

Hybrid approaches to delivering student services; opportunities and challenges

Central Queensland University

Australian public university based in central Queensland

CQUniversity is the only Australian university with a campus presence in almost every mainland state.



Central Queensland
UNIVERSITY



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Address: 554/700 Yaamba Rd, Norman Gardens QLD 4701

Campus: Urban and regional with multiple sites

Students: 33,494

Date founded: 1967

Chancellor: Graeme Innes

Vice-Chancellor: Nicholas Klomp

Motto: Latin: Doctrina Perpetua, Lifelong Learning or Forever Learning

Mascot: Birdy McBirdface



History of blended learning opportunities

CQUniversity (CQU) has a notable history in online and distance education. The institution began offering distance learning as early as 1974, becoming the first college in Australia to introduce a Bachelor of Science degree externally. By the mid-1980s, distance education became a significant aspect of its operations, surpassing internal enrolments. At this time, it processed nearly 24,000 study packages annually and offered over 100 subjects via 12 courses

Central Queensland University (CQU), now known as CQUniversity, began offering online courses in the early 1990s. It was one of the pioneers in distance education in Australia, leveraging advancements in technology to support remote learning.

The university initially provided distance education via traditional methods, such as mail-based correspondence. However, as technology evolved, CQU adopted online platforms to deliver courses more effectively. By the late 1990s and early 2000s, online learning had become a significant part of CQU's educational offerings, enabling greater flexibility for students across Australia and internationally.



Over the years, the university has expanded its online offerings to include over 200 courses, ranging from TAFE certificates and diplomas to undergraduate, postgraduate, and research degrees. This extensive experience has established CQUniversity as one of Australia's leading online study providers.



Hybrid approaches to delivering student services

Recruitment and admissions

Pre-departure information

Student services:

Administration

IT systems and Library services

Academic Learning Strategies

Career and employability

Wellbeing

Counselling

Uni Life

Opportunities

- **Accessibility for Remote and Diverse Students**

CQU's student base includes those in regional, remote, and international locations. Hybrid services enable:

- Online platforms for consultations, counseling, and academic advising.
- Access to resources regardless of geographical barriers, reducing inequities.

Flexibility and Convenience

Students can choose services that fit their schedules, accessing support asynchronously (e.g., recorded workshops) or synchronously (e.g., virtual meetings).

Combines the efficiency of digital tools with the personalized touch of face-to-face interactions.



Increased Engagement

```
graph TD; A[Increased Engagement] --> B[Virtual platforms encourage participation from students who may feel less inclined to seek support in person.]; A --> C[Digital tools such as learning management systems (LMS) and chatbots provide 24/7 assistance. (Studiocity)];
```

Virtual platforms encourage participation from students who may feel less inclined to seek support in person.

Digital tools such as learning management systems (LMS) and chatbots provide 24/7 assistance. (Studiocity)

Scalability

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graph TD; A[Scalability] --> B[Online services can cater to growing student numbers without proportionally increasing physical infrastructure.]; A --> C[Automated systems streamline processes such as enrollment and inquiries.];
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Online services can cater to growing student numbers without proportionally increasing physical infrastructure.

Automated systems streamline processes such as enrollment and inquiries.

Innovative Learning and Support Tools

Integration of artificial intelligence (AI) for personalized recommendations (e.g., study materials or career guidance).

Hybrid events, such as webinars and live Q&A sessions, reach larger audiences.



Challenges

Digital Divide

Students in remote areas may lack access to reliable internet or technology, limiting their ability to engage with online services.

Economic disparities can impact students' capacity to afford necessary devices.

Quality Assurance

Ensuring consistent quality in both digital and in-person services is complex.

Some services (e.g., mental health support) may be less effective in virtual formats.

Staff Training and Adaptability

- Staff need ongoing training to effectively use digital platforms and tools.
- Resistance to change among some educators and support staff may hinder adoption.

Overload of Options

- Offering multiple service delivery modes can confuse students about where and how to seek help.
- Streamlining and clearly communicating hybrid options is essential.

Data Privacy and Security

- Handling sensitive information online poses risks. Robust cybersecurity measures are critical.
- Adhering to privacy laws such as GDPR adds complexity.

Cost of Implementation and Maintenance

- While scalable, the initial setup and ongoing maintenance of digital platforms require significant investment.
- Balancing budgets between digital upgrades and physical facilities is challenging.

