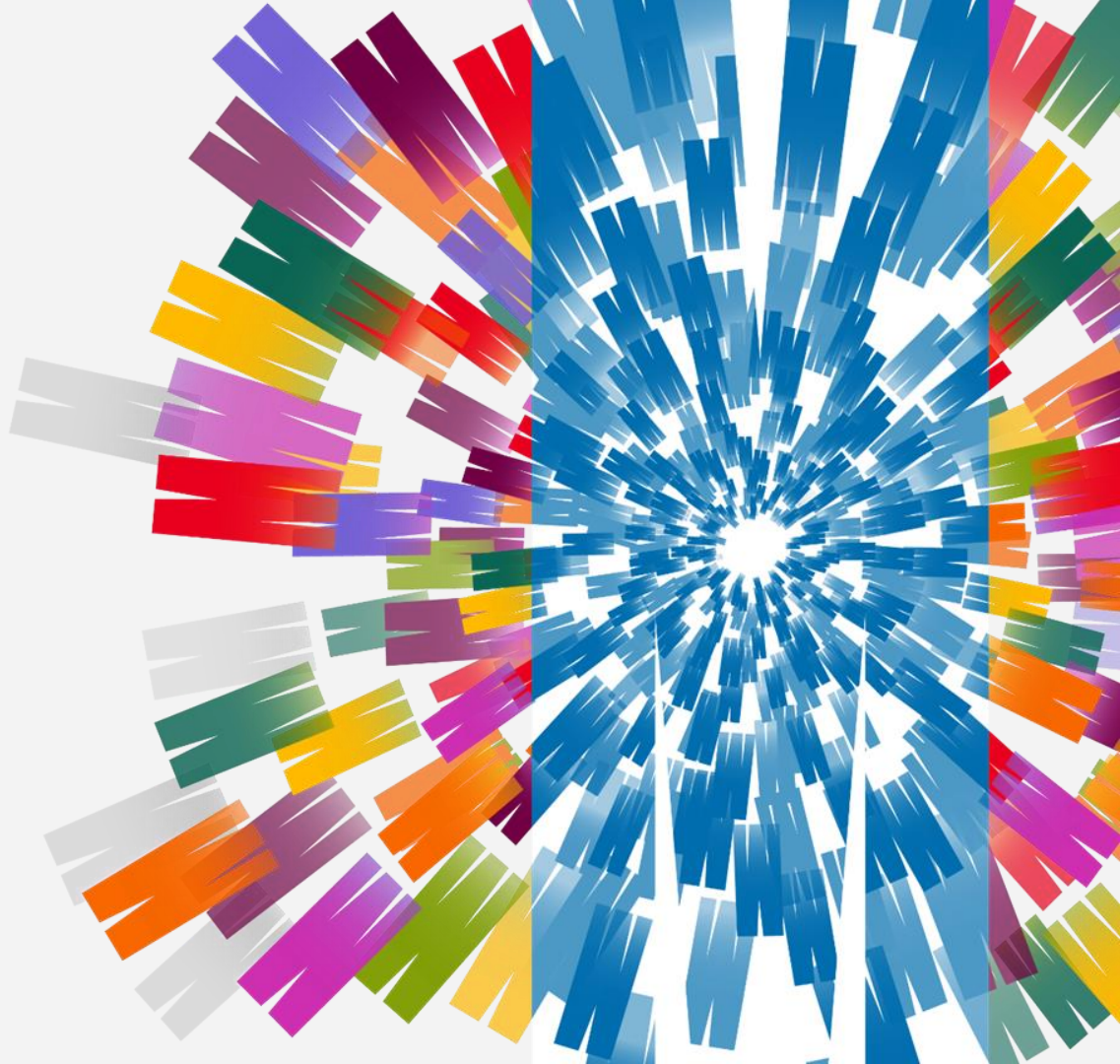


# **International Student Essentials**

**A new approach to orientation  
and transition**

**ISANA Conference  
December 2024**

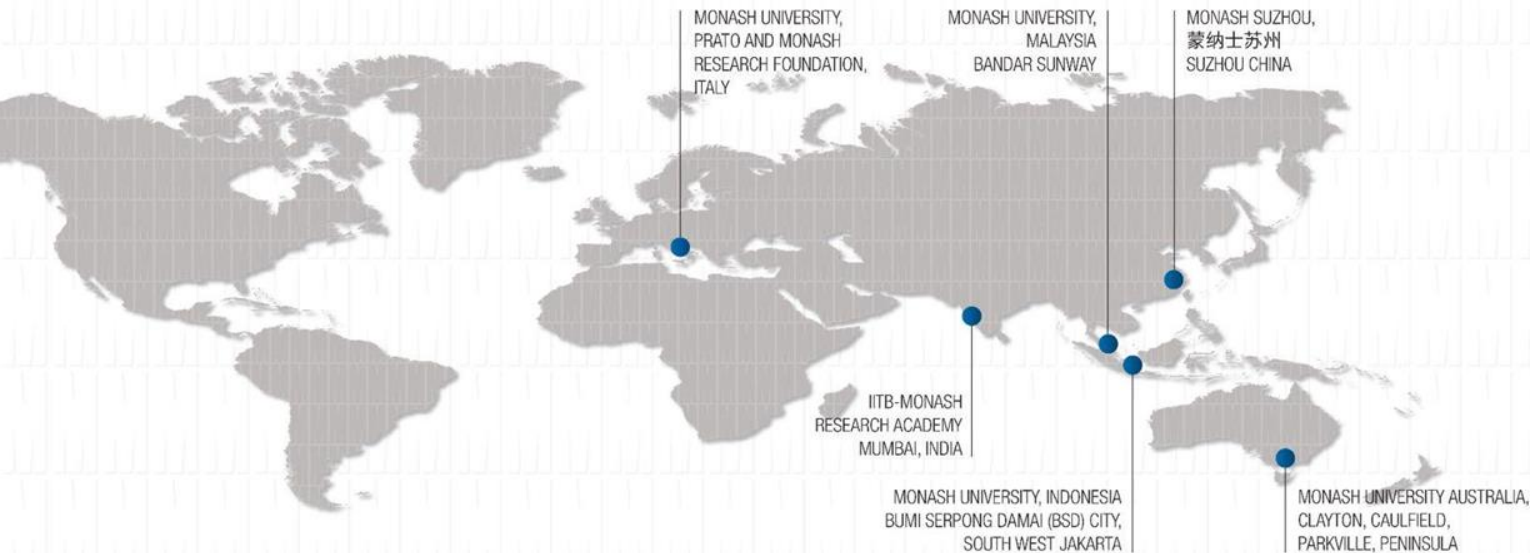




**MONASH UNIVERSITY** recognises that its Australian campuses are located on the unceded lands of the people of the Kulin nations, and pays its respects to their Elders, past and present.



# OUR GLOBAL FOOTPRINT



9  
CAMPUSES ACROSS  
6 COUNTRIES

2  
CAMPUS  
PARTNER UNIVERSITIES

100+  
PARTNER UNIVERSITIES

84,884  
STUDENTS

18,234  
STAFF

470,000+  
ALUMNI COMMUNITY  
ACROSS 156 COUNTRIES

## CAMPUSES AND LOCATIONS

MONASH COLLEGE, MELBOURNE, AUSTRALIA

## SERVICES

– Monash Accommodation Services, Clayton, Australia

## ENTITIES NOT FULLY OWNED BY MONASH UNIVERSITY

- Alfred Medical Research And Education Precinct (AMREP), Alfred, Australia
- Biocurate, Parkville, Australia
- Hudson Institute of Medical Research, Clayton, Australia
- Monash Partners Academic Health Science Centre, Clayton, Australia
- Neurosciences Victoria, Parkville, Australia
- Bendigo Primary Care Centre, Bendigo, Australia
- Open Universities Australia, Melbourne, Australia

## INTERNATIONAL PARTNERS DELIVERING MONASH COLLEGE PROGRAMS OVERSEAS

- Jakarta International College, Jakarta, Indonesia
- Sunway College, Johor Bahru, Malaysia
- Universal College Lanka, Colombo, Sri Lanka
- Virscond Education, Chengdu, China
- Timespro, Mumbai, Delhi, India

