



2019 5 Star Learning 5 Star Staff



The **5 Star Learning/5 Star Staff** is an initiative of the Centre for Teaching and Learning. The program invites comments from students on the broadest possible range of staff who contribute to their learning experience.

The submission process is voluntary and open to all students. There is no limit to the number of submissions a student can make. Each requires a 50–200 word statement about a learning experience at SCU within the last two years. The portal is opened annually in late August/early September and remains open for 3 weeks.

In 2019, 114 commendations have been received for staff in all Schools and other Organisational Units.

Individuals and teams receiving commendations are sent a report listing raw comments, context information, and the student name or “anonymous” as requested by the student. Collated reports are provided to Heads of School or Organisational Unit and School Directors of Teaching and Learning.

In addition to quantitative data, this summary report provides a selection of student quotes to illustrate a range of student experiences and staff behaviours.

Summary

Total Commendations: 114

5 Star Staff	<i>Total</i>	<i>Unique</i>
Groups	8	
Individuals	106	76
Total	114	

5 Star Staff Commendations per Individual Staff Member

# Individuals	# Commendations
64	1
6	2
3	3
1	4
1	6
1	11
73	

Contributing Students	<i>Total</i>	<i>Unique</i>
Anonymous	44	
Identified	70	
Total	114	88

5 Star Staff Commendations per Student Commending

# Students	# Commendations
72	1
10	2
4	3
2	5
88	

Distribution by School/ Organisational Unit	Total Commendations
Gnibi College of Indigenous Australian Peoples	2
School of Arts and Social Sciences	4
School of Business and Tourism <i>incl. Hotel Schools in Melbourne and Sydney</i>	11
School of Education	34
School of Environment, Science and Engineering	4
School of Health and Human Sciences	29
School of Law and Justice	17
SCU College	1
Centre for Teaching and Learning <i>incl. Academic Skills and PASS</i>	2
Office of DVC(S)	1
Unibar	4
Student Outreach	2
Technology Services	1
University Library	2
Total	114

5 Star Learning – Time Period		
Multiple occasions		10
Supervision		3
2019		87
S1	24	
S1, S2	6	
S2	56	
SP5	1	
2018		8
S1	2	
S2	4	
SP1	1	
SP4, SP5	1	
2017		2
Not specified		4
Total		114

Engaging students

[Name] fosters enthusiastic class participation through his interesting presentations and treatment of the content. He is approachable and always responds promptly to any questions or issues that are raised. ... It is obvious that he cares about his students' success and whether they understand the content. This created an enthusiastic and diligent work ethic from the class on a whole. ... His sense of humour made [the subject] entertaining, engaging, and hilarious at times.

[Name] was very professional yet also relatable, which made learning enjoyable. She is enthusiastic about what she teaches and was always so approachable, you could ask her anything about the subject and she could tell you or find out. ... She was always able to explain the content really well, which made learning a breeze. She even managed to make a difficult subject fun.

[Name] was an amazing tutor and I always looked forward to the online collaborates. I'm not sure how I would have completed the unit without his singing, accents and stories all to make lessons more enjoyable. ... I still sing the little tunes in my head to remember the formulas through this semester math subject.

Informative lectures which were interesting and had practical tips that can be applied in clinic, made the subject feel relevant and kept me interested.

Overall Experience

I phoned [Name] in tears about needing help and she was right on the job for me ... Thank you [name], when I really needed someone to help and you were there. I'm sure your kindness stopped me from failing.

Since I came here in the University, [Name] has providing us an excellent service by driving the University free shuttle service ... He is a very approachable and helpful person whenever you asked him about something, he will give you information. In addition, he is very willing to give to everyone his phone number so, he can fetch us wherever we are (students) in the University as well as in town.

Cultural Safety

I feel very fortunate to have [Name] as my Honours supervisor. His knowledge and support is enabling me to undertake an Honours project that requires sensitivity and thoughtful conduct. He makes the time to ensure cultural protocols are observed and guides my research in a gentle and insightful manner. His cultural understanding combined with his research and academic experience is priceless in enabling me to engage in a process where I can deepen my connection with country, and engage with Elders within the context of higher learning. understand language, writing skills, critical thinking and academic learning.

Supporting International Students

I had such an amazing experience in my first unit law ... because:

1. Prompt replies on discussion board.
2. [Law vocabulary] is a little bit hard for those English is their second language and he simplified this for us.
3. ... he gave us good overview for each topic, another word he prepared us for the next class.
4. Assignments ... I still remember the law cases after long time.
5. Unit was well structured. He simplifies the complication of matters, topics, cases.

Personal support

[Name] spent additional time one on one with me while I was suffering terribly with pregnancy migraines to ensure I felt confident in my exam preparation. He was patient while I asked seemingly silly questions over and over until the content stuck in my head and I felt confident to proceed to the exam.

During a time when I needed a human and not a robot, when I was under immense external personal pressure, [Name] lifted a weight off my shoulders with common sense. She is an angel in my eyes, and I am probably only graduating because of her. Her kindness meant I continued instead of giving up in the subject, which was beyond belief when I felt like it might kill me. She's a really interesting, kind teacher.

HDR Supervision

I have been on a very steep learning curve since I commenced my PhD studies. From the very beginning [name] has been extraordinarily positive and supportive, while keeping me focused on the objectives of my work. Whenever I doubt my ability he will, with good humour and kindness, always finds a way to clarify my many questions. He is endlessly patient and always makes himself available, even when his responsibilities increased.

Tutorials

[Name]'s teaching methods really show how much she cares about her students' education by making our learning a priority. She engages us by providing the perfect amount of time for questions and answers, and her passion for science and technology really enhances the learning experience.

[Name] is a fantastic tutor on the Coffs Harbour campus. ... He constantly uses warm body language and mannerisms in his teaching, which gets students actively participating. He is always willing to draw upon his own teaching experiences for us, which are extremely enlightening to listen to and often very entertaining.

Online Learning

[Name] always offered additional learning tools on top of what the unit already offers and he makes himself available whenever I am confused or do not understand what is expected of me. He would never brush me off and just refer me back to the text book, he would take the time to find out what I'm actually stuck on and offer an alternative way for me to understand what is being taught.

[Name] is well organised, this is an important point. When a lecturer is well organised and their subject has a clear structure it makes it so much easier for students (especially online students) to stay on top of their workload and not be left behind.

[Name] ... provides opportunities to discuss and develop concepts among peers and the flexibility to explore different areas more deeply. ... It is the most inclusive experience I have undertaken as a distance student as we were encouraged to participate and even when we were developing an understanding of a concept to take risks when engaging on this platform.

