



CUC SNOWY MONARO

STUDENT ENGAGEMENT OFFICER

GUIDE

THE PROGRAM

Overview

The CUC Snowy Monaro team acknowledge that our students may face additional challenges and stressors along their learning journey. We want all students to succeed and genuinely attempt to make ourselves available for a coffee, a chat, referrals to university or other services, or to help with managing study workload alongside other demands.

Our student facing team are all trained in mental health first aid and are committed to supporting student well-being.

Purpose

The CUCSM Student Engagement Officer (SEO) Guide supports students to achieve academic and professional success through proactive, tailored, and localised support to access and use their university's services effectively.

This guide aims to improve CUCSM student retention, persistence, and success at university while building an inclusive learning community. The SEO's seek to achieve these aims through providing high quality support that is reflective of and responsive to student needs; improves students' ability to access academic resources; builds students' confidence; and helps to develop their sense of belonging at university.

Objectives

- ensure students and those students who are returning to university after a significant break are settled into their new study life
- link students with their university's support and academic services to ensure academic integrity is maintained, and students are functioning as independent adult learners
- improve student retention and progression
- increase equitable access to academic and well-being resources
- enhance regional students' study experience and professional readiness
- promote community connection and peer support



THE GUIDE

Key Principles

Core Skills Development

- Support students to develop the core skills necessary to become confident, independent learners. We will support students to build a foundation of core skills that they can employ across all aspects of their current and future studies.

Equity in Access

- Provide equal access to students from those studying at higher education levels. This principle applies to time allocation, Centre communications, as well as the Centre staff's ability to identify and provide resources that are inclusive and cater to a broad range of needs.

Personalised Support

- Personalised to each individual's circumstances as far as possible. Each individual's attributes should be considered, and delivery of resources adjusted in order to maximise their engagement.

Innovative, Adaptive and Responsive

- CUCSM services are responsive to the changing needs and demands of the community. Seeking and taking on board feedback and experiences allows Centre staff to continually innovate and adapt the delivery of services to remain relevant and appropriate to community needs.

Complement and utilise, not duplicate

- CUCSM aims to complement the supports offered by universities. Importantly, while all universities offer varying services, it is the face-to-face component of CUCSM that adds to existing university and other provider services.
- CUCSM is not representative of any one university. As a result, the support provided is generalised and should never be provided in a manner that contradicts or, by implication, supersedes the directives from the student's university.

THE PROGRAM

Benefits

More Equitable Access to University Resources

- actively supporting students to access their university's services and academic support to reduce disadvantages, especially for those navigating complex systems remotely

Improved Student Retention and Academic Success

- structured support, goal setting, and skill refreshers help students stay on track, manage workloads, and succeed academically

Increased Confidence and Independent Learning

- individualised guidance, peer networking, and tailored wellness strategies empower students to become more confident, proactive learners with the tools to manage study alongside life commitments

Enhanced Career and Professional Readiness

- facilitating industry connections and building academic capability beyond coursework, preparing students for post-study transitions, including further research or employment

Breaking down barriers to tertiary education for the Snowy Monaro community and industry

STUDENT ENGAGEMENT

CUC Snowy Monaro Student Engagement Officers (SEOs) will:

- identify and provide support to students who are completing their tertiary study
- support students to settle into their study
- provide students with individualised, face to face support
- check in with students regularly to ensure they are being appropriately supported using different methods such as phone calls, texts, email, social media
- introduce students to the CUCSM team so they are familiar with the services provided and how to access them
- introduce and welcome students to CUCSM facilities so they are familiar and comfortable studying at the Centre
- support students to create a study plan
- support students to identify and, if necessary, access their course provider's support services

SEOs can provide support in a range of areas including but not limited to:

- accessing a course provider's services and resources
- referencing
- breaking down a question
- digital literacy
- research and library skills
- study planning and time management
- writing feedback
- practicing presentations
- wellbeing/personal support

SEOs will consult with the Centre Manager before committing to anything other than what is listed above.