## INVESTMENTS

- Monash Commercial, Clayton, Australia
- Monash Investment Holdings, Clayton, Australia
- Monash University Foundation, Clayton, Australia

## INTERNATIONAL STRATEGIC PARTNERS

- University of Warwick, Coventry, UK
- King's College London, London, UK
- Newcastle University, UK
- Pennsylvania State University, Pennsylvania, US
- University of British Columbia, British Columbia, Canada
- European Molecular Biology Laboratory, Heidelberg, Germany
- University of Padua, Padua, Italy
- Southeast University, Jiangsu (Province), China
- Indian Institute of Technology Bombay, Mumbai, India

# INTERNATIONAL STUDENT ENGAGEMENT

## STUDENT **NUMBERS**

Total current International student numbers	
Course Location	Student count
CLAYTON	12,596
CAULFIELD	10,088
DOCKLANDS	3,195
PARKVILLE	1,071
PENINSULA	1,031
MEL-LAWCHM	280
MALAYSIA	213
ALFRED	155
GIPPSLAND	100
MMC	2
<b>Grand total</b>	<b>28,731</b>

Commencing 2024 International student numbers	
Course Location	Student count
CAULFIELD	6,008
CLAYTON	5,951
DOCKLANDS	3,021
PARKVILLE	397
PENINSULA	337
MEL-LAWCHM	176
ALFRED	100
GIPPSLAND	31
MMC	2
MALAYSIA	1
<b>Grand total</b>	<b>16,024</b>

# INTERNATIONAL STUDENT ENGAGEMENT

We are a part of the Office of the Deputy Vice Chancellor - Student Experience.

There have been recent changes to the team. Two of the five full time staff have moved to the Campus Engagement and Culture to focus on events and program delivery.

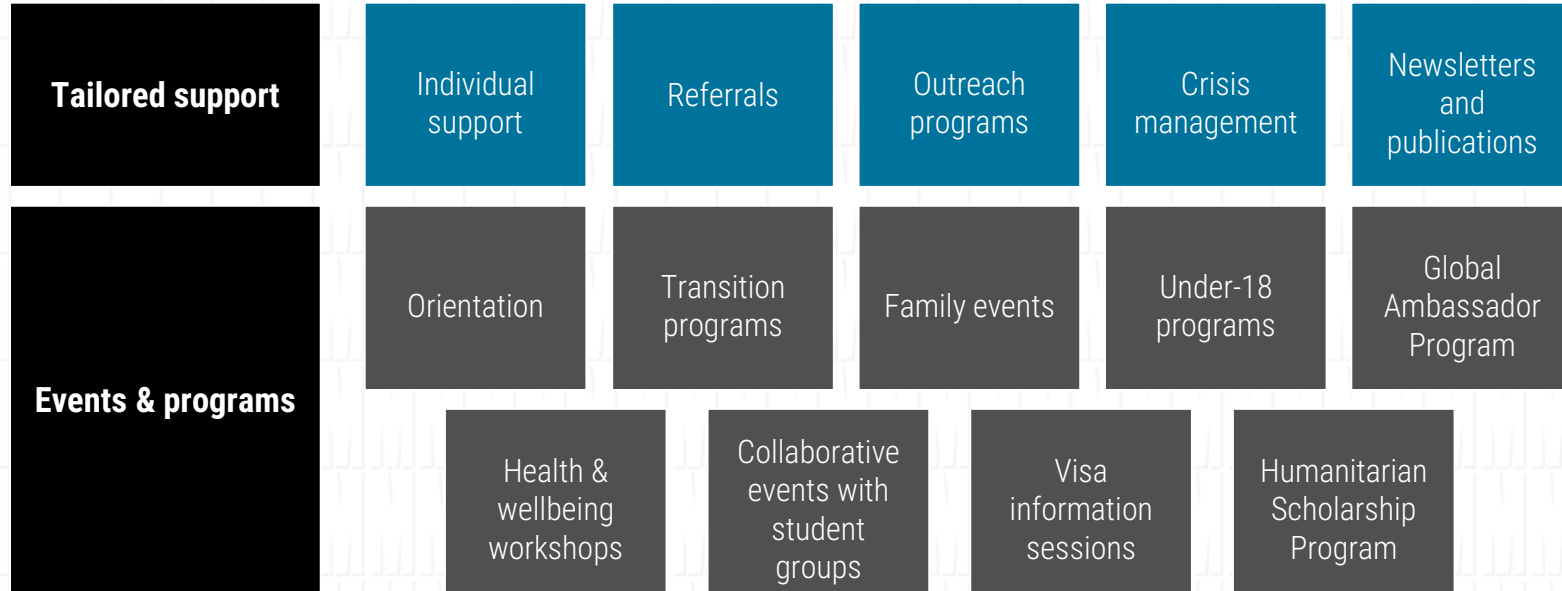
The other three remain in Monash Connect and are responsible for student case management, crisis management, Under 18 welfare and programs and support special cohorts.