STUDENT COUNSELLING WELLBEING AND SAFER COMMUNITIES SERVICE

You don't have to do it alone



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Our Leadership & Business Support Team



Bethany
Chief Wellbeing Officer
Brisbane Campus



Kristy
Manager Counselling
Sydney Campus



Margie
Manager Safer Communities
Mackay Campus



Paige
Manager Student Wellbeing
Rockhampton North Campus



Kayla
Business Support Officer
Bundaberg Campus



Our Goal

Our goal is to see our students succeed in their studies and to support their personal resilience and overall wellness.

Our Mindwaves Team



Bethany

Chief Wellbeing Officer

Brisbane Campus



Anna

Mindwaves Project Officer

Gladstone Campus

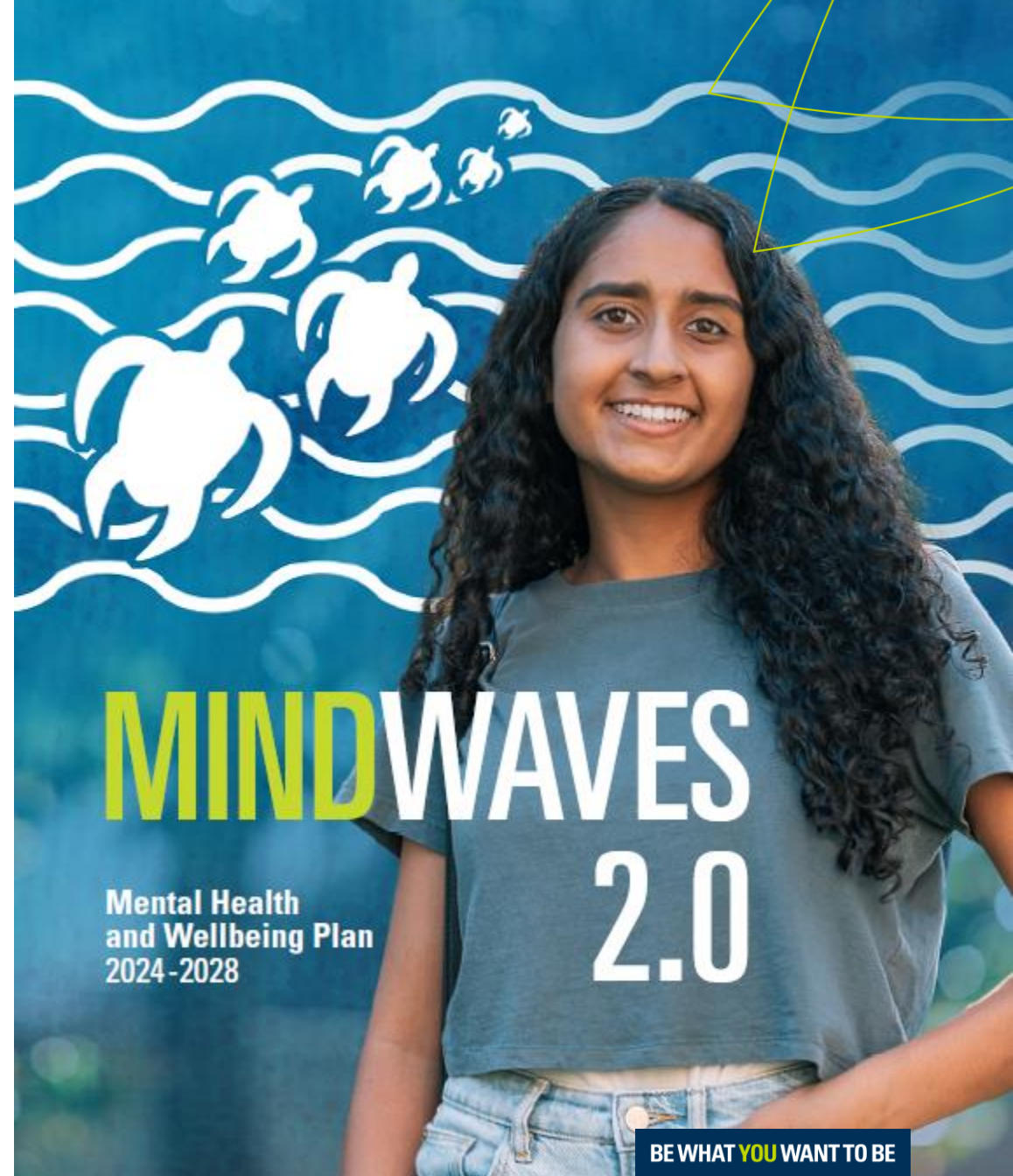
Our Plan

Mindwaves 2.0

Initially launched in 2020, the Mindwaves vision is to actively support the mental health and social and emotional wellbeing of the University's students and staff, while also engaging with the broader community to advocate and promote an inclusive, resilient and supportive society.

Prioritising student and staff voice during the development of Mindwaves 2.0 has been vital to ensure we are creating a compassionate, inclusive, and accessible Mental Health and Wellbeing Plan for CQUniversity students and staff.

[READ THE MINDWAVES 2.0 MENTAL HEALTH AND WELLBEING PLAN TODAY!](#)



Our Services



The Counselling team provides free and confidential support for all CQUni students.



Our Student Wellbeing services provide support through free programs, events workshops, and initiatives to help improve the overall wellbeing of our students as they navigate studying at CQU.



Social and Emotional Wellbeing Service provides Counselling and offerings specific for our Australian Aboriginal & Torres Strait Islander students.

SAFER COMMUNITIES

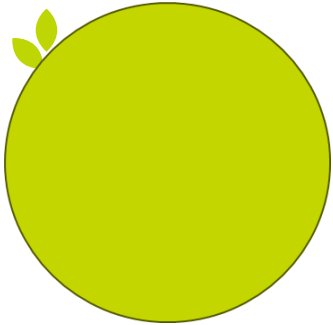
We take our commitment to providing a safe and respectful environment for our students across our campuses seriously and have implemented this dedicated service to do just that.



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Our Counselling Team



Adeline
Intake Support Officer
Rockhampton North Campus



Lorraine
Intake Support Officer
Rockhampton City Campus



Rebecca
Intake Support Officer
Mackay Campus



