

Student Transition Experience Responsibilities Matrix

For brevity the generic term ‘transition programs’ is used below when referring to the entirety of services, activities, resources, ongoing and one-off programs to support student transition into higher education. Where only one specific element is relevant, such as Orientation Week, then that term is used.

Organisational Unit	Responsibilities
All units	<ul style="list-style-type: none"> • Ensuring communications with commencing students to promote their transition programs align with the University’s annual transition communication strategy • Ensuring their transition programs are of a high quality, are benchmarked and are accessible • Consulting and collaborating with other organisational units when developing transition programs • Ensuring their transition programs are tailored to the needs of diverse groups of commencing students including, but not limited to: <ul style="list-style-type: none"> ▪ students from groups traditionally under-represented in higher education ▪ students studying fully online ▪ students commencing at La Trobe at levels other than first year or in non-standard teaching periods ▪ students who enrol after the commencement of the teaching period ▪ international students adjusting to living and studying in Australia
Student Transition Experience Steering Group [or similar, to be established as a sub-committee of Education Committee]	<ul style="list-style-type: none"> • Establishing the objectives for the annual transition framework • Approving the annual transition framework after ensuring it: <ul style="list-style-type: none"> ▪ meets the requirements of the Student Transition Experience Policy to foster students’ sense of wellbeing, belonging and engagement with the University ▪ is aligned with the University’s Strategic Plan and legislative requirements such as the ESOS Act and the Higher Education Standards (Threshold Standards) 2015 ▪ can be delivered with consistent quality across campuses ▪ can provide equivalent opportunities for a successful transition into La Trobe regardless of a student’s educational background, entry pathway, location or mode of study • Reviewing the annual evaluation of transition programs and making recommendations for changes to subsequent iterations of those programs
Orientation working parties	Orientation Working Party – Melbourne (Bundoora) <ul style="list-style-type: none"> • Overseeing the schedules for Orientation Week on each campus to ensure they align with the annual transition framework in terms of objectives, themes and structure Campus Orientation Working Party <ul style="list-style-type: none"> • Overseeing the scheduling, promotion, delivery and reporting on Orientation Week for their respective campus
Student Engagement (La Trobe Learning and Teaching)	<ul style="list-style-type: none"> • Developing the framework for transition programs in consultation with stakeholders as per the Student Transition Experience Procedure – Coursework Students • Ensuring the framework is reviewed and approved by the Student Transition Experience Steering Group • Providing benchmarked guidelines and standards for the delivery of University transition programs • Chairing the campus-based orientation working parties • Coordinating the annual evaluation of the University’s transition programs primarily using student and staff feedback and reports from relevant campus working groups • Delivering specific elements of the transition framework, such as: <ul style="list-style-type: none"> ▪ an online student orientation program

	<ul style="list-style-type: none"> ▪ room bookings and timetabling of Orientation Week activities on the Melbourne (Bundoora) campus ▪ transition web pages ▪ publishing orientation schedules for each campus (web, apps, other) ▪ peer mentoring for transition
Colleges	<ul style="list-style-type: none"> • Developing and delivering timely academic transition programs, pre- and post-enrolment and during semester • Coordinating the content and delivery of course information and academic preparation sessions for Orientation Week • Participating in related groups such as orientation working parties and student communication working groups • Facilitating connections for commencing students with staff (academic and transition staff) and peers
Library	<ul style="list-style-type: none"> • Providing targeted learning experiences to commencing students to build information and digital literacy skills • Collaborating with Colleges to embed constructively aligned information and digital literacy skills into courses and other academic information sessions during Orientation Week and throughout the semester
Student Administration	<ul style="list-style-type: none"> • Ensuring the Orientation Week bookings for centrally managed venues roll over from year to year and are prioritised over requests for non-teaching activities • Ensuring frontline staff, particularly at ASK La Trobe, have comprehensive knowledge to be able to respond to commencing students enquiries with regard to transition programs • Updating the student-related 'frequently asked questions' on the website to coincide with the student transition lifecycle • Ensuring, wherever possible, that face-to-face enrolment sessions are not scheduled during Orientation Week, particularly during course-specific or academic preparation sessions • Providing early enrolment information in a timely way to Student Engagement and Colleges to support the efficient conduct of the early transition programs • Promoting the benefits of participating in Orientation Week and other early transition programs during the offer and enrolment period • Providing relevant stakeholders with regular lists of late enrolling students so that tailored transition support can be provided to them • Providing relevant stakeholders with weekly enrolment information in the first six weeks of semester one and two and the first two weeks of non-standard teaching periods to enable ongoing communications to commencing students about transition programs
Student associations	<ul style="list-style-type: none"> • Designing and delivering social activities during Orientation Week and into the early weeks of semester that encourage peer interactions and connections • Ensuring clubs and societies are present at key orientation and transition events • Ensuring social events are not scheduled during course-specific or academic preparation sessions in Orientation Week • Ensuring sufficient allocations are made in their funding agreement with the University to support orientation and transition programs
Accommodation Services	<ul style="list-style-type: none"> • Designing and delivering a residential orientation program that develops a sense of cohort and community • Delivering an online induction module that provides transitional information on health and wellbeing, community standards, academic excellence, social engagement and support services • Ensuring residential orientation activities are scheduled outside the timetable for essential course and College-based activities during Orientation Week • Promoting Orientation Week and other University transition programs as part of the overall

	transition experience
Student support areas (e.g. Equity and Diversity, Indigenous Student Support, Inclusive Resources Development, Counselling Services, Peer Learning Advisors, IT support)	<ul style="list-style-type: none"> • Contributing key messages to the transition communication strategy about the University being a respectful community that champions equity, diversity and inclusion • Designing, promoting and delivering transition programs and ongoing services to commencing students • Participating in campus Orientation working parties
La Trobe Sport	<ul style="list-style-type: none"> • Promoting a healthy lifestyle through participation in University sports clubs and facilities to commencing students • Delivering social and sporting activities during Orientation Week and the early weeks of semester to encourage peer interaction, safety and a developing sense of community
La Trobe International	<ul style="list-style-type: none"> • Ensuring communications with international students provide students with the required pre-arrival support and advice • Providing timely information to international students once in Australia on services to support their transition to living and studying in Australia • Promoting to international students the value of Orientation Week and other transition programs during the registration and enrolment process • Delivering relevant transition programs for international students which meet the requirements of the ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018
Marketing and Recruitment	<ul style="list-style-type: none"> • Working with Colleges and Student Services and Administration to develop and deliver the annual campaign to nurture enrolment prospects following the release of offers • Ensuring Orientation Week and other transition programs are prominently promoted on the University website commencing when offers are sent • Providing design expertise where required for transition program collateral • Providing advice to stakeholders on appropriate and targeted communication strategies to promote transition programs to diverse cohorts of commencing students • Providing business leadership in the development and maintenance of the MyLaTrobe app
Information and Communication Technology	<ul style="list-style-type: none"> • Managing technical aspects of the development and maintenance of the MyLaTrobe app • Providing IT support for commencing students as they familiarise themselves with La Trobe's digital landscape including computer support and mobile device support