Our aims remain the same:

- We recognise and respect the International Student experience
- We seek to enhance students' time at Monash and help with any matters impacting their studies
- We take a student centred approach to our work, providing confidential and non-judgmental support, connecting students to services to support their well-being
- We examine student needs and matters impacting them when developing and delivering regular and new programs and events.

# INTERNATIONAL STUDENT ENGAGEMENT

## WHAT WE DO



Visit our website: [www.monash.edu/study/international](http://www.monash.edu/study/international)

## OUR **ORIENTATION** AND **TRANSITION** OFFERING

- Welcome Journey emails
- Pre-arrival webinars and in-country sessions
- Early New to Melbourne sessions
- International Student Orientation and New to Melbourne
- Late orientation sessions
- Orientation for specific cohorts (U18s, Humanitarian Scholarship holders, Higher Degree by Research)

# INTERNATIONAL STUDENT ESSENTIALS

## WHY?

- ESOS Standard 6 requires institutions to provide students with information on, or access to, an age and culturally appropriate orientation program
- We want students to have the best start to life at Monash and in Melbourne
- Students don't arrive in time for orientation
- Students arrive in time but don't attend orientation
- Students need to know about the services, programs and opportunities available to them
- Students might need/want to revisit orientation information.



# INTERNATIONAL STUDENT ESSENTIALS

## HOW?

- The International Student Engagement (ISE) team considered the content we provide students in our orientation program
- We looked at how best to represent this to students who would be taking this information in independently and online
- We drafted a plan that took students step by step through information they needed to make the best start at Monash
- We sought feedback from current students and employed a student casual to help us represent the information in Moodle



# INTERNATIONAL STUDENT ESSENTIALS

## HOW? (continued)

- We received funding to move the information from a basic format in Moodle into a more attractive and interactive program that could be uploaded into Moodle
- We were introduced to an e-learning platform used by other areas at Monash called Guroo Learning
- We learnt how their platform worked and decided on a 'look and feel'
- Guroo initially built the modules and we sent them edits we needed before the first version of the modules was approved to go live
- Guroo taught us how we can use their platforms to make updates ourselves as information changed or other edits were required

