



Student Assistance Team Q2 Summary

Quarter at a glance

Metric	Q2
Students assisted	756
Academic matters	257
Critical cases (individuals)	36
Financial Assistance (\$)	\$68,933.95
Grant and Program Applications:	598

Quick Summary

Financial

- Relaunch of Aboriginal and Torres Strait Islander Program (formerly IWP)
- TVP reopened
- GVP scaled back to \$100 per year due to financial constraints
- Advocate issues sorted, but still no data integration
- Skill-Up: 94 applicants and 26 successful
- Bike Program has been put on pause due to budget limit (\$4653.07 spent)
- SAT provided 32 recommendations for the ANU Accommodation Program this quarter

Academic

- A large number of students were impacted by changes in the Accessibility team; 244 students experienced significant EAP delays.
- Show Cause letters were mistakenly duplicated, where we had to assist students with incidences of double-up show cause notices.
- ANU rolled out Student Hubs, leaving lots of students unprepared. Students are coming to us for assistance with the massive Student Hubs wait time (10 working days for response).

Internal SAT changes

- Fixed our “Student of Concern” functionality on Advocate after months of following up
- Still no data integration.

Other advocacy

- We are on the National Gender-Based Violence working group and have provided our feedback and insights on matters related to it.

Next quarter priorities

- Assisting students with the start of Sem 2
- Revamp Bike program (pending additional funding)
- Relaunch Textbook Program
- Present at various O-Week/bush week events.
- Reviewing our SAT budgets to see if we can provide more financial support to students.

Student Support

Academic Support

SAT assisted students with 231 academic matters during the quarter. Due to some matters spanning multiple categories (e.g. a student seeking support for both a Show Cause and a Late Withdrawal), the total academic caseload across categories was 257.

Top Issues:

Exceptional Circumstances Applications (ECAs) – 31%

Late Withdrawals – 24.9%

Course Advocacy – 10%

Key Observations

There was a significant increase in support for ECAs this quarter, largely due to students experiencing difficulty accessing information following the centralisation of Student Hubs, as well as an increase in students seeking assistance after their second ECA applications were declined despite having legitimate grounds.

Late Withdrawals remained one of SAT's highest academic workloads. A contributing factor appears to be students receiving second Show Cause notices following those issued in December and subsequently submitting Late Withdrawal applications to address their academic progress.

Course Advocacy also increased compared to previous quarters. Key drivers included delays in finalising Education Access Plans (EAPs), which impacted students awaiting reasonable adjustments, and ongoing concerns regarding the delivery of COMP2300, including delayed assessment feedback and students being offered the option to withdraw late from the course.

Critical Cases

SAT assisted 36 individual students with 45 critical and complex concerns during the quarter. These figures are based on concern reports created during Q2, noting that some ongoing cases from Q1 also continued to receive support. Of the 36 cases, 8 involved two separate concerns, 1 involved three concerns, and the remaining 27 involved a single concern.

Top Issues:

Mental Health – 17 cases

Wellbeing – Grievance – 5 cases

Graduate Research Concern – 4 cases

Quick Summary

May and June recorded the highest number of new critical and complex cases, with 14 and 12 reports, respectively.

Mental health remained the most significant issue presented to SAT this quarter, reflecting an ongoing trend of students requiring intensive advocacy and support. Graduate Research (HDR)

students continue to be disproportionately represented in complex casework, highlighting an increasing need for advocacy relating to serious issues affecting candidature.

While disclosures relating to domestic and family violence and self-harm continued throughout the quarter, both decreased compared to Q1 2026. SAT continues to provide confidential, person-centred and non-judgemental support to students experiencing these issues.

