



All commencing students receive a welcome pack that includes

## 2. Progression (access and outcomes)

IERC has a comprehensive approach to improving retention and progression rates of Aboriginal and Torres Strait Islander students.

IERC employs 15 fulltime student support staff, they are supported by 4 administrative staff, and an Indigenous Programs Coordinator who is responsible for Recruitment activities and on campus events. The Student Support team work closely with the Academic and Research staff of IERC to promote Indigenous subjects to Indigenous and non-Indigenous students.

The Centre employs casual tutors to deliver one on one tutoring to students and currently have 403 tutors registered. During Covid-19 lockdown tutoring was maintained by moving to online. The Student Support staff case manage each student individually using a specially designed case management database. This database was particularly helpful during the Covid-19 lockdown as staff had full access to the student's notes while working from home. Regular 3 weekly contacts with students were maintained and there was no disruption to the development of individual learning plans and monitoring of academic results whilst working from home arrangements were in place.

The Academic Support Advisors employed at IERC develop and implement effective learning support strategies for Indigenous students to ensure they progress and complete their degree programs. The Academic Advisors work within a coordinated academic learning support team that utilises data analytics to track and monitor student's academic progress. Individual learning support plans are developed for each student and the effectiveness of early intervention strategies are evaluated and refined at cross campus staff planning sessions following each major study period.

IERC employs Student Support Advisors, these roles were vital during the Covid-19 lockdown keeping students informed of changing circumstances, providing pastoral care and identifying students who were having difficulty with the online delivery of subjects. IERC arranged for 25 students to receive IT equipment including laptops and wifi dongles as part of the JCU Covid-19 assistance.

This support was additionally important for students transitioning to university, the majority of whom are first in family to attend a university. For students at all year levels the Indigenous Student Support Advisors assist students to resolve and overcome personal challenges and to persist with their course of studies. They are the key point of contact for all Indigenous students for the duration of their course, and provide ongoing mentoring, advice, advocacy, and referrals to other support services where required, including but not limited to advice on;

- Preparing for exams
- Living away from home
- Dealing with stress and anxiety
- Accessing scholarships
- Accessing Abstudy
- Prioritising study load
- Maintaining health and wellbeing
- Keeping focused on their passion and direction





Administrative staff who p



plan. The Plan has as its overarching intent to increase the number of







AC-A	21	21		21
AC-C			1	1
AC-D			1	1
HEWL01		9	9	

JCU's Senior Management Group  
JCU Student Advisory Forum  
JCU Master Planning Committee  
Indigenous Reference Group, future campus master plan.  
Indigenous Education & Research Centre Management Committee  
JCU Traditional Owner Representative Group  
Indigenous Action Group – Indigenous Employment Strategy

The Head of the Centre's Teaching Program is responsible for the teaching and learning program, the Head of the Centre's Teaching Program was a member of the following governance committees:

Indigenous Education & Research Centre Management Committee  
Indigenous Education & Research Centre Research Committee  
Indigenous Education & Research Centre Education Committee  
JCU Academic Board  
JCU Education Committee  
JCU Research Committee  
Division of Tropical Environments and Societies Board of Studies

The Head Indigenous Student Support is responsible for student support services and community engagement, and was a member of the following governance committees:

Indigenous Education & Research Centre Management Committee  
JCU Student Advisory Forum  
College of Medicine & Dentistry Aboriginal and Torres Strait Islander Peoples Strategic Committee  
Division of Tropical Health & Medicine Board of Studies  
Indigenous Medical Student Interview Panel  
SSAF Income Allocation Working Group  
JCU Commonwealth Indigenous Scholarships Committee  
Townsville Hospital & Health Service Indigenous Scholarship Committee  
JCU Access Fund Committee  
Divisional Finance Committee

The Indigenous Education and Research Centre Manager is responsible for the operational performance of the Centre coordinating initiatives and activities across the Centre and is a member of the below committees:

Indigenous Education & Research Centre Management Committee  
JCU 50 year Celebrations Working Group  
Divisional Finance Committee

The IERC is managed through the Management Committee, this committee meets the requirements of section 11 of the ISSP guidelines as the committee has a majority Indigenous membership with both the senior academic and senior executive roles filled by Indigenous people. All members of the committee are appropriately qualified with the skills and experience necessary to fulfil their responsibilities. The committee has responsibility for making recommendation, reviewing and monitoring the use of the ISSP funds. The Committee structure is formalised through a charter that outlines the criteria for membership