Jamie
Intake Support Officer
Rockhampton North Campus



Rikki
Counsellor
Mackay Campus



Rachel
Counsellor
Brisbane Campus



Cynthia
Counsellor
Mackay Campus



Vanessa
Counsellor
Brisbane Campus



Joy
Counsellor
Rockhampton North Campus



Sean
Counsellor
Melbourne Campus



Kathleen
Counsellor
Brisbane Campus



Sarah
Counsellor
Bundaberg Campus



Mellisa
Indigenous Therapeutic
Caseworker
Mackay Campus



Thalep
Indigenous Therapeutic
Caseworker
Rockhampton North Campus



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STUDENT COUNSELLING SERVICE

Counsellors can help with personal issues that may impact student academic progress and personal development. They will also help students to acquire effective study skills like motivation and time management.

MAKE AN APPOINTMENT

The CQUni Student Counselling service is available from 8.30 am to 4.30 pm (AEST), Monday to Friday. Counsellors are currently providing face to face and telehealth services, including appointments via phone, Zoom, and email.

- Email: counselling@cqu.edu.au

- Phone: +61 7 4930 9456

- [eForm](#)



CQUni Out of Hours Student Support Line

CQUni provides free and confidential help for all CQUniversity students living in Australia outside of university hours (Including weekends and public holidays).

NEED IMMEDIATE SUPPORT?

Call or text our free CQUni Out of Hours Student Support line (including weekends and public holidays).

Call: 1300 226 987
Text: 0480 097 747

Available:

Weekdays 4.30 pm to 8.30 am (AEST)

Weekends and Public Holidays 12:00 am-11:59 pm (AEST)



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TELUS Health One Portal

TELUS Health One is an online platform accessible via mobile app or web, offering EAP support 24/7.

To log in, use:

- Company Code: CQU
- Password: CQU01

Employee Assistance Program (EAP)

TELUS Health | Your EAP

- Confidential coaching, counselling and wellbeing service for employees
- Eligible family members can access
- Qualified, experienced professionals who have extensive training and experience in counselling, coaching and workplace consulting.
- Access to **six sessions** and can (with approval via the Safety and Wellbeing Team) have up to an additional four sessions (a total of ten sessions).

