



UNIVERSITY
OF SOUTHERN
QUEENSLAND
AUSTRALIA

**Student narratives driving the business
of student services: A students as
partners approach to quality service
delivery**

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Students as Partners

"...an approach which seeks to challenge power hierarchies between students and staff, through recognising the equally valuable, yet diverse, perspectives of both stakeholders in enriching the student experience..." (Judd et al, 2019)

- Growing trend
- Usually...
 - Governance (student representatives)
 - Teaching and learning
 - Community engagement
- Co-creation (Dollinger, Lodge & Coates, 2018)



Translating SaP to the student services context

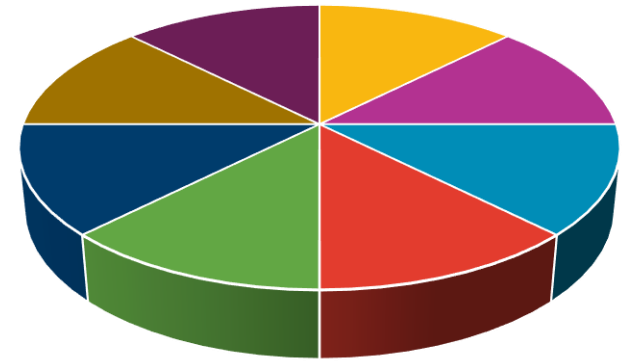
- Design and delivery of services
 - What students want/need
 - What communication channel or messaging would be best
 - When, what, how
- Examples across the sector
 - Health Ninjas
 - UTS – *Wanna Spoon? Ask First!*
 - Mental health strategies



SSW SSLs

Number	9
Campus split	3 per campus, 1 online
Funding	\$10,000
Remuneration	Casual, level 3
Compulsory training	Mental Health First Aid Respect Starts with U @ USQ Upskilling for Equity USQ induction SSW induction
Resources	SSL Handbook
Meetings	Forums (zoom) x 4 ++

Our partners



- part-time
- full-time
- mature age
- school leaver
- disability
- undergraduate
- postgraduate
- cultural diversity

What we achieved in our first year together

- Co-creation in planning and delivery (events):
 - Orientation
 - Open Days
 - RUOK? Day
 - Stress Less Day
- Design of new SSW space
- Careers services for postgraduate students
- Student Voice Survey design
- Sexual Assault and Sexual Harassment Policy and Procedure
- Respect.Now.Always. Campaign
- GradFair (online career fair)

