

## INDIGENOUS STUDENT SUCCESS PROGRAMME – 2017 Performance Report

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### 1. ENROLMENTS (ACCESS)

#### University of Canberra

The University of Canberra aims to increase the participation rates of people from low socioeconomic (SES) backgrounds, Aboriginal and Torres Strait Islander peoples and people from rural and regional areas. Throughout 2017, the University built interest in, and capability of people from low-SES backgrounds for university study through the provision of the *Aspire UC* outreach program in schools and communities across the capital region and south-eastern NSW.

*Aspire UC* includes a range of online, in-school and campus-based initiatives. The University of Canberra worked collaboratively on a variety of access pathways with Education partners, including the University of Canberra College and the Canberra Institute of Technology (CIT). There are also numerous partners offering credit arrangements to articulate in study at UC.

Additionally, we continued to work collaboratively with the ACT Education and Training Directorate and the NSW Department of Education and Communities. We continued to work in partnership with schools across the region and with organisations such as The Smith Family, the Australian Indigenous Mentoring Experience, The Stronger Smarter Institute and the Aurora Project. These collaborations and partnerships are all designed to break down barriers for students from low SES backgrounds to access higher education.

#### All Aboriginal and Torres Strait Islander Students

2016	2017	
EFTSL	EFTSL	EFTSL Change
159.38	167.81	5.29%

2016	2017	
Student Count	Student Count	Student Count Change
288	282	-2.08%

#### Aboriginal and Torres Strait Islander Regional and Remote Students

2016	2017	
EFTSL	EFTSL	EFTSL Change
62.75	63.94	1.89%

2016	2017	
Student Count	Student Count	Student Count Change
111	98	-11.71%

## Ngunnawal Centre

The Centre continues to contribute to the improvement of Aboriginal and Torres Strait Islander student success at the University of Canberra (UC). Under the Australian Government's Indigenous Student Success Program, the Centre has employed four full-time staff, including a Centre Manager, two Student Engagement Officers, and an Administration Officer/Tutorial Program Coordinator. All staff provide pastoral care and support to students. The University, through the Office of Aboriginal and Torres Strait Islander Strategy & Leadership also employs an Elder in Residence on a part time basis. All staff are Aboriginal and/or Torres Strait Islander and are able to provide a culturally safe and enriching environment for students. The team builds on the established relationships with the Faculties, which involve staff collaborations, as well as staff/students' relationship strengthening activities. The aim is to improve our monitoring of student progress, and identify how to best support students and increase completions. We continue to build positive working relationships across the university, including facilitating student/staff connections with all student support services including Faculties.

In 2017, the Ngunnawal Centre began implementation of its new Operational Plan which aligns to the University's Aboriginal and Torres Strait Islander Strategic Plan 2017-2021. The Plan guides staff on implementing a coordinated whole of institution approach, to providing holistic support services to Aboriginal and Torres Strait Islander students.

The Ngunnawal Centre participated in NAIDOC Week activities, ACT Indigenous Careers Expo, National Multicultural Festival. In addition, the Centre contribute to internal UC recruitment events such as Open Day, Course Advice Days, UC 4 Yourself to promote UC as a university of choice to Aboriginal and Torres Strait Islander people.

## Australian Indigenous Mentoring Experience (AIME) Partnership

AIME and the University of Canberra engaged 161 students across 8 schools - Young, Yass, Mulwaree, Gold Creek, John Paul College, Harrison, St. Francis Xavier and Belconnen. This contributed to the overall number of students in the ACT (216 students) across 14 schools. The program also engaged 80 university student mentors who participated in the AIME Theatre of Education and the School Tutor Squads.

The AIME Theatre of Education delivered on campus included six different courses tailored for each specific high school year group featuring 50 unique modules - each one hour in length. The Tutor Squads were delivered in schools with trained UC Mentors providing free academic support throughout term 3 of the high school year.

