

Student Support & Welfare Counsellor Training Webinar Q&A summary

This document has been created from the Q&A session held in our webinar. They have been answered by the – Student Support & Welfare Team

Question	Answer
When does the Student Centre open and what time? Do students need to make appointments?	<p>The Student Centre is not open however, Robert Brennan is working from the Student Centre Monday, Tuesday and Thursday. If students need to collect materials (like internet dongles, shopping vouchers, English language text books etc) they can contact the Student Centre via email and the Student Centre will refer them to Robert Brennan to organise collection.</p> <p>Student can also use the below link to book an appointment with a Student Centre representative: https://qflow.insearch.edu.au/OASIS/Home/AppointmentMenu</p> <p>We will then contact the student through phone or arrange a Zoom meeting as per the students' preference.</p>
One of my students is currently completing a diploma in Information Technology via remote learning. They mentioned that they are struggling a bit with one of their subjects. Where can they seek assistance?	<p>We suggest your student contacts their teacher or subject coordinator through their Canvas inbox. You can also advise them to email advisersdiploma@insearch.edu.au to raise their concerns regarding subject challenges, along with referencing their student ID and study program.</p>
In relation to the Student Mentor program, how can students apply for this?	<p>An express of interest form is emailed to every new international student. For a current international student simply send an email to AdvisersDiploma@insearch.edu.au or AdvisersFoundation@insearch.edu.au with "[Student name, student ID] peer mentor" in the subject line of the email.</p>
How can students find information about student activities/events/virtual social gathering?	<p>The Student activities team are working on a schedule for Semester 2 2020 and we will share this with you once it becomes available.</p>
Is there a support or information session arranged for students transferring to UTS after semester 1?	<p>We have already held online faculty based as well as application process transfer sessions for Semester 1 2020. All transfer session information and presentation materials have been uploaded on our Canvas Transition page here: https://insearch.instructure.com/courses/1630/pages/study-success-transitioning In addition, each 'potential to complete' student has been sent all relevant transfer information.</p>