

**The Australia and New Zealand Student Services  
Association (ANZSSA) Biennial Conference 2011**

New pathways: bridges in the learning  
journey built upon inclusive student support  
services

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## Student engagement



I need to speak in English!



## Suite of services provided by the CSC

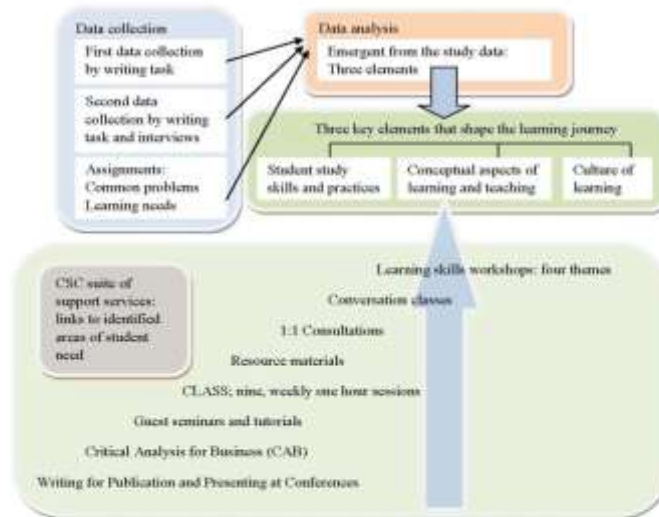
- **Conversation classes** – nine, weekly one hour sessions
- **CLASS** - development of language and study skills; nine, weekly one hour sessions
- **Critical Analysis for Business (CAB)** – nine, weekly one hour sessions
- **Writing for Publication and Presenting at Conferences.** Four, weekly two-hour sessions
- **Learning skills workshops: four themes.** Two hour sessions covering multiple topics.
- **Guest seminars and tutorials** support for specific classes in various business discipline areas
- **Individual consultations:** 30-60 minutes to assist with analysing, planning and writing
- **Resource materials** – a large collection of single page learning support materials paper-based and online modes - Each item provides an overview of a topic or procedure to support the development of learning and writing skills

## The project

### Aims:

This research study was undertaken in response to a need to address ongoing issues of student retention and academic performance, particularly in regard to student English writing skills and an evidence based analysis approach to study and assignment writing at Curtin University.

## Conceptual model of the research



## Student feedback (pre-Curtin experience)

### *Student study skills and practices*

In India the education system is totally different. It was very straightforward and we were never given assignments involving research. All we had to do was refer to the text books and copy the answer. The primary method of evaluation was through exams and the best thing was we never had to study everything in the book and the lecturers used to give "the important questions" in class and 95% of the time the so called important questions would appear in the exam.

## Student feedback (Curtin experience)

### *Conceptual issues*

Our classes here are offering simulation examples and scenarios for us to understand. We get training some logical thinking methodology, critical thinking and writing to providing evidence.

### *Culture of learning*

The lecturer always stimulate us to know how to learn deeper knowledge by ourselves. All the study skills that I have learned here will be very useful in my whole life. They are not just school study skills, they are also life study skills. [Chinese female P/G]

## Critical Analysis for Business (CAB)

What? Where? Who? When?

These result in **description**.

How? Why? What if?

These result in **analysis**.

So what? What next?

These result in **evaluation**.

## Activity - The black hole

[http://www.youtube.com/watch?v=5 Msrdg3Hk](http://www.youtube.com/watch?v=5Msrdg3Hk)

## Points to consider

- ✓ Assumptions about prior learning experience
- ✓ Diagnostic aspect of one-to-one consultations
- ✓ Benefits of collaboration between Academic Language and Learning Advisors and faculty members
- ✓ The importance of liaison with other support services across campus
- ✓ Early intervention

## The rewards for AALL advisors

Dear CBS CSC-team,

in the last three semesters I took advantage of a variety of your services, especially the CLASS program and individual consultations.

After finishing my degree and receiving all this support from you it is now time to thank you all for all your time and help, for your great enthusiasm as well as your patience discussing "not-yet-optimal" text drafts and assignment questions.

As an international student the writing of long assignments is a great challenge. I believe that my results got significantly better due to the strong support by all of you. Moreover I believe that the high tuition fees can be justified when such an individual support is provided.

I would like to thank you one more time and hope that many more students take advantage of this great service.

Many thanks and best regards,

Simon Hoese

28.11.2011

## Questions/comments?