## 1A SCHOLARSHIPS (2017 BREAKDOWN)

Student category	Education Costs		Accommodation		Reward		Total/ Students Assisted	
	\$	No.	\$	No.	\$	No.	\$	No.
From Regional/ Remote -	7,000	1	57,760	21	N/a	N/a	64,760	22
Undergraduate	21,000	5			N/a	N/a	21,000	5
Postgraduate	N/a	N/a	N/a	N/a	N/a	N/a	N/a	N/a
<b>TOTAL ISSP scholarships</b>	<b>28,000</b>	<b>6</b>	<b>57,760</b>	<b>21</b>	<b>N/a</b>	<b>N/a</b>	<b>85,760</b>	<b>27</b>
Other (UCKS)	10,000	5			N/a	N/a	10,000	5
<b>TOTAL Other Scholarships</b>	<b>10,000</b>	<b>5</b>			<b>N/a</b>	<b>N/a</b>	<b>10,000</b>	<b>5</b>
<b>Grand Total</b>	<b>38,000</b>	<b>11</b>	<b>57,760</b>	<b>21</b>	<b>N/a</b>	<b>N/a</b>	<b>95,760</b>	<b>32</b>

Value of Scholarships awarded by the university to <b>remote or regional students</b> in the <b>2016</b> academic year (Section 21(3) in the Guidelines refers)	<b>\$62,388</b>
Value of Scholarships offered by the university to <b>remote or regional students</b> in the <b>2017</b> academic year (Section 21(3) in the Guidelines refers)	<b>\$64,760</b>

## 2. PROGRESSION (ACCESS AND OUTCOMES)

### Ngunnawal Centre

To improve the student experience and assist with retention past census date, the Ngunnawal Centre increased student engagement in the first three months with measures such as Study Skills drop-ins and one-on-one tutoring for students with qualified tutors. Increasing our promotion of the Aboriginal and Torres Strait Islander Student Success Tutorial Program, meant we increased the number of students accessing and receiving assistance.

### Ngunnawal Centre Retention and Progression Activities

Pre-census student check-in	Using a traffic light approach the Ngunnawal Centre staff contact 'at risk of failing' continuing students with a fail or incomplete result in one or more units, prior to census to ensure they are supported for the semester.
Student Transition & Support Information Sessions	In addition to UC Orientation Week, the Centre hosts weekly activities up to census date to enable first year students to network with faculties, continuing students, UC staff and services.
Monitoring and supporting student progress	Case management for 'at risk of failing' students. This includes first assessment notifications, promoting the Aboriginal and Torres Strait Islander Student Success Tutorial Program (A&TSISSTP), and broader UC services such as PALS, MASH and Study Skills. The Centre also maintained periodic communications that focus and support student on their study journey via email, Facebook and website (eg Congratulations Acceptance/Continuing, and Welcome/Welcome Back letters, motivational articles/messages).
Employment / Internships Opportunities	The Centre staff promoted opportunities for employment and internships via email, Facebook to develop transferable skills relevant to the workplace and their education. This includes internships through CareerTrackers, government agencies and within the corporate sector.
Post-census check-up	The Centre staff monitored student progress via the university's database, Calista and our Business Intelligence Unit. Staff also liaised and collaborated with key support staff in Faculties where required, to provide culturally appropriate and holistic support to students.
Student Experience	Continued promotion of an Aboriginal and Torres Strait Islander community by supporting student involvement in Ngunnawal Centre and University of Canberra activities and clubs.
End of Semester Event	The Centre staff held an end of semester event to celebrate student success.

The Ngunnawal Centre has recently gained access to the University's Client Relationship Management system (CRM). Staff have been working with IT to ensure CRM meets the needs of the Ngunnawal Centre in regards student liaison, events and communications. It is expected that the Ngunnawal Centre having access

to the CRM site will improve relationships with all UC student facing services and provide wrap around support to all Aboriginal and Torres Strait Islander students.

