



Module Two– Intro to Expectations around technology & communicating with students

Welcome back.

As part of our feedback processes at NEAS, we talk to hundreds of students in focus groups throughout the year. They are surprisingly open in telling us about all the things they love about their Centre and their study experience and are more than willing to share what they're unhappy with. What do you think the most common complaint from students might be?

Sadly, in Australia, it's wifi.

Now I am sure many of you are collectively rolling your eyes at your screen about now but think of it from a different perspective. Imagine you are an 18 or 19-year old student who is away from home for the first time. You arrived in Australia late on a Sunday night and you have to be at your college for Orientation at 8.30am to confirm your enrolment. Because you arrived late, you weren't able to get a sim card with an Australian number and data. You're staying in temporary accommodation and the wifi is slow and expensive. The time difference means that you haven't been able to send a message home yet. You make your way to your college for enrolment but some of your documents are in your email inbox and you don't have hard copies. You still haven't messaged home. Then you get told you can't have the Centre's wifi code until after you've completed your placement test. When you eventually log in, you still can't access your messages because the wifi speed is so slow. Then a teacher tells you to get off your phone.

Perhaps this isn't such an unfamiliar scene.