Our Safer Communities Team



Margie

Manager Safer Communities
Mackay Campus



Tiffany

Safer Communities Coordinator
Rockhampton North Campus

SAFER COMMUNITIES

A free and confidential service to ensure CQU students can study safely and confidently on campus, online, or during placements. Offering support for students impacted by sexual harm, domestic and family violence, harassment, and discrimination.

SUPPORT STUDENTS TO:

- manage conflict with other students, staff members or placement staff
- formalise a safety and support plan while on campus or on placement
- recognise and respond to disclosures of harmful behaviours
- report harmful behaviours and submit complaint

GET IN CONTACT

The Safer Communities service is available from 8.30 am to 4.30 pm (AEST), Monday to Friday.

•Phone: 07 4930 9456 (**Option #4**)

•Email: safercommunities@cqu.edu.au

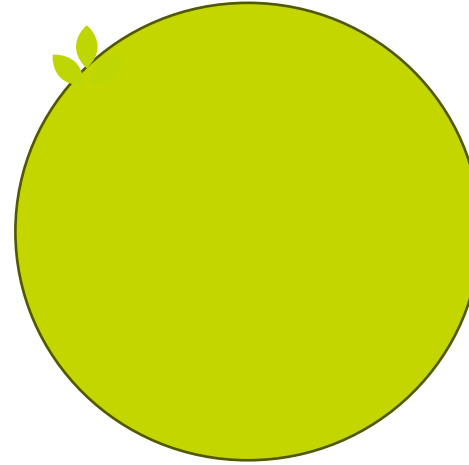
Our Student Wellbeing Team



Carla
Project Officer Student Wellbeing
Bundaberg Campus



Si
Project Officer International Student
Wellbeing
Melbourne Campus



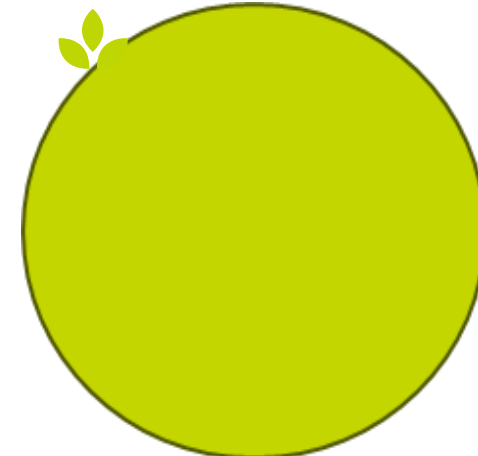
Role currently unfilled
Project Officer Indigenous
Student Wellbeing (SEWB)



Natalie
Project Assistant Student Wellbeing
Rockhampton North Campus



Pasang
Project Assistant International
Student Wellbeing
Sydney Campus



Role currently unfilled
Project Assistant Indigenous
Student Wellbeing (SEWB)

STUDENT WELLBEING SERVICE

The Student Wellbeing Service strives to provide opportunities through various outlets to build resilience, understanding, empathy and self growth. We always try to adapt and innovate our offerings from student insights in hopes to meet the needs of our students.

Students are encouraged to reach out to the Wellbeing Service to discuss our support options and offerings, or even to contribute ideas.

CONNECT WITH US

•Email: wellbeing@cqu.edu.au

SOCIAL AND EMOTIONAL WELLBEING

Underpinning the social and emotional wellbeing approach is the understanding of relationships between individuals, family, kin, and community, and a focus on connection to land, culture, spirituality, and ancestry.

Social and emotional wellbeing recognises the impact of colonisation and dispossession of culture for First Nations peoples.

LET'S CHAT

•Email: sewb@cqu.edu.au



STUDENT WELLBEING HUB

UNIT

PARTICIPANTS

GRADES



WHAT'S ON: EVENTS



COUNSELLING SERVICES



MIND WAVES CONNECTORS:
STUDENT WELLBEING
SUPPORT



DIGITAL RESOURCES



CALM TIME

The [Student Wellbeing Hub](#) is a student's one-stop online haven for information on all things health, happiness, and wellbeing at CQU! Whether looking for quick tips or deep dives, the Hub offers information, resources and activities that fit your lifestyle and preferences.



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We hope to see our students flourish at CQU!



**SAFER
COMMUNITIES**



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