### CareerTrackers Partnership

CareerTrackers Indigenous Internship Program is a national non-profit organisation that creates structured internship opportunities for Aboriginal and Torres Strait Islander university students. Their goal is to increase the number of Indigenous Australians who are working in professional private sector employment as industry and community leaders. CareerTrackers have been engaging with Aboriginal and Torres Strait Islander students to participate in 12-week paid internships over the course of the year that align with their university studies and career goals.

Students have monthly meetings with a CareerTrackers Student Advisor, focused on their internship, university studies, personal and professional development. Students attend a 4 Day Leadership Development Institute and 2 Program Days during the year. This provided students with professional development and leadership training aligned to graduate attributes. CareerTrackers currently work with 108 corporate partners and 1354 students across Australia. Total number of University of Canberra students interning in 2017 was 13, with a total of 4 University of Canberra alumni.

### 2A TUTORIAL AND OTHER ASSISTANCE PROVIDED (2017 BREAKDOWN)

Assistance type	Level of study	Number of students assisted	Hours of assistance	\$
Tutorial assistance	Undergraduate	22 – semester 1, 2017 68 – semester 2, 2017	387.80 – Semester 1, 2017 737.45 – Semester 2, 2017	127,292.08
	Post graduate	0	0	
	Other	0	0	0
		90	1125.25	127,292.08

### 3. COMPLETIONS (OUTCOMES)

The Ngunnawal Centre team continues to liaise regularly with key services across the campus and connect students with relevant staff to assist with course advice, career advice, work experience, internships and practical support and training. Providing wrap around support is an essential part of our pastoral care that allows our students to enjoy the full UC experience and to facilitate progression.

To connect graduates with employment (both within and outside UC) the Ngunnawal Centre promotes industry graduate programs to students in their final year to provide a connection to employment after completion.

The Ngunnawal Centre and the Alumni Office work collaboratively with UC Careers to ensure graduates can access support for up to two years following graduation. This service provides new graduates with professional development, career services and support in applying for jobs, writing resumes and selection criteria. This platform also advertises opportunities for paid and unpaid work for UC graduates.

The Alumni Office provides an engagement program designed to assist alumni upon graduating. Activities such as mentoring, professional development, workshops, seminars and short courses are also offered. The Alumni Office communicates through the blog Canvas, to provide content on a variety of topics including life after graduating, tips for landing a job, preparing yourself for fulltime work etc.

The Alumni Office monitors student outcomes and success stories after graduation through the news, online blogs, LinkedIn and networks within the UC and/or Canberra community. Often graduates will either contact the University directly to share their story.

#### Aboriginal and Torres Strait Islander Student Completions

2016	2017	
33	30	-9.09%

#### Aboriginal and Torres Strait Islander Student Success Rate

2016	2017
70.04%	76.39%

#### 4. INDIGENOUS EDUCATION STRATEGY ACCESSIBLE BY PUBLIC

The approved [UC Aboriginal and Torres Strait Islander Strategic Plan 2017-2021](#) provides a comprehensive framework for a university-wide approach for the key areas affecting Indigenous education, including student access, participation, retention and success, human resources, teaching and learning, Indigenous research, community engagement and governance.

The University of Canberra is committed to implementing a whole-of-institution approach to Indigenous Australian education, research, employment and engagement founded upon the principles of cultural competence, social justice and reconciliation.

The UC Aboriginal and Torres Strait Islander Strategic Plan aligns with the UC [Reconciliation Action Plan 2018-2020](#), the University's Enterprise Agreement and the University of Canberra Aboriginal and Torres Strait Islander Employment Strategy all of which promote increased participation of Aboriginal and Torres Strait Islander peoples in both academic and professional employment capacities. Furthermore, the University's Aboriginal and Torres Strait Islander strategies align with key existing priorities from major Commonwealth policies and the Universities Australia Indigenous Strategy 2017 - 2020.

