

Student Assistance Team Q4 Report

We responded to approximately 1072 student email enquiries.

- 375 in October
- 367 in November
- 330 in December

Most of the emails this quarter were regarding assessments (special consideration, deferred exams, exam appeals and supplementary exams).

We also had an increase in financial assistance-related emails (and grants) in October, as students studying for exams often cannot work during this time and rely on us for support.

On December 1, we made some changes to our grants to ensure that we can stick to our budget in 2023. Namely, we are tightening our criteria when reviewing grants and allowing students to only gain up to \$750 per year in ANUSA Assistance Grants (as opposed to \$750 per semester). We will also be tracking the total amount of monetary funds each student receives and will use this in our decision-making process starting December 1. This change can be seen in our December stats below.

Below are the stats for grants and grocery vouchers. Thank you Admin for administering the Grocery Vouchers on behalf of SAT.

ANUSA Assistance Grant

Month	Successful	Unsuccessful	TOTAL
October	34 (79%)	9	43 (\$15,580)
November	28 (80%)	7	35 (\$12,250)
December	7 (40%)	8	15 (\$2850)

ANUSA Medical Grant

Month	Successful	Unsuccessful	TOTAL
October	3 (100%)	0	3 (\$695)
November	5 (100%)	0	5 (\$1328)
December	4 (80%)	1	5 (\$860)

ANUSA Carers Grant

Month	Successful	Unsuccessful	TOTAL
October	0	0	0
November	1	0	1 (\$500)
December	0	0	0

Grocery Voucher

Month	Successful	Unsuccessful	TOTAL
October	133	0	133 (\$6650)
November	84	0	84 (\$4200)
December	4	0	4 (\$200)

We assisted the Examinations office with administering the Graduation Ceremony Assistance Program.

GCAP Program outcome:

8 applicants, 5 successful.

During this quarter, we largely supported students with academic-related enquiries. We advocated for students who weren't getting equitable outcomes from their special consideration and deferred exam applications.

We also had a number of students looking to late withdraw – either from their current semester or from the previous semester.

Two "stand out" stories from Q4:

1. We had a student who would like to appeal their grade, but their convenor was unwilling to provide the student access to their paper for review. We empowered the student to quote the relevant sections in the Student Assessment Coursework Policy and Procedure, which stipulates that students are able to review their work before appealing. The convenor insisted that ANUSA's advice was wrong and would not let the student review their work.

SAT stepped in (with the consent of the student) and advised the convenor that the student can't appeal the work that they are unable to view themselves, and it is not in the best interest to just "trust" the convenor's judgement when they are the original marker and the initial appeal reviewer. We used quotes from various Rules and Policies to back our advice. Following this email, the convenor eventually provided a time for the student to review their work.

2. A convenor offered a student a deferred exam in semester 1, but still has not provided a time or date for the exam even though it is now semester 2. The student tried to email the convenor numerous times but did not get a response. SAT stepped in (with consent from the student) and asked that the convenor fulfil their agreement of providing the student with a deferred exam. The convenor was at first unwilling to comply and was delaying the process. SAT escalated the matter to the Director of Learning as it was no longer helpful to continue the discussion with the convenor. The student was offered a date for their exam the day after the escalation.

We have had an eventful Q4, and we look forward to a similarly challenging yet rewarding 2023.