# INTERNATIONAL STUDENT ESSENTIALS

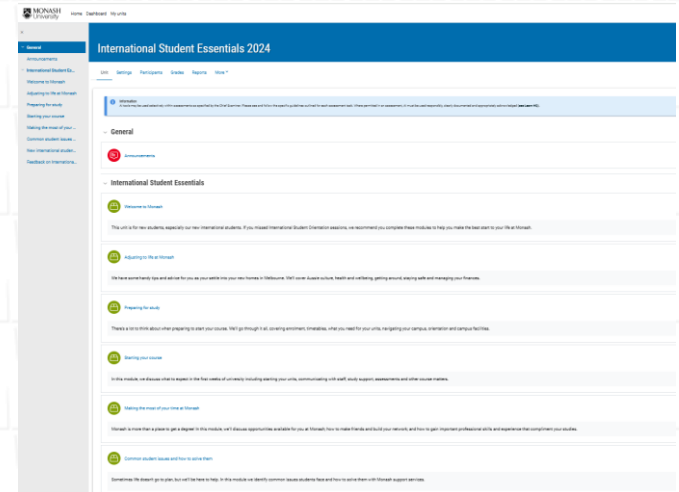
## PROMOTION

- The modules are for undergraduate and postgraduate coursework students
- The modules are advertised on the International Students' website and in Welcome Journey emails (for latecomers)
- We also inform faculties and other stakeholders about the modules and their purpose
- In addition, we:
  - Take attendance at in person International Student Orientation sessions
  - Check that data against new enrolment data
  - Send an email to students who did not attend in person International Student Orientation about the modules - we check new enrolment data into the first two weeks of semester (as all students need to arrive by that date)

# INTRODUCING INTERNATIONAL STUDENT ESSENTIALS

## WHAT IS **IT**?

- Six interactive orientation modules students can complete on their own time/at their own pace
- Students work through information on the following topics:
  - Welcome to Monash
  - Adjusting to life at Monash
  - Preparing for study
  - Starting your course
  - Making the most of your time at Monash
  - Common student issues and how to solve them
- Located in our [Learning Management System Moodle](#)



# INTERNATIONAL STUDENT ESSENTIALS

## WHAT IS **IT?** (continued)

- There is a new international students forum, however it is rarely used
- There is a feedback survey in the LMS for students.



New international students forum



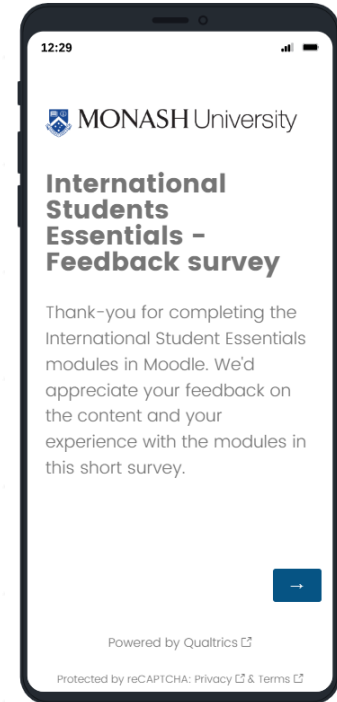
Feedback on International Student Essentials - quick survey

Did you enjoy these modules? Anything you'd like to share with us about them? We are open to all feedback so we can improve this program for future students.

# INTERNATIONAL STUDENT ESSENTIALS

## STATS

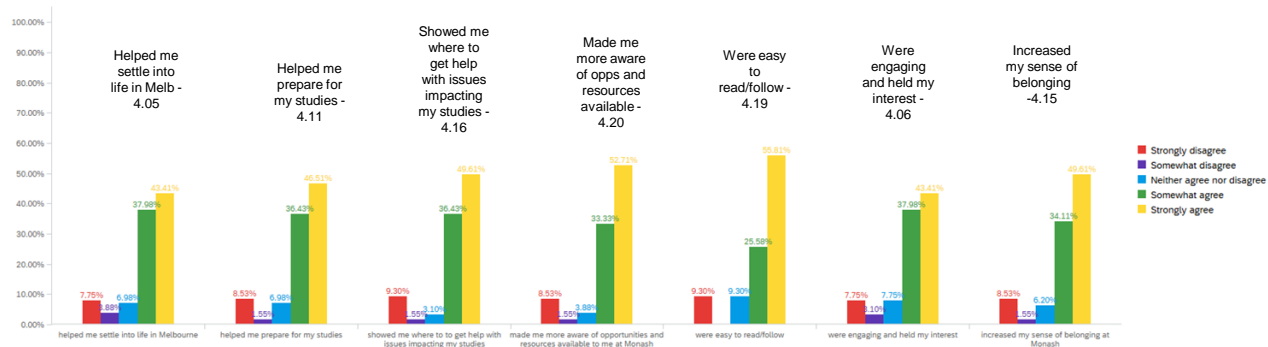
- The first version of International Student Essentials went live to students in S1, 2023.
- The modules are reviewed and updated before every semester (January and June)
- 2061 students have attempted the modules to date
- New Students Forum: 8 replies to a welcome message have been received. This feature has not been utilised as well as it could be.
- 158 students have responded to the Feedback Survey



# INTERNATIONAL STUDENT ESSENTIALS

## FEEDBACK SURVEY

- Completed by 158 students - 97.93% international, 2.07% temporary visa holders;
- 11.03% are undergrads, 68.29% graduate coursework students, 11.72% graduate research students, 8.97% Other
- 57.24% of respondents had attended online or in-person orientation (10.34% - maybe, 32.41% - no)
- Questions align to goals and strong feedback received - all means over 4.05 out of 5.