The University of Canberra is one of 10 universities across Australia that has established an endorsed Reconciliation Action Plan (RAP) to build a greater understanding of Aboriginal and Torres Strait Islander perspectives and cultures across the university. The University of Canberra's Reconciliation Action Plan (RAP) 2018-2020 can be found at <https://www.canberra.edu.au/about-uc/office-of-aboriginal-and-torres-strait-islander-leadership-and-strategy/reconciliation/documents/UC-RAP-2018-20.pdf>. The RAP details the integrated approach, measurable targets and timeline for:

- Increasing the number of Indigenous students enrolling, progressing and completing courses leading to higher education rewards.
- the advancement of reconciliation, and to the building of just prosperous and sustainable communities which are respectful of their Aboriginal and Torres Strait Islander Heritage.
- Including activities for students and employees that promote cultural competency in Indigenous Australian cultures, traditions and histories and the diversity of circumstances of Indigenous people in Australia.

A number of initiatives are under consideration to progress these commitments in subsequent years including:

1. Appointment of an Indigenous Completions Taskforce

2. Review of culturally appropriate recruitment and selection processes
3. Embedding a framework to facilitate, monitor and improve the inclusion of Indigenous Australian knowledge in the curricula, graduate attributes and teaching practices
4. Defining cultural learning needs of employees in all areas of our business and considers various ways cultural learning can be provided.

The UC Reconciliation Action Plan Implementation Committee is currently reviewing, identifying and mapping functions and policy changes required for effective implementation and evaluation of the University's Aboriginal and Torres Strait Islander Strategic Plan and the University's Reconciliation Action Plan.

The University has established several Committees and Advisory Groups to oversee the implementation, progress, review and update of the Strategies outlined above. The committees below consist of either an appropriately qualified senior academic employee of the University of Canberra who is an Indigenous person; or constituted by a majority of Indigenous persons, each of whom has skills and experience relevant to the role.

#### **Aboriginal and Torres Strait Islander Advisory Group**

This Advisory Group provides advice to the University on reconciliation issues and community engagement for the local and regional areas, encompassing all domestic campuses.

#### **Reconciliation Action Plan Implementation Committee**

The Reconciliation Action Plan Committee (RAPIC) oversees the implementation, review and update of the University's Reconciliation Action Plan (RAP) and monitors the effectiveness of the actions in the RAP.

#### **Aboriginal and Torres Strait Islander Employment Advisory Committee**

The Aboriginal and Torres Strait Islander Employment Advisory Sub-Committee (previously The Indigenous Employment Advisory Sub-Committee) was formed under the University of Canberra Enterprise Agreement 2013-2015 to advise and assist the University on Aboriginal and Torres Strait Islander employment

During 2016, the University introduced Aboriginal and Torres Strait Islander Cultural Awareness Workshops into the overarching annual Learning and Development Program for staff. In keeping with UC's commitment to diversity and inclusion and to embed the learning into everyday UC life, the decision was made to include the highly praised Aboriginal and Torres Strait Islander ½ day workshops into the induction program for new staff.

These face-to-face programs were scheduled four times per year throughout 2017, however an increased investment has been made for 2018, with six workshops planned. This will enable more existing staff who have not yet attended to complete the training, along with all new starters as part of their orientation. To date, a total of 266 UC staff have now attended the Aboriginal and Torres Strait Islander Cultural Awareness Workshop (122 in 2016, 126 in 2017 and 18 to date in 2018).

The 3.5-hour training session, continues to evolve to incorporate new UC initiatives. The presentation has been updated to include the introduction of UC's Aboriginal and Torres Strait Islander Strategic Plan and the Respect at Work policy. Wherever possible, the sessions are also attended by representatives from the Ngunnawal Centre who can contribute to the discussions at the local level. Overall very positive feedback continues to be received from participants on these sessions.