Financial Assistance

<u>Grant/Program</u>	<u>UG</u> <u>Successful</u> <u>(# and \$)</u>	<u>PGCW</u> <u>Successful</u> <u>(# and \$)</u>	<u>PGHDR</u> <u>Successful</u> <u>(# and \$)</u>	<u>Total</u> <u>Successful</u>	<u>Total</u> <u>applications</u> <u>(successful</u> <u>and</u> <u>unsuccessful)</u>
<u>ANUSA</u> <u>Assistance Grant</u> <u>(AAG)</u>	<u>15/\$6700</u>	<u>10/\$5650</u>	<u>4/\$2200</u>	<u>29/\$14550</u>	<u>Total: 68</u> <u>39</u> <u>unsuccessful</u>
<u>ANUSA Medical</u> <u>Grant (AMG)</u>	<u>5/\$1900</u>	<u>7/\$3250</u>	<u>0</u>	<u>12/\$5150</u>	<u>Total: 16</u> <u>3 unsuccessful</u>
<u>ANUSA Carers &</u> <u>Parents Grant</u> <u>(ACG)</u>	<u>1/\$500</u>	<u>4/\$2000</u>	<u>3/\$1800</u>	<u>8/\$4300</u>	<u>Total: 10</u> <u>2 unsuccessful</u>
<u>Accommodation</u> <u>Assistance</u> <u>Program (AAP)</u>	<u>0</u>	<u>0</u>	<u>1/\$425</u>	<u>1/\$425</u>	<u>Total: 1</u>

<u>ANUSA HDR Completion Support Grant (AHG)</u>	<u>NA</u>	<u>NA</u>	<u>8/\$6900</u>	<u>8/\$6900</u>	<u>Total: 10</u> <u>2 unsuccessful</u>
<u>ANUSA Indigenous Wellbeing Program (IWP)</u>	<u>1/\$300</u>	<u>0</u>	<u>0</u>	<u>1/\$300</u>	<u>Total: 1</u>
<u>Grocery Voucher Program (GVP)</u>	<u>98/\$9800</u>	<u>192/\$19200</u>	<u>27/\$2700</u>	<u>317/\$31700</u>	<u>Total: 328</u> <u>11</u> <u>Unsuccessful</u>
<u>Transport Voucher Program (TVP)</u>	<u>7/\$119.70</u>	<u>29/\$495.90</u>	<u>7/\$119.70</u>	<u>43/\$735.30</u>	<u>Total: 43</u>
<u>Birth Control Subsidy</u>	<u>78/\$1848.26</u>	<u>7/\$193.87</u>	<u>2/\$79.50</u>	<u>87/\$2121.63</u>	<u>Total:90</u> <u>3 unsuccessful</u>
<u>Pre-exposure prophylaxis (PrEP) Subsidy</u>	<u>0</u>	<u>2/\$50</u>	<u>0</u>	<u>2/\$50</u>	<u>Total:2</u>
<u>ANUSA & ANU Disabilities' Student Association Subsidy(DSA)</u>	<u>5/\$414.88</u>	<u>1/\$90.97</u>	<u>0</u>	<u>6/\$505.85</u>	<u>Total:</u> <u>8</u> <u>2 unsuccessful</u>

<u>ANUSA Bicycle Program</u>	<u>10/\$1165.93</u>	<u>5/\$730.24</u>	<u>0</u>	<u>15/\$1896.17</u>	<u>Total: 20</u> <u>5 unsuccessful</u>
<u>Aboriginal and Torres Strait Islander Wellbeing Program</u>	<u>1/\$300</u>	<u>0</u>	<u>0</u>	<u>1/\$300</u>	<u>Total: 1</u>
<u>Total amount spent/total applications</u>				<u>\$68933.95</u>	<u>598</u>

Highlights

- Similar total applications and spending compared to Q1
- Bike program was temporarily paused as funding was exhausted for this program.

Operational Improvements

This quarter we:

- Managed to utilise our “Student of Concern” functionality on Advocate to highlight and note students who require further assistance.
- Prioritised meeting with external stakeholders to maintain strong relationships. We caught up with the Dean of Students, the Tjabal Centre, the Awards team, and the Scholarship team.

