Student Communication Policy

Schedule C: myOrientation Guidelines

Approving authority	Registrar
Approval date	14 March 2019 (revised)
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Next scheduled review	2024
Document URL	http://policies.griffith.edu.au/pdf/Student Communication Policy Schedule C.pdf
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Description	These guidelines outline the University principles concerning the use of myOrientation as part of the Student Communication Strategy. They are framed within the University's policies relating to student communication and use of IT systems.

Related documents

Student Communication Policy

Griffith University Code of Conduct

Griffith University Privacy Plan

Schedule A: SMS for Current Students Guidelines

Schedule B: Broadcast Email for Current Students Guidelines

Schedule D: myGriffith Guidelines

[Background] [Principles] [Governance] [Approving Authority & Job Aids]

1. BACKGROUND

The University is committed to ensuring that communication between the University and its students is reliable, relevant, timely, efficient and effective. Communications between the University and its students should enhance the student experience - enabling successful transmission of information, reducing duplication and minimising email. myOrientation is part of myGriffith, the personalised student portal which helps to enable the University's Enquiry Management Framework, and forms part of a tiered approach to enabling access to information and assistance.

2. PRINCIPLES

myOrientation is available to all commencing students from point of matriculation until census of their first trimester.

Its purpose is to:

- Engage students in the University community and with their specific cohorts;

- Inform students of vital information that will help prepare them commence at the University and within their program;

- Guide students through logic and clear steps that enable their initial transition;

- Provide consistent, time sensitive and easily located content in a personalised and concise manner;

- Enable the University to monitor the progress of students through the early transition stage;
- Where possible reference existing online content curated by the subject matter expert and aligned with the Content Management System (CMS) workflows; and
- Be nested within myGriffith, the University's personalised student portal to provide seamless transition from commencement to continuing student status.

3. GOVERNANCE

myOrientaton will be centrally curated, aligned with the Student Communication Plan, and monitored for effectiveness by Student Success reporting regularly to the Student Communication Steering Committee and Orientation Steering Committee, and incorporating routine student input into ongoing development.

4. APPROVING AUTHORITY & JOB AIDS

As outlined in the *Student Communication Policy*, the Provost is the Senior Approving Officer, delegated to the Registrar.

Operational approval of content on myOrientation is delegated to the Director of Student Success in collaboration with the following content advisors:

myOrientaton tabs	Steps/Content	Content advisor/s
Tasks	Admission – including matriculation, details, enrolment and ID card	Director, Student Business Services
	Get set up	Director, Library and Learning Services and Director, Enterprise Information Systems
	Discover Program or Group	Group Services Program Manager
	Stay safe on campus	Director, Student Health, Counselling and Wellbeing
	O-Week	Manager, Orientation and Mentoring Hub
	International Compliance	Director, Griffith International
	Research Higher Degree	Director, Griffith Graduate Research School
Info	Time and place	Director, Campus Life and Director, Student Business Services
	Administration	Director, Student Business Services
	Student Survival	Director, Library and Learning Services and Manager, Mentoring and Orientation Hub
	Outside of Study	Director, Campus Life and Manager, Careers and Employment Services

Operational assistance and job aids regarding access and content can be found in the Student Communication Hub.