STUDENTS PORTFOLIO
PLAN TO 2012

OUR AIM
To maximise student access, participation, retention and success, offering students a global passport to learning and work and connections to professions, industries and organisations.

KEY PRIORITIES

1. EMPOWER STUDENTS AND GRADUATES FOR SUCCESS
   » Coordinate communication with current students.
   » Develop student self-reliance and resilience at critical and transition points.
   » Champion the interests of students and deliver services and programs that enrich campus life and build industry and urban connections.
   » Make the administrative aspects of each student’s experience as helpful, responsive and seamless as possible.

2. PROVIDE LEADERSHIP TO THE UNIVERSITY
   » Strengthen the University’s capacity to meet the commitments of the Student Experience statement through coordination of Portfolio activities and effective partnerships with colleges and non-academic portfolios.
   » Develop strategies to increase the access and participation of equity group students.

3. MANAGE PORTFOLIO RESOURCES
   » Ensure that planning and resource allocation is coordinated across the Portfolio to provide services to targeted student cohorts and to achieve cost-effective, streamlined administrative processes.
   » Achieve co-location of student-facing services to provide coordinated, effective service delivery that enhances campus life.

OBJECTIVES

GUIDING PRINCIPLES

VISIBLE, APPROACHABLE AND COLLABORATIVE
CONTINUALLY LEARNING AND IMPROVING
CHAMPIONS OF THE STUDENT EXPERIENCE
TIMELY AND RELIABLE
FORWARD LOOKING
### 2011 ACTIONS

| 1. | Foster student engagement through social, cultural, sport and leadership programs. | Range and reach of programs and activities provided by RMIT Link, Student Services Group, RUSU and RMIT partners strengthen student engagement. | Student satisfaction with campus life and programs offered by RMIT Link, Student Services and Student Union increased by 5% over 2010 baseline by end 2011. |
| 2. | Design a personalised experience for current students via myRMIT, with integration of appropriate social networking and digital media. | Roadmap for myRMIT with framework for access, content customisation and requirements for portlets specific to HDR candidates and students studying with offshore partners. | Utilisation of myRMIT increased by 20% over 2010 baseline by end 2011. |
| 3. | Develop an integrated Careers Service in partnership with recruitment companies to guide student, graduate and professional choices throughout their relationship with RMIT phase 1. | Increased graduate employability and student engagement. | Utilisation of recruitment site by employers increased by 20% over 2010 baseline by end 2011. |
| 5. | In collaboration with the Resources Portfolio, develop and implement student housing options for the City and Bundoora campuses including consideration of access and services. | Foundations laid for improved student housing options. | Satisfaction with housing advice and assistance increased by 5% over 2010 baseline by end 2011. |
| 6. | Align the student experience statement and related documents in the light of the University’s strategic plan, academic plan and research plan. | Clear statement of RMIT’s commitments to the student experience as a global university of technology and design. | Revised student charter and related documents. |
| 7. | Review processes to capture, analyse and respond to informal feedback on the student experience. | Comprehensive protocols for management of informal feedback. | Protocols developed and implemented by end 2011. |
| 8. | Review the minimum standards for service and support for students studying with offshore partners and extend scope to include students in onshore programs. | Comprehensive standards for service and support for students inclusive of full range of learner cohorts. | Standards communicated and implementation planned in 2012. |
| 9. | Upgrade the student administration management system (SAMS). | Improved student administration management system meets staff and student expectations about efficient and effective administration and enables the University to comply with legislative requirements and funding conditions. | Upgrade project is on time and on budget for 2011 milestones. |
| 10. | Review the communication with current students policy in the context of RMIT’s strategic plan and developments in social networking and digital media. | Improved quality, relevance and consistency of communication for current students. | Revised policy available by end 2011. |
| 11. | Coordinate the University’s response to the Higher Education Partnerships and Participation Program. | Expanded access rates for equity groups. | Student access from low-SES backgrounds to Higher Education programs meets or exceeds state average. |
| 12. | Coordinate the University’s orientation program and the integration of academic, social, administrative and institutional responses to transition and the development of student cohorts, inclusive of VCE and VCAL students and HDR candidates. | Transition Principles and orientation activities widely communicated to both staff and students. | Student satisfaction with orientation program increased by 5% over 2010 baseline by end 2011. |
| 13. | In conjunction with the College of Business and the International and Development Portfolio, pilot an integrated service delivery model for current students. | Integrated service provision for current students, streamlined business processes and cross-unit collaboration. | Pilot evaluated and lessons learned documented. |
| 14. | Identify a sustainable resourcing model to support the University-wide roll-out of the student advisor program. | Foundations laid for improved student advisor service. | Resourcing model for student advisor program is financially sustainable, project outcomes communicated and action plans developed, as required, for implementation in 2012. |

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### INDIATORS AND MEASURES

- **Student satisfaction with campus life and programs offered by RMIT Link, Student Services and Student Union increased by 5% over 2010 baseline by end 2011.**
- **Utilisation of myRMIT increased by 20% over 2010 baseline by end 2011.**
- **Utilisation of recruitment site by employers increased by 20% over 2010 baseline by end 2011.**
- **Apply Direct online application implemented by end 2011. Reviews of Student selection and admission.**
- **Satisfaction with housing advice and assistance increased by 5% over 2010 baseline by end 2011.**
- **Revised student charter and related documents.**
- **Protocols developed and implemented by end 2011.**
- **Standards communicated and implementation planned in 2012.**
- **Upgrade project is on time and on budget for 2011 milestones.**
- **Revised policy available by end 2011.**
- **Student access from low-SES backgrounds to Higher Education programs meets or exceeds state average.**
- **Student satisfaction with orientation program increased by 5% over 2010 baseline by end 2011.**
- **Pilot evaluated and lessons learned documented.**
- **Resourcing model for student advisor program is financially sustainable, project outcomes communicated and action plans developed, as required, for implementation in 2012.**
- **Workforce plan available for implementation in 2012.**