- Caught up with the Student Hubs team to see the timeline for the transition from Student Central to the Student Hubs model. This allowed us to better plan for an influx of students during the transition period.
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Emerging Trends

Academic Integrity

We've been having fewer students reach out to us regarding academic integrity matters. This is likely due to convenors being more transparent with students regarding the appropriate use of AI. In most courses, students are required to declare AI use, which avoids unintentional plagiarism.

Student Hubs Delay

The introduction of Student Hubs did not come without its teething issues. Students are experiencing significant delays in responses, which has had a knock-on effect on us; more students are reaching out to us for assistance instead.

Show Cause Duplication

The University also seems to have sent out two Show Cause notices to students, most of which were sent in error, which required us to advocate on the students' behalf.

Double Deferral on ECA Denied

Some students were sent a template response to their request for a second deferral on their ECA. The template response mentioned that the second deferral was unsuccessful, as second deferrals are not allowed. This is not true, as per the Student Assessment Coursework Procedure, which we raised with the team. They have agreed to amend the template accordingly and have looked further into the cases in which these issues have occurred.

Wins

Dated 2/04

Hi Casey,

Thank you so much for your kind support.

My [redacted] has now finished, and the teacher told me that I will not fail this assignment, which was a real relief. I really appreciated your help and encouragement during the process.

Dated 09/04

Good afternoon Eiman,

Thank you for the update. I've received both outcome emails this morning.

I appreciate you getting on to this so swiftly after our conversation yesterday.

Dated 17/04

Hi Casey,

You wouldn't believe it... my [redacted] was accepted ...

I hope this represents some improvements in the ANU system! And that this brings hope for any future students that you may help again :)

Thanks so much for your time and assistance with it. I'm very glad we gave it our best shot.

Dated 24/04

Dear Andy Fan,

Good afternoon. Your courageous empathy means a lot, alongside the food and financial support guideline regarding my wellbeing is much appreciated.

Please take care. Have a pleasant and peaceful long weekend ahead!

Dated 30/04

Hi Eiman,

Thanks very much for today's discussion. Your words are really useful and helpful for me. I will update you when I get further information about the case.

Many thanks again for having you and your colleagues in ANUSA.

Dated 30/04

Hi Casey,

Thanks for all of your help and support. I really appreciate it.

Take care.

Dated 01/05

Hi Eiman,

I have just received confirmation that the Show Cause notice has been formally rescinded. I wanted to sincerely thank you for everything you have done throughout this process.

From reviewing my Late Withdrawal statement through multiple drafts, to advising on the Show Cause response, to following up directly with the Academic Progress team on my behalf — your support made a real difference at every stage. I would not have navigated this as well without your guidance.

I will now focus fully on passing this semester and getting back to good academic standing.

Thank you again ! ! !

Dated 07/05

Hi Emily

We got notice of the final timetable today and luckily the Litigation exam has been changed to earlier in the exam period. I just wanted to send a thank you to the ANUSA team for your assistance. I understand that many students probably raised the clash but just wanted to recognise your advocacy and help.

Truly appreciate all you do and Benjamin was fantastic in taking the initial inquiry.

Dated 07/05

Hi Eiman,

Thank you for your email and your professional support. More than helpful to me. Much appreciated.

I take note of this guide and will fine tune my statement accordingly.

Dated 07/05

Dear Andy,

I hope this email finds you well. I am writing to express my sincere gratitude for all the hard work you do to support the student community at ANU. The initiatives provided by ANUSA are always a great help to us. Thank you again for your constant dedication to students' welfare

Dated 08/05

Hi Emily,

Hope you're doing well. Just wanted to give you a quick update. I just got an email from the Academic Standards and Quality Office, and they've approved my reduced study load for this semester (down to 18 units).

Honestly, thank you so much for all your help throughout this whole thing. And please thank ANUSA as well. I know there was a bit of confusion in the middle and I feel sorry for that, but I really appreciate how calmly and professionally you handled everything. I'm relieved the course got dropped without a fail, even though I know I won't get the fees back.

