

Student Engagement Checklist

(originally based on University of Southern Queensland model)

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Engagement <ul style="list-style-type: none"> • A school outreach program • Automated enquiry management • A future Student website • An online application process • Information in 8+ languages • Open Day & Info evening programs • Careers resources and career planning tools • Scholarships & application forms online • Disability resources and information • Student representation and ambassadors • Web campaign pages • International Student website • Future student Program guides • Chat for enquiry services • Early engagement analytics 	Enrolment <ul style="list-style-type: none"> • Recommended enrolment patters • Admission/offer/accept/defer/decline • Course/Unit re/enrol (add, swap, drop, edit) • View exemptions processing • Create/amend personal study plans • View of class enrolment • Enter/update personal details • Enter/update/request support – Disability • Fee Invoices, calculator & payments • Student ID Cards • Student loans • Program enrol (Cancel, Reinstate, Leave of Absence) • Single sign-on enabled • Anomaly analytics
Orientation and transition <ul style="list-style-type: none"> • Orientation on the LMS and other key tools • Access to the eLearning environment • Access to Institutional portal • Online announcements & alerts • SMS announcements and alerts • Student email activation and passwords • Personal Student Relationship Officer details • Student services/support videos • Tutorial registration • Residential information & advocacy • Fee accounts, enquiries & scholarship forms • Student Guild website • Update current Student website • Online Forums for clubs & societies • Availability of ePortfolio and hints for use • Triaged help mechanisms in LMS & portal • Cross discipline/program analytics • Active monitoring of analytics 	Learning support for students <ul style="list-style-type: none"> • Online academic & digital literacy reflection exercises • Academic learning support online resources • Online student peer networks • Enquiry management (usually linked to CRM) • Student advocacy • Careers counselling • Employment, WIL, Mentoring • International Student assistance line and chat • Digital Learning support site • Academic intervention form • Online workshops in maths • Personal crisis counselling • Counselling & health promotion • Learning Centre web page information • Learning support in other languages • Helps embedded into curriculum design • Help engagement analytics
Student progress <ul style="list-style-type: none"> • Check online resources status/availability • View & print unofficial transcripts • Exam timetables • View & update exam centres • Results • Handbook and study plan • Policy library • View & update statistical data • Scholarships & loans • Disability support • Employer speed-networking • CRM early retention intervention • Progress analytics • Badging • Automated feeds (syndication) available to the ePortfolio 	Graduation and Alumni <ul style="list-style-type: none"> • Ceremony rego & Academic dress ordering • Graduate employment resources • Career: Jobs database • Career: Mentoring • Graduation ceremony videos • Online payment gateway • Alumni Send/Update Profile form <ul style="list-style-type: none"> • Alumni profiles • Chapter listings and help tool-kit • New Chapter EOI form • e-Newsletter <ul style="list-style-type: none"> • Alumnus of the year awards • Personal, Professions & bus.dev. opportunity listings. Alignment with LinkedIn • Opportunities to give back to the Uni • Re-engagement analytics