

Module Two Video - Communicating with Students

So whilst you're thinking about wifi, communications and technology, think about how information is relayed to students, from before they arrive with you until they graduate. How much paper do they receive at Orientation or enrolment and how much do they keep or actually read? How accessible is your Student Handbook to students before they arrive? How much do your staff use the Student Handbook – and if they don't use it, why not?

The more accessible your Student Handbook is, the more students are likely to engage with it. If it's made available, even in an abridged format, to students on the website, they'll be more likely to refer back to it. Students get given so much information in Orientation or in their first week of study, all in a second language, possibly when they're jetlagged and feeling a bit overwhelmed, it's impossible to absorb everything. How aware are teachers of the Student Handbook and how much do they follow up on information from it in class? How often do your student-facing support or professional staff refer to the handbook or other student information when advising students, to slowly guide students towards being able to find information for themselves?

Information that students need to know, or may need as a reference, needs to be accessible in both its presentation and delivery. If your handbook seems particularly dense and maybe can't be cut down, you could always look at summarising it into some FAQs or Quick Fact Sheets that can be distributed electronically and maybe put on noticeboards. Information such as enrolment dates, OSHC updates or reminders of Centre staff to go to for assistance could be posted on social media at different times throughout a teaching period, in addition to promoting social activities. The more accessible information is made and distributed, and is followed up on by all staff, the more likely students are to engage with it. It also reinforces that you care about your students and support them in their learning as well as their lives in Australia.