The reduced study load does mean my whole study plan is now a bit upside down, so I'll have to talk to Student Services ASAP and figure out the next steps.

Thanks again for everything :))

Dated 08/05

Dear Casey,

Good afternoon. I trust this email finds you very well.

It is my utmost privilege to meet such a kind-hearted and expert professional Senior Advisor at ANUSA while I need help the most from you, and ANUSA.

Dated 13/05

Hi Eiman,

Email noted and thank you for accompanying me in the meeting.

Also, thank you for informing [Redacted] that I reached out to you for help and for emphasising that this is my first breach of academic integrity conduct. I truly appreciate it.

Yes, I will keep you in the loop once I receive the outcome and will reach out for further support as well.

Blessed day to you.

Dated 19/05

Dear Emily

Thank you so much for your time and appreciation that gave me courage and so much comfort.

Dated 22/05

Hi Emily,

Just wanted to say thank you again for all the advice and the quick responses, you have been a huge help.

Thanks,

Dated 22/05

Hi Eiman,

Just wanted to thank you for your support today. It really meant a lot.

Looking forward to when an outcome is handed down in the next 2 to 4 weeks, and will update you then. Keen for this matter to be over, but also really grateful I have you to help me out in my corner.

All the best

Dated 24/05

And I really do mean this sincerely, Casey: I think you are an exceptional person. The generosity, professionalism, intelligence, patience, and humanity you have shown throughout this process have left a very deep impression on me. You have been unbelievably generous with both your time and your expertise, and I genuinely do not think I can adequately express how grateful I am for that.

So truly — thank you. Your help has meant far more to me than I can properly put into words.

Dated 25/05

Thanks to Eiman, I have written a template for my application that hopefully covers the criteria for the Late Withdrawal Application. If there's any chance a member of your team could look over my application by today that would be so greatly appreciated!! Regardless thank you for all of your time and help, it does not go unnoticed!!

Dated 25/05

Dear Eiman,

Thank you so much for your feedback and your kindness!!

It has now been submitted!! Thank you so much for your time, hard work and consideration!!

Dated 29/05

Dear Casey,

Thank you for your thorough and kind response — it has been very helpful in guiding me through this process.

Dated 03/06

Dear Andy,

Thank you very much for the Coles voucher and for sharing the additional information on financial support. This is incredibly helpful, and I greatly appreciate your assistance.

Dated 03/06

Hi Eiman,

I hope you are also doing well!

Thank you so much again for your help Eiman, I really appreciated the time you spent in that meeting outlining the whole process. I submitted the application and got all the supporting documents I needed reinforcing my statement.

Dated 17/06

Hi Eiman,

Thank you for being there for me today. It really meant a lot, and seeing you there instantly made me feel much less nervous.

I really appreciate your support. Have a great day!

Dated 19/6

Dear Casey,

Thank you very much for your kind message and for all the support you and the ANUSA team have provided throughout this process.

