

*Charles Sturt University*  
**Division of Student Services**  
**Indigenous Support Unit**  
**Operational Plan 2008-2012**

**Vision:** The Division of Student Services is central to the provision of a high quality student experience.

**The Service Team Indigenous Support Unit is dedicated to the provision of support to the indigenous community within CSU and linking students to support and services**

**Statement of Context:** This operational Plan has been prepared to provide broad direction to the group within the division for the following five years.

**The structure and form of the service team are yet to be finalised.**

Link to University Strategy	Outcome	Action	Timeframe	Responsibility	CSU Assistance
<p><b>Objective: Continue to build institutional strength, reputation and sustainability.</b></p> <p><b>Institutional Development Plan</b></p>	<p>Enhance strategic direction and innovative approaches to secure improved retention and outcomes of Indigenous students at CSU</p>	<p>1. Survey students who exit early.</p>	<p>July 2007</p> <p>June 2008</p>	<p>Management</p>	
<p><b>Objective: Provide distinctive educational programs for the professions that prepare students for work and citizenship</b></p> <p><b>Course Plan</b></p>	<p>Monitor the performance of Indigenous student support provided by the ISU</p>	<p>1. Make opportunities for direct contact between individual students and the ISU.  2. Survey and monitor student satisfaction on all essential aspects of student support provided by the ISU (eg ITAS tutoring, ILSA support, computer access, useful online information, study assistance, etc.).  3. Survey student needs to identify support not provided by the ISU eg. workshops to improve IT skills.</p>	<p>Jan 2008</p> <p>Ongoing</p>	<p>Management</p>	
<p><b>Objective: Continue to lead in the quality provision of flexible delivery of learning and teaching.</b></p> <p><b>Learning and Teaching Plan</b></p>	<p>Maintain appropriate levels of Learning Skills assistance on each campus and for distance education students</p>	<p>Standardised collection of statistics on use of Learning Skills service.</p>	<p>March 2008</p>	<p>Management</p>	

Link to University Strategy	Outcome	Action	Timeframe	Responsibility	CSU Assistance
<p><b>Objective: Continue to lead in the quality provision of flexible delivery of learning and teaching.</b></p> <p><b>All Plans</b></p>	<p>In collaboration with the Learning Skills Manager enhance strategic direction of the development for ISU Learning Skills staff that is culturally sensitive and appropriate to the skills of staff and the requirements of the students</p>	<p>Initiate specific professional development program for Indigenous Learning Skills staff and ITAS tutors. Establish a handbook for ITAS tutors.</p> <p>Encourage all ILSA staff to access professional development available through CSU.</p>	<p>March 2008</p>	<p>Management</p>	
<p><b>Objective: Provide distinctive educational programs for the professions that prepare students for work and citizenship</b></p> <p><b>Course Plan</b></p>	<p>Appropriate and relevant consultation with Indigenous communities.</p>	<p>Establish common Terms of Reference and protocols for community consultation processes. Enhance collaboration and research potential in response to needs of Indigenous communities. Identify and promote sources of funding for Indigenous students to be involved international student exchange programs.</p> <p>Enhance learning and reconciliation outcomes through community involvement in guest lectures.</p>	<p>February 2008</p> <p>September 2008</p>	<p>Management</p>	
<p><b>Objective: Provide distinctive educational programs for the professions that prepare students for work and citizenship</b></p> <p><b>Course Plan</b></p> <p><b>Continued</b></p>	<p>Enhance recruitment of Indigenous students to university study</p>	<p>Establish ISU Marketing and Student Recruitment Plan Update video of ISU and the ISU website. Support the development of a culturally appropriate bridging and enabling program for delivery by DE. Maintain partnership arrangement with Department of Health, Rural Doctor's Network and Southern Area Health Service and other stakeholders.</p> <p>Produce booklet and website information in recognition of current and former students as role models.</p>	<p>June 2008</p>	<p>Management</p>	

Link to University Strategy	Outcome	Action	Timeframe	Responsibility	CSU Assistance
<p><b>Objective: Continue to build institutional strength, reputation and sustainability.</b></p> <p><b>Institutional Development Plan</b></p>	<p>Expand linkages with TAFE and the VET sector</p>	<p>Make direct contact with relevant education providers to establish an enhanced network of support for students moving through other tertiary education studies, and moving from there into University studies.</p>	<p>Ongoing</p>	<p>Management</p>	
<p><b>Objective: Continue to build institutional strength, reputation and sustainability.</b></p> <p><b>Institutional Development Plan</b></p>	<p>Improved management of external funding including scholarship and provide easy access to scholarship information.</p>	<p>Place scholarship information, relevant policies, and linkages on the ISU website for availability to students</p>	<p>2007</p>	<p>Management</p>	
<p><b>Objective: Continue to build institutional strength, reputation and sustainability.</b></p> <p><b>Institutional Development Plan</b></p>	<p>Develop professional standing of ISU and transparency of operations within the University and broader community</p>	<p>Conduct community consultations according to adopted TOR and ensure relevancy of consultation to all involved parties. Produce an Annual Report for the ISU each year commencing 2007 Explore opportunities to inform the University and broader community of the work of the ISU and cultural issues impacting on the success of Indigenous students in their studies.</p>	<p>Ongoing</p>	<p>Management</p>	

Link to University Strategy	Outcome	Action	Timeframe	Responsibility	CSU Assistance
	Develop marketing strategy for ISU's	<p>Develop culturally acceptable marketing material. Work in collaboration with the CSU marketing division to with Indigenous staff members to develop marketing material.</p> <p>Work with the IT department on web page design for the ISU.</p> <p>Develop a network in all Indigenous communities to deliver marketing road shows</p>	Ongoing	Management	
	Develop strategy to encourage Indigenous communities to access Higher Learning Institution	<p>Community open days of ISU and CSU</p> <p>Community BBQ's to celebrate important Indigenous events eg: NAIDOC and so on.</p> <p>Elders gatherings to build relationships with CSU, ISU</p>	Ongoing	Management	