Who we are and what we do?

Monash Student Organisations (MSOs)

✔ MONSU- support undergraduate students at Caulfield, Peninsula & City campuses

✔ MGA- support graduate students across all Monash campuses.

✔ MSA- support undergraduate students at Clayton & Parkville campuses

We advise students on the University’s policy and procedures

❑ We provide options for students to consider

❑ We provide confidential advice

❑ Independent from the university
The role of MSOs during APC process

- Help students understand why they have received an academic risk level and explain process.
- Help students to reflect on the academic period and identify what may have impacted their study.
- Discuss with students the ‘My Progress and Support’ and ‘My Plan for Success’.
- Provide feedback on student responses.
- Refer students to appropriate services for support e.g., Counselling, Study skills, Clubs.
- Support students at an APC hearing.
- Support and advise students through the appeal process.

It is important that students are referred to MSOs for support.
When Students Receive their Notice of Hearing or other Level 1, 2, 3 emails

- We advise students of the Academic Progress Committee process – what, why and how
  - Its purpose: academic and supportive - not punitive
  - Not looking for a reason to exclude – looking for a reason not to.
  - What really went wrong: reasons – not excuses
  - Concrete plan for success (My Plan for Success)
  - Referral to appropriate University support services
  - Potential outcomes

- We encourage students to complete My Progress and Support and discuss possible issues with non-completion

- We assist with My Plan for Success (level 3) feedback.

- We encourage students to consider if they are in right course and their alternatives before the hearing.
Immediately Before the Hearing

Because many students never contact us until they come to the hearing, our advisors must get to the bottom of things in 30 minutes or less:

• Reasons for failure
• Rational explanation of reasons
• What they can expect to happen in the hearing
Student thoughts and concerns

Two extremes:

• Panic
• Denial

Worried about: being excluded, being embarrassed, ability to express themselves and/or understand the process, challenging authority, admitting responsibility, admitting/seeking they need help or supports, privacy

SROs:

• Independent intermediary between students and faculties
• Help students focus and engage, follow up beyond the APC process

We can help address non-engagement with the APC process
SROs at Hearings

Pre-hearing:
• Help student understand hearing process and purpose
• Prepare students mentally, help untangle what happened

During the hearing:
• Support and encouragement - so student doesn’t feel alone
• Answer student questions and concerns about the process

Post-hearing:
• Ensure student is okay going home and has supports in place
• Follow up and continue supporting the student throughout the remainder of their degree

Our teams are on hand and ready to help at a moment’s notice*