Support for Students - Early Intervention Procedure

Section 1 - Purpose

(1) Charles Sturt University (the University) is committed to supporting students in achieving satisfactory academic progress in their course by providing timely intervention and support throughout their subjects. This procedure outlines the University's early interventions to assist students to remain successful and engaged in their studies.

Scope

(2) This procedure applies to:

a. subjects delivered in the following teaching periods: Sessions 1, 2 and 3
b. domestic, non-resident and international students enrolled in coursework courses.

(3) This procedure does not apply to:

a. higher degree by research candidates (as they are captured under the [Higher Degree by Research Policy](#))
b. students enrolled in the Associate Degree in Policing Practice.

(4) This procedure supplements regular monitoring and engagement activities that may be conducted by teaching staff in individual subjects.

(5) This procedure (specifically clause 10, item 4 of the table) also relates to the genuine student requirements as outlined in the [Enrolment and Fees Procedure](#).

Section 2 - Policy

(6) This procedure supports the [Support for Students Policy](#).

Section 3 - Procedure

Success and engagement attributes

(7) Successful students actively engage by:

a. engaging with studies, measured via interaction with online subject content and learning materials using the learning management system (LMS)
b. engaging with compulsory University systems and processes in a timely manner
c. achieving satisfactory grades for all enrolled subjects in an applicable teaching period.

Student monitoring

(8) The University monitors success and engagement to identify and support students through early intervention, where appropriate.

(9) The University will proactively monitor:

a. student engagement in the LMS during each applicable teaching period to identify those with low engagement in learning materials

b. other behavioural data such as maintenance of enrolment, electronic Commonwealth assistance form (eCAF) submissions, completion of the academic integrity module and working with children check (where applicable), to identify students who have or may have disengaged

c. students in their first 12 months of enrolment in a course with fail grade(s) at the end of an applicable teaching period, to identify where support may be needed.

Support and intervention process

(10) The table below outlines the indicators used to identify students demonstrating challenges in meeting the expected success and engagement attributes. All identified students receive targeted support or intervention, unless otherwise stated under Exceptions:

Indicator		Timing	Intervention	Exceptions
1. Between session support	Student with failed subjects in an applicable teaching period	Post-grade release of an applicable teaching period	Contact student and provide support	Students who have been enrolled in their course for longer than 12 months
2. Week 2 Early Intervention	Student with low activity in the LMS	Start of week 2	Contact student and provide support: 1. Encourage LMS access 2. Offer support services	Faculty identified subjects*
3. Week 3 Early Intervention	Student with a 10 day absence from the LMS	Week 3	Contact student and provide support	Faculty identified subjects*
4. Low Engagement campaign	Data indicates that student has or may have disengaged	Week following census	Contact student and provide support: 1. Communicate the university's intention to declare disengaged students as non-genuine^ 2. Provide students with time to provide any information which confirms they genuinely intend to study in the current teaching period^ 3. Possible cancellation of enrolment if no response received^ 4. Provide outreach support to students who continue to study in session	Faculty identified subjects* Students with work-integrated learning pre-census Students on Exclude status under the Support for Students – Academic Progress Procedure

* Subjects that are not expected to be accessed by an enrolled student
^ Limited to students on a Commonwealth-supported place

Coordinating and monitoring intervention processes

(11) The University recognises that student engagement priorities may evolve each year based on student performance indicators and emerging trends. Regular analysis of overall student data informs adjustments to early intervention strategies, ensuring support remains relevant and responsive to student needs. This may include refining key engagement expectations, enhancing support services, or implementing targeted initiatives to address identified

challenges.

(12) This procedure is coordinated by the Division of Student Success, with interventions executed by the Division of Student Experience and Office of Engagement and Enterprise.

Section 4 - Guidelines

(13) Nil.

Section 5 - Glossary

(14) This procedure uses terms defined in the [Support for Students – Academic Progress Procedure](#).

Status and Details

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