## 5. INDIGENOUS WORKFORCE STRATEGY ACCESSIBLE BY PUBLIC

The University of Canberra has a number of publicly available documents that articulate employment aspirations and development support available to improve the attraction, recruitment, retention and collaboration with Aboriginal and Torres Strait Islander Peoples as employees of the University, as follows:

### Indigenous Employment Strategy

<https://www.canberra.edu.au/about-uc/governance/other-committees/other-committees/aboriginal-and-torres-strait-islander-employment-advisory-committee/indigenous-employment-strategy/indigenous-employment-strategy/Indigenous-Employment-Strategy.pdf>

The University’s People and Diversity team monitor, report and advise on progress made towards employment related minimum targets and development opportunities. This is done via a regular report delivered to the Aboriginal and Torres Strait Islander Employment Advisory Committee. An excerpt from this report is provided below, which demonstrates the University’s sustained improvement in attracting, recruiting and retaining Aboriginal and Torres Strait Islander employees. More can always be done, and active strategies and initiatives are discussed and assigned as actions following Advisory Committee meetings.

Figure 1 | Aboriginal and Torres Strait Islander Composition (13 months)

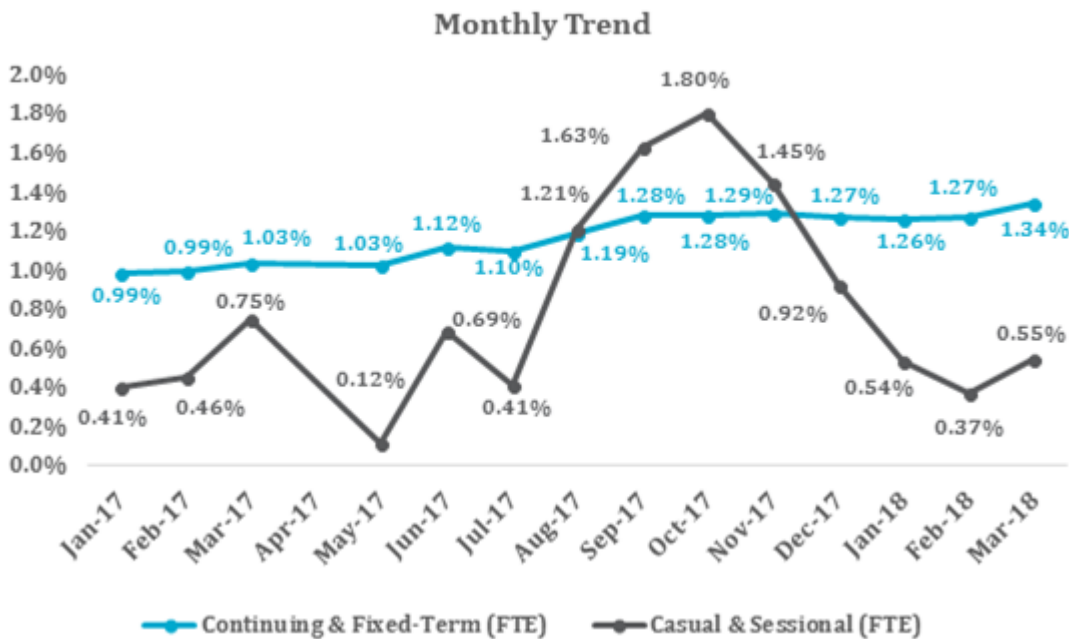


Figure 2 | Recruitment Required to Meet Aboriginal and Torres Strait Islander Composition KPI’s (FTE) (Excluding Casual and Sessional Staff)



Figure 2 demonstrates that the University has met the 2018 minimum target for the Professional and Senior Manager cohorts, and we are now actively focused towards achievement of a minimum 3% target for all groups.

