



The Idea of a College: Online Discussion Forums

Session #1: Ideas for business improvement in a post COVID 19 world

2:00pm (AEST) Tuesday 9 June, 2020 and follow-up discussion on 23 June, 2020

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Challenges & issues:

- Building and maintaining community. Keeping students engaged
- Keeping up with Government regulations, guidelines ambiguous, lack of information
- Keeping consistency across colleges
- Lack of structure from school to university and face-to-face to online learning
- Ensuring adherence to rules, social distancing
- Managing anxiety levels, mental health, no sport
- Managing occupancy and uncertainty re how many students will return in Semester 2. How will colleges stay afloat post COVID.
- Promoting colleges: parents/students more price sensitive. This trend commenced in 2019.
- Concern for older staff and immuno suppressed students

Remedies:

- **Physical distancing**
Colleges are held to a higher standard.
 - Colleges need to demonstrate that they have tried to minimise risk and that all protocols are in place. A reasonable judge/court would ask what a reasonable College Head would do.
 - Consider floors/blocks as households/one family, staggered dining. Put signage everywhere, big visual “8” for how many allowed in a space. Once a student steps outside their block, there is a “4 metres square” rule, came up with a “3 strikes & you’re out rule”, large fines for breaches. “Everything you touch outside of college, you bring back with you.”
 - Closed down the Dining Hall and kept the kitchen open by offering meals for residents to take away in single use organic containers.
 - Moved from self-catering kitchens to catered meals – had to increase fees to cover additional cost.
 - ‘Put it back on the students’. Students drafted their own “visitor policy” with ‘no visitors’ at the end of Semester or end of year, including no tinder dates, which has been implemented. It was much more rigorous than the Head would have written.

- **Promoting the value of Collegiate residence:**

Positives and negatives to online learning. Demand to return to college, students dislike online learning. Parents have become a much larger stakeholder and need to communicate with them. Need to convince parents of the advantages of living at college.

a) UCA to create bank of resources at their website incl.

- Academic data comparing recent exam results of students who remained at college with those who returned home.
- Develop a competitive advantage factsheet: here is a list of FAQs to consider as part of your college marketing. Synopsis/summary of key competitive advantages.

b) Provide a Zoom debrief meeting once a month to provide opportunities for informal gathering, particularly for College Heads that don't belong to a Chapter.

c) Rose Alwyn to share her College *COVIDSafe Action Plan* in the event Members may find it helpful.

- The competitive advantages of living in college include: connections for future careers, teamwork. Parents looking for safety and security.
- College tutorials provide opportunities to discuss online content in small groups.
- Recent examination results showed that the cohort who stayed at college have better results than those who returned home. College answered lack of structure in university and online learning by developing a program in dealing with the move from school to university learning. Also a mentoring program.
- Being away from college reminds students how good college is, the value add of sport, drama etc. Harness the love for community. If students believe this they will sell your product for you. Parents can also communicate this.
- Heads marketing via Zoom, meeting up in the evenings and notice mum & dad in the corner of the screen. Some Colleges are back visiting the schools.
- A 'crisis' as an opportunity to examine what one's identity is and drill down to this. Focus on how we can help each other through this crisis.
- Contracted fitness trainers from a nearby gym to provide personal trainers for students.
- ANU contracted RiskLogic to deal with compliance issues

Resources:

- **ANU residential Guidelines and Protocols document that has been used to develop residence specific COVID-19 outbreak prevention and management plans**
<https://www.anu.edu.au/covid-19-advice/student-life/residential-students>
<https://universitycollegesaustralia.edu.au/wp-content/uploads/2020/06/RESIDENTIAL-Guidelines-and-Protocols-Updated-5-May-2020.pdf>
- **Information/regulations/guidance provided by the government**
<https://www.health.gov.au/news/australian-health-protection-principal-committee-ahppc-statement-on-risk-management-for-re-opening-boarding-schools-and-school-based-residential-colleges>
- **UCA online discussion forum Session #2 Tuesday 14 July at 2:00pm AEST – Exploring a collegiate experience online**
[Exploring a collegiate experience online](#)