STUDENT ENGAGEMENT

CUC Snowy Monaro Student Engagement Officers (SEO's) will not:

As the focus is on supporting each student's study, SEO's do not provide the following:

- proofreading or editing;
- specific course or unit content, even if it falls within the SEO's expertise;
- career advice, resume writing and job applications; or
- counselling, health or welfare services.

Importantly, if students require any of the above, or any other support outside this guide's scope, SEOs play an active role in connecting students with the appropriate resources and services through the students' university and/or within the local community.

How To Engage

The Centre Coordinator will coordinate all student contact and individual support sessions. SEOs may be required to assist the Centre Coordinator at times.

Regular student engagement using a variety of media, including email, social media, text message and mailed postcards, is the key avenue for maintaining non-intrusive but memorable communication with registered students at CUCSM. Secondly, each student can also schedule time with the SEO to be supported with accessing their course provider's services. Each engagement, whether in person or otherwise, is personalised and responsive to the individual student's needs.

Individual sessions are to be booked by the student in advance and then conducted in person at the Centre unless exceptional circumstances require an alternative delivery.

Group sessions may also be conducted in a similar manner to individual sessions if more than one student requires similar study related support.

SUPPORTING STUDENTS

Managing Student Expectations

It is important for SEOs to clearly communicate with students the areas of support they can provide them with. If a student is seeking, or requires, support that is outside the scope of this guide, SEOs can provide support by connecting students with appropriate services.

To ensure the integrity of this guide and that students are provided equitable support, individual sessions should be no more than 30 minutes, although there will be exceptions to this rule at times. Care needs to be taken to ensure that additional time for one student will not impact access for other students, remain focused on the guide's key principles and will not establish unrealistic expectations for the student going forward.

Depending on the demand for individual appointments, it may be necessary to limit the number of appointments that each student may make.

This would need to be discussed with the Centre Manager and clearly communicated in the Centre's student agreement and/or session booking form.

After Each Engagement

SEOs will make a record of each engagement by:

- Fully completing a Student Engagement form (online or paper-based).
- Ensuring details are brief but useful for other team members to understand.
- Emailing the student with any additional resources and a summary/overview of the session, if appropriate.
- Considering whether there are concerns that a student may be at risk of attrition or failure, in which case an action plan needs to be developed in consultation with the Centre Manager to provide focused support to this student.

THE LEGAL STUFF

Privacy and Confidentiality

Students can feel vulnerable when discussing their barriers, abilities and their study in general. To ensure students feel comfortable being open and honest with the SEO, all communications with students, whether verbal or written are to remain confidential. Discussion of a student's situation within the CUCSM team is acceptable only if it is necessary to successfully support the student. *The exception is when a CUCSM team member is exposed to information that may be distressing to the team member. This will always include when a student discloses any personal experiences that relate to a criminal offence (offender or victim) or thoughts of suicide or self harm.*

Discussion of a student's situation, including registration and enrolment status, outside of the CUCSM team is not permitted unless expressly approved by the student.

Intellectual Property

Innovation and responsiveness to student needs are one of CUCSM's Key Principles. SEOs are encouraged to develop and adapt learning resources that will assist them in supporting students. All resources and teaching aids developed while employed at CUCSM remain the intellectual property of CUCSM. All CUCSM property must be returned to CUCSM when an SEO's employment ceases.

Academic Integrity

It is imperative to preserve the academic integrity of all student work. Under no circumstances should an SEO make direct adjustments to a student's work or provide them with content for assignments. When providing feedback on a student's work, SEOs need to ensure that they are complying with all Country Universities Centres and CUCSM policies.

SEOs are not to use any student work provided to them for any other reason than providing academic support to that student. Under no circumstances is a staff member permitted to pass on one student's work to a different student, even with the consent of the student whose work it is, nor to keep any copies of a student's work once the sessions in relation to that work have been completed.