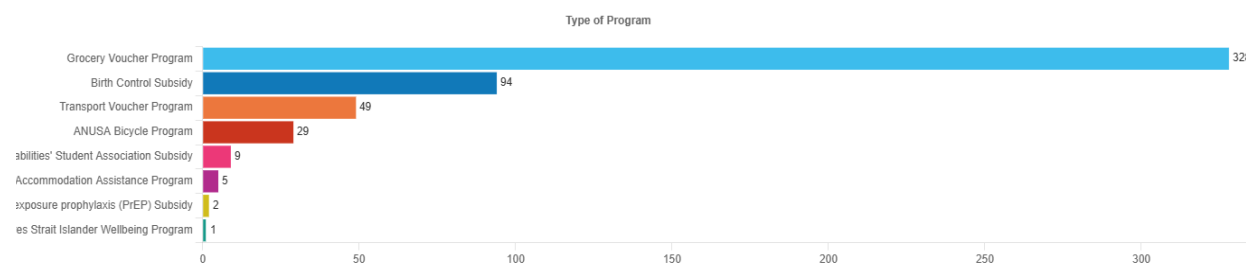
Dated 29/6

Good evening Casey,

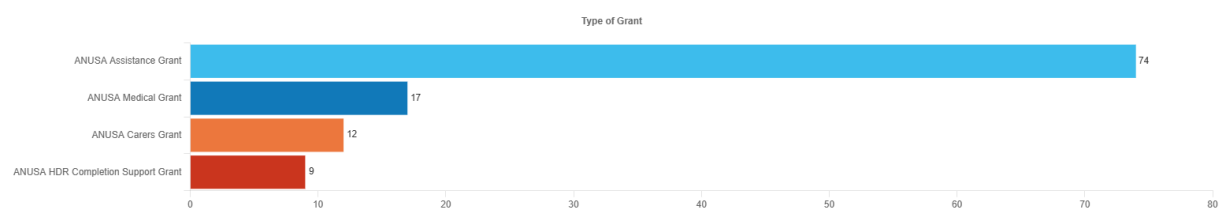
It was so lovely to meet with you last week, thank you for your time and for your kind, professional advice. I am so grateful for your guidance.

Appendix

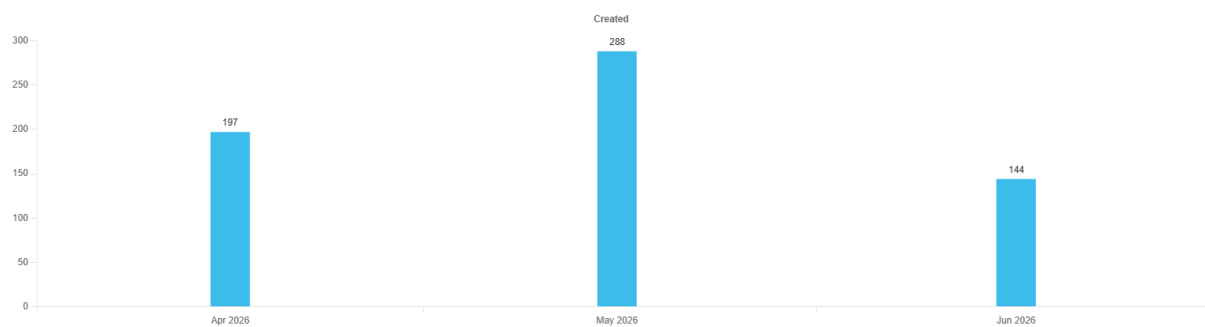
Grocery voucher is still our most utilised program.



