

Student Retention and Success Policy

Section 1 - Purpose / Objectives

(1) This Policy expresses Victoria University's commitment to supporting the success of all its students and proactively working to retain and enrich their experiences during their studies.

Section 2 - Scope / Application

(2) This Policy applies across the University.

Section 3 - Definitions

(3) Nil

Section 4 - Policy Statement

(4) Victoria University (VU) believes that student retention and success is the responsibility of the entire Victoria University community.

(5) VU acknowledges that the quality of a student's experience, and their desire to remain with the University, depends not only on good teaching, but on functional administrative systems, adequate student support, and access to appropriate learning resources.

(6) The University will:

- a. Provide appropriate, accurate, timely and useful information to students and prospective students across a range of platforms;
- b. Listen to students regarding their preferences for study modes and administration, and build this information into processes, practices and course design wherever possible;
- c. Ensure that all student administrative and service processes are efficient and user-friendly; and
- d. Provide flexible, high-quality support services and resources, including advice on accessing social supports where indicated.

(7) VU recognises that early and positive engagement with students is essential for fostering a sense of belonging to the University. This will also build the confidence necessary for retention and success. Early engagement will be supported via:

- a. Providing multi-faceted orientation and study-readiness programs for students at and immediately after the point of enrolment;
- b. Developing staff capacity for student engagement in all staff with student-facing roles, especially those in roles that interact with first-year students;
- c. Promoting and supporting peer programs and networks among students; and

- d. Focus retention and success initiatives on key first-year courses.
- (8) VU accepts its responsibility to support students' academic success from the outset of their University experience to the completion of their studies. The University will provide support for academic success in the following ways:
- a. The design and provision of academic support programs;
 - b. Investment in long-term course development and ongoing evaluation based on evidence from student feedback;
 - c. Integrating developmental education into curriculum design;
 - d. Analysing student progression in relation to course composition and curriculum design;
 - e. Creating an early intervention strategy for students identified as being potentially at risk academically or in other ways; and
 - f. Investing in continuing professional development for academic and professional staff.
- (9) VU values and will work to create a culture of success among both students and staff. This will be reflected in:
- a. The recognition and acknowledgement of students who are making good progress with their studies, with the form of recognition at the discretion of each College;
 - b. A success-oriented academic progress model predicated on the idea that progression and completion should be the expectation of and by every student;
 - c. The provision of supports for students who enter the academic progress process, with an expectation that the progress process will enable them to resume normal academic progression as a result; and
 - d. A fair and transparent academic progress process that is communicated appropriately to students.

Section 5 - Related Documents

- (10) [Academic Progress Regulations 2016](#)
- (11) [Assessment for Learning Policy](#)
- (12) [Student Equity and Social Inclusion Policy](#)
- (13) [Student Charter Policy](#)
- (14) [Academic Progress - Academic Progress Procedure \(HE\)](#)
- (15) [Assessment for Learning - Adjustments to Assessment Procedure \(HE\)](#)
- (16) [Assessment for Learning - Supplementary Assessment and Conceded Pass Procedure \(HE\)](#)

Section 6 - Procedures

- (17) Nil

Section 7 - Guidelines

- (18) [Student Retention and Success Guideline](#)

Status and Details

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Effective Date	5th February 2018
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