CUCSM STUDENT ENGAGEMENT PROCESS – NEW REGISTRATIONS

Vocational students (AQF 1 – 6)

Commencing tertiary study
for the first time
(AQF Levels 7 – 10)

Recommencing
tertiary study
after a break
(AQF Levels 7 – 10)

Higher Education students (AQF 7 – 10)

Vocational Education Student Support Program

Contact One

- Complete student registration
- Centre tour including WIFI, printer and PC login demonstration
- Provide student with a CUCSM Welcome Pack
- Introduction and/or appointment to meet Vocation Education Student Engagement Officer
- Welcome email containing:
 - a link to the CUCSM Student Policy
 - links to social media and website
 - links to room bookings platform
 - links to team member appointment bookings platform
 - link to CUCSM team member profiles and roles
 - link to CUCSM emergency plan
 - links to individual student course handbook/ website
 - invitation to develop a study plan with SEO
- *Send personalised postcard with reminder to check registration email*

Contact Two (2 weeks after re-registration)

- Check-in email containing:
 - details about the student's course provider's study and support services and how to access them
 - invitation to help access provider's study and support services

Contact Three (4 weeks after re-registration)

- Check in text (send from Bronte's work mobile)
 - Something friendly and something relevant to their study. Make it personal.

Contact Four (8 weeks after re-registration)

- Postcard
 - make it personal
 - have they got assessments or exams coming up?
 - reminder about the SEO service
 - upcoming Centre events they may be interested in
 - professional, relevant, personal

Contact Five (Mid May, Mid October)

- Check in email containing:
 - a reminder about SEO services, booking details
 - link to our mental health resources
 - *an invitation to come and chat about suggestions for related higher education courses they may consider in the future*

First Year & Returning to Study Program

Contact One

- Complete student registration
- Centre tour including WIFI, printer and PC login demonstration
- Provide student with a CUCSM Welcome Pack
- Introduction and/or appointment to meet Vocation Education Student Engagement Officer
- Welcome email containing:
 - a link to the CUCSM Student Policy
 - links to social media and website
 - links to room bookings platform
 - links to team member appointment bookings platform
 - link to CUCSM team member profiles and roles
 - link to CUCSM emergency plan
 - links to individual student course handbook/ website
 - invitation to develop a study plan with SEO
- *Send personalised postcard with reminder to check registration email*

Contact Two (2 weeks after re-registration)

- Check-in email containing:
 - details about the student's course provider's study and support services and how to access them
 - invitation to help access provider's study and support services

Contact Three (4 weeks after re-registration)

- Check in text (send from Bronte's work mobile)
 - Something friendly and something relevant to their study. Make it personal.

Contact Four (8 weeks after re-registration)

- Postcard
 - make it personal
 - have they got assessments or exams coming up?
 - reminder about the SEO service
 - upcoming Centre events they may be interested in
 - professional, relevant, personal

Contact Five (Mid May, Mid October)

- Check in email containing:
 - a reminder about SEO services, booking details
 - link to our mental health resources

Higher Education Student Engagement Program

Contact One

- Complete student registration
- Centre tour including WIFI, printer and PC login demonstration
- Provide student with a CUCSM Welcome Pack
- Introduction and/or appointment to meet Vocation Education Student Engagement Officer
- Welcome email containing:
 - a link to the CUCSM Student Policy
 - links to social media and website
 - links to room bookings platform
 - links to team member appointment bookings platform
 - link to CUCSM team member profiles and roles
 - link to CUCSM emergency plan
 - links to individual student course handbook/ website
 - invitation to develop a study plan with SEO
- *Send personalised postcard with reminder to check registration email*

Contact Two (2 weeks after re-registration)

- Check-in email containing:
 - details about the student's course provider's study and support services and how to access them
 - invitation to help access provider's study and support services

Contact Three (4 weeks after re-registration)

- Check in text (send from Bronte's work mobile)
 - Something friendly and something relevant to their study. Make it personal.