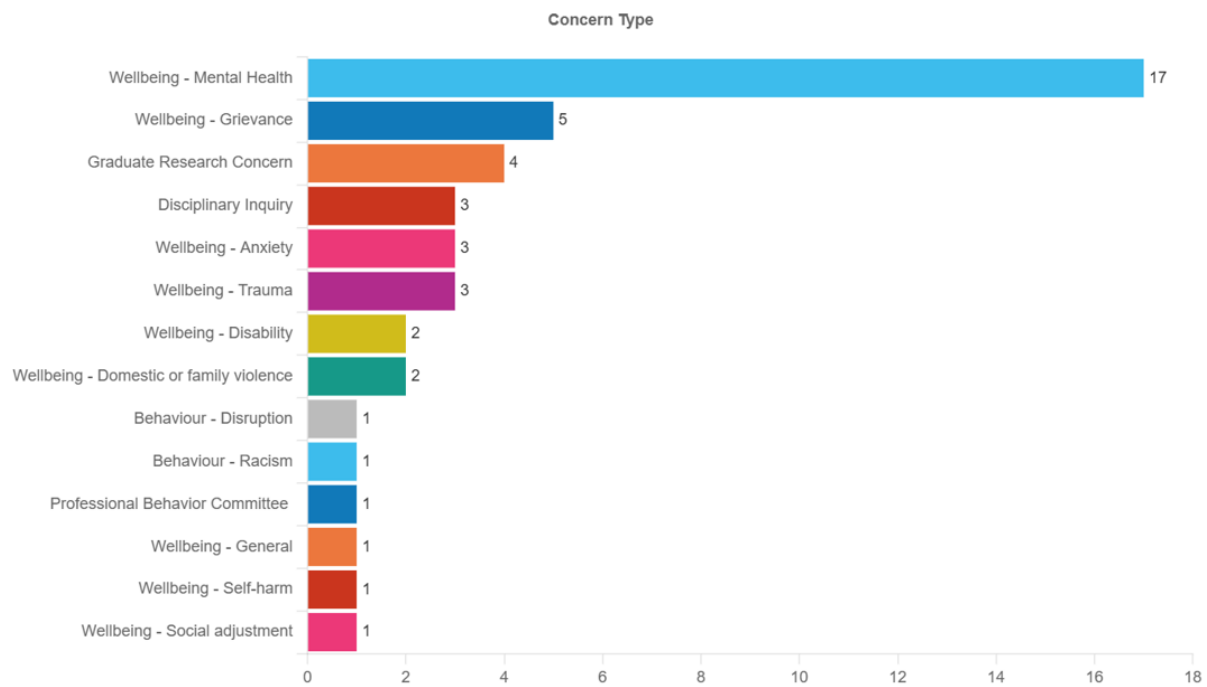
The ANUSA assistance grant is the most accessed grant.



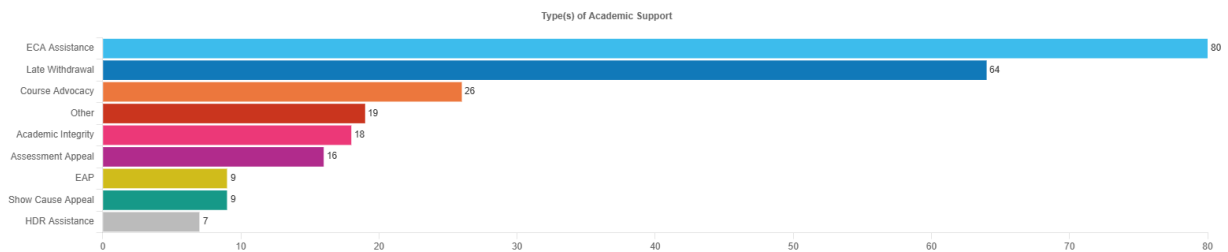
May was the peak period for financial assistance applications.



Top issues in critical and complex casework



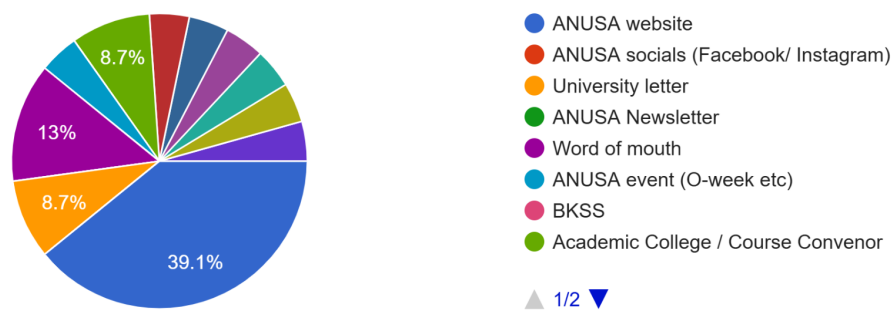
Top issues in academic support



Students are finding our service through a combination of different channels.

How did you hear about our service?

23 responses



More than 90% of the students found the support provided by the ANUSA Student Assistance Team to be ‘very helpful’

Did you find the advice/support from ANUSA Student Assistance Team helpful?

23 responses

