



ANUSA Student Assistance Team Report

Quarter 1, 2023 (Dec - Feb)

Overview

Q1 2023 was off to a busy start with the influx of students returning to campus for the first time in two years. In December, the majority of cases we assisted were appeals and academic misconduct related queries. We also assisted with Graduation related queries and also with GCAP. There was a delay in ANU Accommodation providing contracts to students both domestic and international and as such, a lot of our queries at the end of January were accommodation related. Other matters we assisted this quarter included Show Cause, Late Withdrawals, Academic Integrity, SASH and Mental Health related matters. SAT also had undertaken some training to upskill for when SAT extends our service to Postgrads at ANU.

Q1 highlights

Stats are from Dec-Feb

ANUSA SAT Statistics	Successful Applicant	Unsuccessful Applicant	Total number and success rate	\$ Amount
Grocery vouchers	54	0	54 (100%)	\$2700
Transport vouchers (currently suspended)	0	0	0	0
Assistance grants	40	15 (one pending)	55 (71%)	\$12,250
Medical Emergency Grant	12	1	13 (92%)	\$2,660
Carers Grant	1	0	1 (100%)	\$500

Accommodation Grant	5	0	5 (100%)	\$1,890
TOTAL ANUSA SAT BUDGET USED:				\$20,000
ANU Book Award (this is not from our budgetline)	3	0	3 (100%)	\$834

Casework spotlight areas

Matter	Count	Percentage
Total Matters (emails, zoom, in person meeting, phone calls)	745	100%
Academic Matters	427	57.3%
Disciplinary Matters	36	4.8%
Financial Matters	140	18.8
Health	23	3%
Others including accommodation, mental health & advocacy	18	16.1%

Financial

With our reduced budget, SAT has been stricter with the amount of money granted per student. To manage expectations, SAT has reverted to requesting 60 days' bank transaction histories for grants, and have reduced the number of grocery vouchers to \$50 per semester as opposed to \$100 per semester. We are also looking to limit our ANUSA Assistance Grant to \$500 per year, as opposed to \$750 per semester or per year. We've seen a number of students apply for our grant as a "buffer fund" in case something goes wrong. To curb grant requests such as these, we will be

implementing some changes to the wording on our grant page online to ensure students are clear as to the purpose of this grant.

While we've had to reject a few applications for that purpose, we've also granted over 70% of the applications. The majority of the grant requests were for payment for rent, and medical expenses.

Academic

As per last year's Q1, we continue to assist students with a range of academic matters. We continue to assist students with late withdrawals, show cause, appeals and supplementary exam related matters. We've had a few convenors not respond to students and in those cases, we've had to advocate on behalf of students to ensure that students' emails are being responded to. We've also provided assistance with admissions related queries, and scholarship related queries.

Late Withdrawals

Upon receiving their results in December, students have come to us for Late Withdrawal support. While the majority of students were seeking support for the semester that just ended, we also had a few students looking to withdraw from courses in 2020 onwards. Students have stated that they are now in a better position to focus on late withdrawal applications, compared to the last few years where COVID was impacting them physically and mentally.

Show Cause

SAT has seen a handful of cases of Show Cause. Students who have approached us for assistance often have other underlying issues that have led to their show cause notice. We have advised the student to also submit a Late Withdrawal application alongside their show cause application as often times they are eligible for both. If their Late Withdrawal is successful, their show cause is no longer applicable.

Academic Integrity

We are still seeing a lot of Academic Integrity cases coming from CECC and CBE. Similar to previous years, the common accusation is collusion/submitting work that is not original. In CECC courses, students have been accused of copying the code of other students, or copying code off a website. SAT provided guidance to students for a just outcome.

We have also noticed that more and more course convenors have pushed allegations through to the second stage (inquiry) without undergoing the first stage (review) stage. A new flow chart was produced alongside the new Academic Integrity rule which asks convenors to escalate the matter to an inquiry if they believe the issue was Academic Misconduct. A few students were concerned that their matter had escalated to stage 2 without going through stage 1.

Job-Ready Graduates Package

Brendon from the examination office confirmed that only 26 students were impacted by JRGP. (lower than initially modelled). Individual phone calls were made by the Colleges to students to inform them of LW and other options.