Contact Four (8 weeks after re-registration)

- Postcard
 - make it personal
 - have they got assessments or exams coming up?
 - reminder about the SEO service
 - upcoming Centre events they may be interested in
 - professional, relevant, personal

Contact Five (Mid May, Mid October)

- Check in email containing:
 - a reminder about SEO services, booking details
 - link to our mental health resources

CUCSM STUDENT ENGAGEMENT PROCESS – RE-REGISTRATIONS

Vocational students (AQF 1 – 6)

Commencing tertiary study for the first time (AQF Levels 7 – 10)

Recommencing tertiary study after a break (AQF Levels 7 – 10)

Higher Education students (AQF 7 – 10)

Vocational Education Student Support Program

Contact One

- Complete student re-registration and record in Salesforce
- Welcome back email containing:
 - a link to the CUCSM Student Policy
 - links to social media and website
 - links to room bookings platform
 - links to team member appointment bookings platform
 - link to CUCSM team member profiles and roles
 - link to CUCSM emergency plan
 - links to individual student course handbook/ website
 - invitation to develop a study plan with SEO

Contact Two (4 weeks after re-registration)

- Check in text (send from Bronte's work mobile)
 - Something friendly and something relevant to their study. Make it personal.

Contact Three (8 weeks after re-registration)

- Inspirational Postcard
 - make it personal
 - have they got assessments or exams coming up?
 - reminder about the SEO service
 - upcoming Centre events they may be interested in
 - professional, relevant, personal

Contact Four (Mid May, Mid October)

- Check in email containing:
 - a reminder about SEO services, booking details
 - link to our mental health resources
 - *an invitation to come and chat about suggestions for related higher education courses they may consider in the future*

First Year & Returning to Study Program

Contact One

- Complete student re-registration and record in Salesforce
- Welcome back email containing:
 - a link to the CUCSM Student Policy
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 - links to room bookings platform
 - links to team member appointment bookings platform
 - link to CUCSM team member profiles and roles
 - link to CUCSM emergency plan
 - links to individual student course handbook/ website
 - invitation to develop a study plan with SEO

Contact Two (4 weeks after re-registration)

- Check in text (send from Bronte's work mobile)
 - Something friendly and something relevant to their study. Make it personal.

Contact Three (8 weeks after re-registration)

- Inspirational Postcard
 - make it personal
 - have they got assessments or exams coming up?
 - reminder about the SEO service
 - upcoming Centre events they may be interested in
 - professional, relevant, personal

Contact Four (Mid May, Mid October)

- Check in email containing:
 - a reminder about SEO services, booking details
 - link to our mental health resources

Higher Education Student Engagement Program

Contact One

- Complete student re-registration and record in Salesforce
- Welcome back email containing:
 - a link to the CUCSM Student Policy
 - links to social media and website
 - links to room bookings platform
 - links to team member appointment bookings platform
 - link to CUCSM team member profiles and roles
 - link to CUCSM emergency plan
 - links to individual student course handbook/ website
 - invitation to develop a study plan with SEO

Contact Two (4 weeks after re-registration)

- Check in text (send from Bronte's work mobile)
 - Something friendly and something relevant to their study. Make it personal.

Contact Three (8 weeks after re-registration)

- Inspirational Postcard
 - make it personal
 - have they got assessments or exams coming up?
 - reminder about the SEO service
 - upcoming Centre events they may be interested in
 - professional, relevant, personal

Contact Four (Mid May, Mid October)

- Check in email containing:
 - a reminder about SEO services, booking details
 - link to our mental health resources

EVALUATION

STUDENT RESOURCES

Resources are located on the CUC Snowy Monaro website:

cucsnowymonaro.edu.au/student-resources/

- Student Policies
- Student Handbook
- Useful Study Resources



Facebook.com/cucsnowymonaro



Instagram.com/cucsnowymonaro



cucsnowymonaro.edu.au