# INTERNATIONAL STUDENT ESSENTIALS

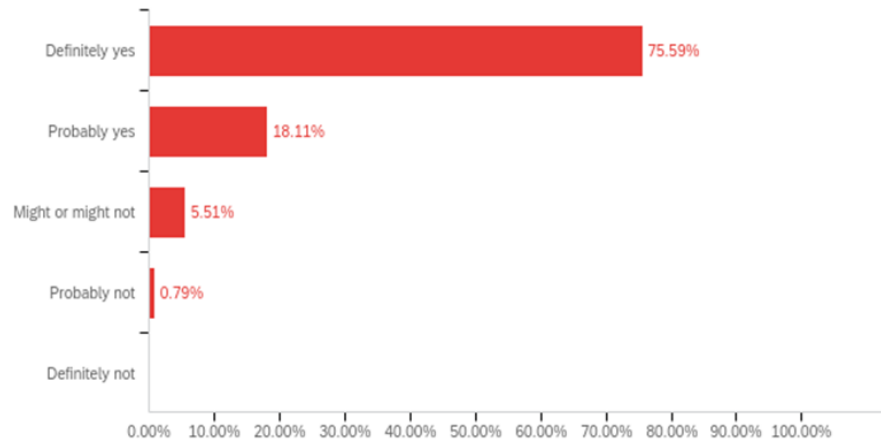
## FEEDBACK SURVEY (continued)

- Respondents were asked “Was there anything missing from the modules or anything you would like us to include in the next edition?”
  - 48 respondents wrote No/Nothing/None/NA/Not really (out of 61 responses)
  - 6 respondents wrote All good/perfect/helpful
- Others made suggestions like:
  - Email address for off campus accommodation
  - Have a final list of contacts and websites
  - Materials for students who are parents
  - Information for graduate research students
  - Calendar for course assignments
  - Maybe more scenario like questions

# INTERNATIONAL STUDENT ESSENTIALS

## FEEDBACK SURVEY (continued)

- Respondents were asked “Would you recommend International Student Essentials to other new students?”
- The mean result was 4.69 out of 5



# INTERNATIONAL STUDENT ESSENTIALS

## FEEDBACK SURVEY (continued)

- Respondents were asked for any further feedback
  - It is very helpful
  - Very good designed. Thank-you.
  - Everything is perfect
  - Overall good, I bet many will find useful
  - It covers all the essential points needed by a new student. It is very informative.
  - Some guidelines for mature students please
  - More specified sections for graduate students
  - It can be made non-repetitive
  - Something keeps repeated again and again. if I can select what I really need to see would be better.
  - If 'International Student' have been in Melbourne for months or years, might be able to simplify information to Monash-related things only.

# INTERNATIONAL STUDENT ESSENTIALS

## WHAT **WORKS**

- Team effort
- Using Moodle
- We have a good understanding of what students need to know and access to the information we need to make updates to the modules
- Guroo's platform and the ability to make updates as required
- Targeted emails to students who miss orientation
- Engaging current students in the development of the modules from drafting content to publishing on the Guroo platform.

# INTERNATIONAL STUDENT ESSENTIALS

## WHAT COULD BE **IMPROVED**

- Data and reporting - we could be using Moodle more effectively if we more adept
- Only one staff member knows how to use Guroo to make edits and upload the SCORM packages into Moodle
- With time and resources we could make it more specific for different cohorts or more of a choose your own adventure
- We would like more students who miss orientation to access the modules

**THANK YOU AND  
QUESTIONS**