SURVEY

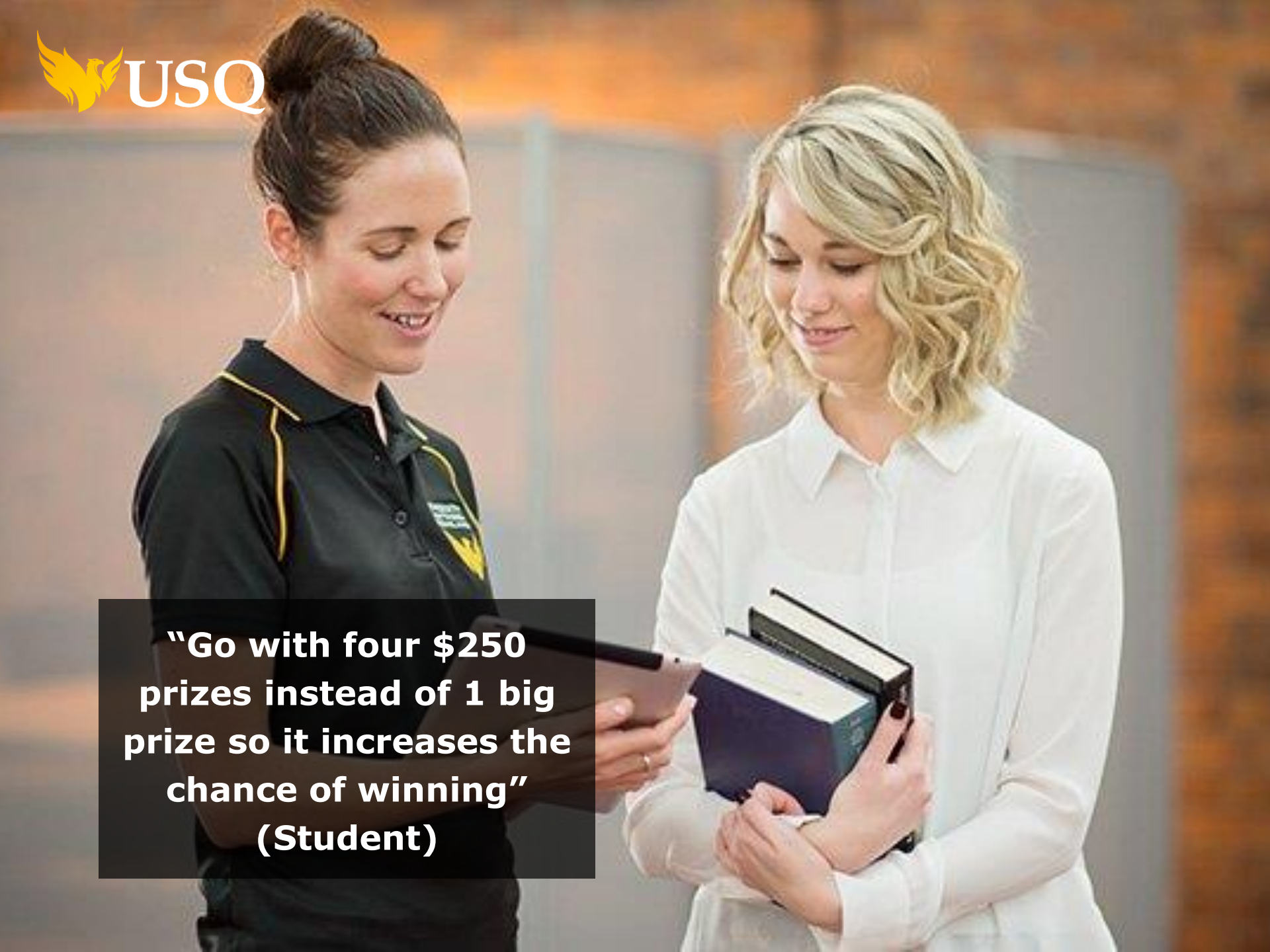




“My experience as a Student Success Leader so far has been a lot more engaging than originally thought” (Student)

**“I would really like to see charging stations in the waiting area so students can charge their phone while they wait for their appointment”
(Student)**






**“Go with four \$250 prizes instead of 1 big prize so it increases the chance of winning”
(Student)**



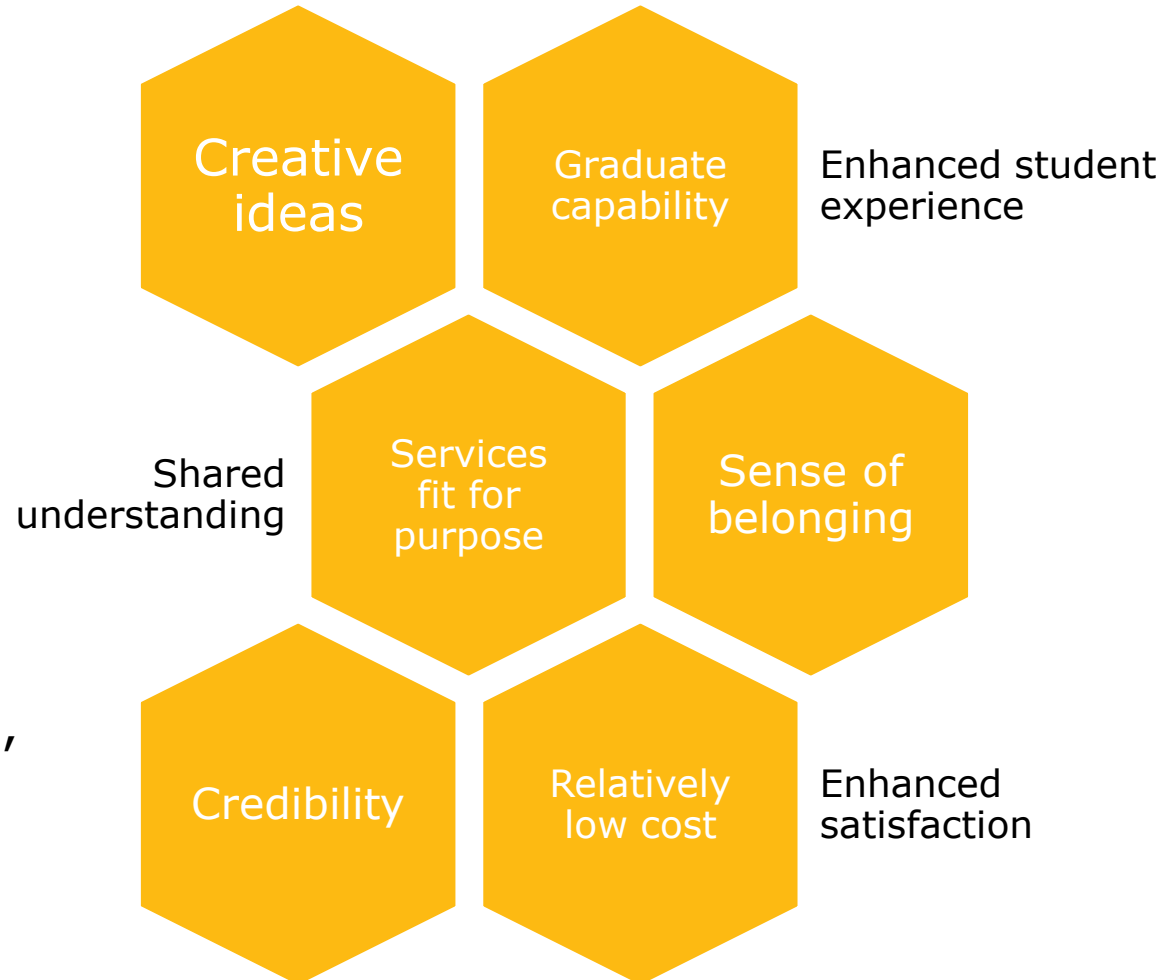
**“It has also been interesting to come up with ways to encourage students to visit the service, by thinking outside the box to keep it modern and more appealing”
(Student)**



“..a designated area for a SSL to sit in for a couple of hours and allowing students to drop by to acquire some general advice” (Student)

Benefits of SSL program

For the University
For the Students



For more on benefits see
Dollinger, Lodge & Coates,
2018; Healey, Flint &
Harrington, 2014

Are we doing it again?

Sure are...

and we've learned a lot...

**Do not assume the team know the benefits and why
we would do this**

**Engage students earlier, at concept stage, not just
planning and delivery**

Diversity in disciplines of study



Thank you!