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#### 5a INDIGENOUS WORKFORCE DATA (2017 BREAKDOWN)

Work Unit	Position	Category
Office of Aboriginal & Torres Strait Islander Leadership and Strategy	Dean Aboriginal and Torres Strait Islander Leadership and Strategy	Academic
Office of Aboriginal & Torres Strait Islander Leadership and Strategy	Executive Officer	Professional
Centre for Creative & Cultural Research	UC CIRI/FAD Visiting Fellow (Writing & Indigenous Studies)	Academic
Communications	Casual	Casual
Creative & Cultural Practice	Research Assistant	Casual
Faculty of Education	Professor of Education	Academic
Institute for Applied Ecology	IAE Research Assistant	Casual
Faculty of Business, Government and Law	Professor of Entrepreneurship	Academic
Ngunnawal Centre	Centre Manager, Ngunnawal Centre	Professional
Ngunnawal Centre	Elder in Residence - Ngunnawal Centre	Professional
Ngunnawal Centre	Admin Officer	Professional
Ngunnawal Centre	2 x Student Engagement Officer	Professional
Ngunnawal Centre	6 x ISSTP Tutors	Sessional
Faculty of Health	Sessional	Sessional
Operations	Managed Operating Environment Developer	Professional
Sport & Exercise Science	Sessional	Sessional
University of Canberra Student Centre	Team Leader	Professional
University of Canberra Student Centre	Future Student Advisor	Professional
University Council	Chancellor	Casual
Wiradjuri Preschool & Child Care Centre	Early Childhood Teacher	Professional



## 6. INDIGENOUS INVOLVEMENT IN DECISION-MAKING

### Indigenous Student Success Program Committee

The Indigenous Student Success Program (ISSP) Committee is constituted as per the Australian Government Indigenous Student Assistance Grant 2017. To act as an Indigenous Governance Mechanism for the expenditure of the ISSP Grant at the University of Canberra and has met once in February 2017. The committee is comprised of an appropriately qualified senior academic employee of the provider who is an Indigenous person; or constituted by a majority of Indigenous persons, each of whom has skills and experience relevant to the role and is comprised of:

- Dean, Office of Aboriginal and Torres Strait Islander Leadership and Strategy
- Director, Student Success
- Executive Officer, Office of Aboriginal and Torres Strait Islander Leadership and Strategy
- Centre Manager, Ngunnawal Centre
- Assistant Manager, Scholarship and Prizes

The Office of Aboriginal and Torres Strait Islander Leadership and Strategy; and the Indigenous Advisory Group continue to be the peak Aboriginal and Torres Strait Islander education, employment, research and community engagement cultural advisory bodies to the University of Canberra.

The University of Canberra recognises the importance of Aboriginal and Torres Strait Islander people's involvement in the high-level decision-making of the University. Opportunities for Aboriginal and Torres Strait Islander peoples to participate in the governance and management of the University in 2017 included representation on the:

- University of Canberra Council
- Reconciliation Action Plan Implementation Committee
- Collaborative Indigenous Research Initiative
- University of Canberra Academic Board
- Aboriginal and Torres Strait Islander Employment Advisory Committee
- Aboriginal and Torres Strait Islander Advisory Group
- University of Canberra Students' Representative Council
- University of Canberra Collective Leadership Group
- University Admissions Committee
- University Research Committee

In addition to these appointments, Indigenous staff and students at the University participate in meetings with state and national bodies which involve them in educational decision-making:

- Audit and Risk Committee for the Australian Indigenous Leadership Centre
- National Aboriginal and Torres Strait Islander Higher Education Consortium Board
- National Indigenous Tech Academy Board (Director)
- Canberra Institute of Technology Indigenous Advisory Board
- Student Resource Allocation Reference Board

#### **6a. STATEMENT BY THE INDIGENOUS GOVERNANCE MECHANISM**

The University of Canberra strongly believes that the collaborative approach and activities undertaken the Office of Aboriginal and Torres Strait Islander Leadership and Strategy and the wider University community have consistently demonstrated successful outcomes in the participation, retention and success of its Aboriginal and Torres Strait Islander students over the past decade, providing opportunities which will improve health, lifestyle and career progression for graduates, their families and communities.

The details shown in this financial acquittal from and the accompanying pages – represent a complete, true and correct summary of the transactions that took place during the funding year under the Indigenous Student Success Program (ISSP).