



Over 14,000 students completed the Student Experience Survey in 2020.

You said that 2020 was a difficult year and we heard your feedback about the challenges and hardships you'd experienced with your learning and general University experience due to COVID-19.

### What you said



The impacts of COVID-19 were particularly difficult for completing students and international students.



COVID-19 affected your daily life, creating more barriers for you to engage with learning and enjoy the University experience.



Transitioning to online learning resulted in reduced engagement and interaction with teachers.



Learning materials need to be better suited to online learning and teaching.



There needs to be more support to help students transition to online learning.

### What we're doing

- Introduced a 10% reduction of tuition fees for eligible full-fee paying international students enrolled at an Australian campus from Sem 2 2021 to Semester 1 2022 who are unable to travel to Australia due to current border restrictions.
- Established a new peer mentoring program dedicated to international students to promote connections and support, with around 250 students participation to date.
- Created alternative learning and assessment opportunities to ensure students graduated on time.
- Created online community RMIT Together to support student connections and access to services, with 5,000+ students engaged to date.
- Vouchers and cash grants up to \$1,000 for any student experiencing recent and unexpected financial difficulty that impacts their ability to study.
- Developed Online Bystander Intervention and Mental Wellbeing Essentials training modules to provide students with resources to manage their wellbeing and support others.
- We're providing more support and training to our teaching staff so they can better help students with learning online, use digital learning technologies to engage online and create belonging in the curriculum.
- A greater amount of learning materials are available online to support students to study in more flexible, accessible and inclusive ways. This work continues throughout 2021 across RMIT's programs and courses.
- We created student guides for how to use online learning tools such as Collaborate Ultra.
- We're actively sharing these guides and support resources with new students during the onboarding process.