeks, is telephoned by the Student and Academic Services Department's nominated representative.
- 6.2.** In week 5, lecturers complete an online checklist encompassing key risk indicators (punctuality, engagement, independent learning, pastoral and wellbeing) for every student they teach.

#### **7. Updating student at risk profiles during trimester**

- 7.1.** The Student and Academic Services team collates information gathered from lecturers with available assessment results and uses it to update the Student at Risk (SAR) Register, including updating existing student profiles as well as identify new students at risk.
- 7.2.** The Student and Academic Services Manager manipulates collated data to create a list of prioritised students who are at risk to their academic success will be invited to face-to-face or telephone interviews with the Student and Academic Services team, Learning Skills Advisor and Academic Coordinator, a Student Learning Advisor or a contracted lecturer. These take place in weeks 6 and 7.
- 7.3.** Priority students at risk are allocated a PALM (mentor) whom they must meet a minimum of twice in the trimester.

- 7.4.** Action plans are updated by the person who has met with or spoken to the student. This could entail an academic intervention such as:
- an appointment with the Student Learning Advisor;
  - 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.
- 7.5.** 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 continued EDM contact with student to encourage them to seek guidance.
- 7.6.** Results are reviewed at the end of the trimester and ongoing students at risk identified, contacted and targeted for further intervention.
- 7.7.** Students whose place on the register solely relates to poor attendance receive relevant attendance warnings in writing by post and email from the Compliance department. Foundation Studies students with attendance below 80% will be ascertained every two weeks and telephoned by the Student and Academic Services department and, where attendance is particularly low, invited to a mandatory appointment with the Student and Academic Services team.
- 7.8.** At the start of the trimester the process restarts, with existing re-enrolling students whose data suggest they are still at risk subject to a new cycle of the procedure.

**Status and Details**

<b>Status</b>	Current
<b>Effective date</b>	1/09/2018
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<b>Approval Authority</b>	Senior Management Group
<b>Implementation Officer</b>	Student and Academic Services Manager (Burwood), Campus Manager (Geelong), Campus Director (Jakarta)
<b>Enquiries Contact</b>	Annie Rapoport