This package was developed by the Morrison government and will have real impacts on students. The legislation stipulates that if a student has a low completion rate which means that they have failed more than 50% of their courses after completing 8 courses they are no longer eligible for HECS or Commonwealth Support.

Here is a link to the FAQ that has more details about the package:

<https://www.education.gov.au/job-ready/faqs>

Accommodation

ANUSA Accommodation Assistance Program

With a lot more students returning to the campus, there was a substantial increase in accommodation related queries. 27 nights of stay was granted to 5 different students. Some postgrad students were also assisted with accommodation queries as they didn't have a safe space to stay. This included contacting ANU accommodation and following up on their offers.

China's policy of not recognising online qualifications resulted in hundreds of students arriving in Canberra later in February and without an accommodation secured. This certainly increased the number of queries.

Interaction with Unilodge UC

There was some interaction with Unilodge staff at UC to ensure that ANU students are not being removed from their premises, as reported by some of the students. They confirmed that some students are just being relocated to a different residence in UC.

ANU Accommodation Bursary

SAT is part of the committee which reviews the ANU undergraduate accommodation bursaries. As part of the committee, we reviewed applications and provided our recommendations on each.

Disciplinary

SAT has been assisting students with a number of disciplinary cases. Majority of these cases relate to sexual assault and sexual harassment (SASH).

We are still receiving referrals from the Student Safety and Wellbeing Team (SSWT). Some of these include helping students respond to an allegation, those looking for general guidance and others who need some financial assistance.

We believe the proposed changes to the disciplinary rule (including having a panel at initial inquiry) will help address the challenge of having a phenomenal number of appeals in disciplinary cases.

Recommended changes to Disciplinary Rule 2021

SAT met with Miriam Gani in January to provide feedback to the Discipline Rule. ANUSA Legal team also provided feedback on the Discipline Rule. The changes proposed were mostly to ensure complainants had more access to information in the process. If a document of proposed changes is required, please reach out to sa.assistance@anu.edu.au for the full list.

Other Activities

Updates to the Website and Creating a Support Service Directory

With changes to the grants and grocery vouchers application forms, we updated the website multiple times to reflect the changes made.

Prepared for SAT recruitment

As we anticipate the expansion of SAT, the team has worked on revising the position description for the new roles.

Revised data collection method

A new, streamlined database was created for 2023. This allowed easy data input saving us time and resources.

Updated the logs and sheets for 2023

At the start of the year, we created new sheets and files for the grants and the database.

Annual Planning day (18th Jan)

Participated in the ANUSA annual planning day and drafted a Student Assistance annual plan.

Safe space (The Party)

Staffed safe space at “The Party” during O week.

Equity tickets

Processed equity tickets for the following events:

- The Party
- O week’s ticketed events

Some wins

- Feedback from a student:

Hi Team,

I'd like to extend my thanks to Hassan Riaz.

I drafted my formal appeal based on his advice and was successful 😊.

Thank you so much for helping me!

- “Student Union is the best thing which has happened to me at ANU”
A SASH survivor’s words on 13th February’23.

Community connections, networking and training

Presentations & Panels

- Presented ANUSA services at ANU Student Experience Webinar (with Kai, 8th December)
- Inductions of Admin & BKSS (early Feb)
- O week
 - How to Adult session
 - Mini services Fair
 - Market Day
 - International Student Orientation session

Community connections:

- ACT Community Sector Careers Gateway launch (7th Feb, Hassan Career Ambassador)
- PARSA-ANUSA SAT Catch up (2nd Feb)
- Contacted Jules Lumbers (ex Manager Student experience HDR. now manages Student Voice)
- Attended Tuckwell scholars event (9th Feb)
- CBE Momentum program (16th Feb)
- Catch up with Agata (CARE financial counselling)
- Catch up with Paul (Excelability)
- Catch up with Cat (SSWT)
- Catch up with Roazana Muir (ANU Scholarships) to discuss ANU Book Bursary administration

Training

- IEAA (Scholarship)
- Understanding ACT legislative assembly (16th Feb)

Future goals and focus areas

- Prepare for assisting postgraduate students.
- Recruitment for SAT