

Student Communication and Information (DLI) Procedure

Section 1 - Preamble

- (1) This Procedure is effective from 17th September 2025.

Section 2 - Purpose

- (2) The purpose of this Procedure is to provide a structured approach to managing communication and information for current and prospective students at Deakin Lancaster Indonesia (DLI). It aims to ensure the timely, accurate, and accessible dissemination of information to enhance student decision-making, engagement, and success.

Section 3 - Scope

- (3) This Procedure applies to all students, staff, and associates of DLI involved in the communication and dissemination of student-related information. It covers communication methods, responsibilities, and the management of student information.
- (4) During the establishment of DLI, all policy, procedures and supporting processes will be regularly reviewed. In the establishment phase, defined as the first two years from when students commence DLI programs, any issues arising from the implementation of current policy, procedure or process will be referred to a jointly-convened Policy and Procedure Review Panel (PPRP). The PPRP will comprise designated academic and professional service representatives from the University Partners and the Office of the Rector. The PPRP will recommend an outcome best aligned with relevant principles and the best interests of any student(s) concerned and will advise DLI on the future development of policy, procedure and supporting processes. During the establishment phase, the PPRP may make recommendations to vary any given policy only with endorsement from relevant University Partner governance processes. All policy and procedure will be subject to a full review at the end of the two-year establishment phase.

Section 4 - Policy

- (5) This Procedure is pursuant to the Student Communication and Information (DLI) Policy.

Section 5 - Procedure

Communication Standards

- (6) Information provided to students must be accurate, relevant, timely, and easy to understand.
- (7) Communication should be accessible to all students.
- (8) Use of plain language and clear explanations for technical or specialised terms.
- (9) Information must be derived from authoritative sources and regularly reviewed for accuracy.

Means of Communication

(10) Prospective students:

- a) Information will primarily be disseminated through the DLI public website.
- b) Email and telephone support will be provided for enquiries.

(11) Current students:

- a) The primary communication platform is the DLI Student Portal.
- b) Email will be used for official communication including notifications and announcements.
- c) Text messages may be used for critical or emergency communications.
- d) Social media and newsletters may be utilised for engagement purposes.

Responsibilities and Tracking

(12) The relevant administrative departments are responsible for initiating, responding to and tracking communication with students.

(13) Student responses to formal requests must be acknowledged and logged.

(14) A system will be in place to monitor response times and resolution of student enquiries.

Key Communication Areas

(15) Pre-enrolment information: Course offerings, fees, policies, and support services.

(16) Enrolment communication: Key dates, processes, curriculum changes and requirements.

(17) Academic communication: Progress updates, deadlines, progress, integrity, and policy changes.

(18) Support services communication: Availability of academic and wellbeing support.

(19) Health, wellbeing and safety communication: Service, general information and rapid dissemination of critical information.

Student Feedback Mechanism

(20) Students will have channels to provide feedback on the effectiveness of communication.

(21) Regular surveys and feedback sessions will be conducted to assess communication effectiveness.

Compliance and Monitoring

(22) All communication must align with the standards set in relevant legislation and university policies.

(23) Regular audits will be conducted to ensure compliance and identify areas for improvement.

(24) Non-compliance will be addressed through internal review processes.

Section 6 - Definitions

(25) For the purpose of this Policy:

- a. **DLI Student Portal:** The primary online platform for communication with current students.
- b. **Official Communication:** Formal messages sent via email or postal mail.
- c. **Enquiries:** Questions submitted by students via official communication channels.

ASSOCIATED DOCUMENTS

(26) These associated documents are available on the DLI Policy page:

- a. Student Communication and Information (DLI) Policy.

PROCEDURE DETAIL	
Name of procedure	Student Communication and Information (DLI) Procedure
Overarching policy	Student Communication and Information (DLI) policy
Approved by	Yayasan Governing Board
Approval date	17th September 2025
Date of effect	17th September 2025
Date of review	The standard is five years from effective date, although can be reviewed more frequently if required. New policies are to be reviewed within 12 months to confirm effectiveness.
Responsible Executive	Chief Operating Officer
Implementation Officer	Chief Operating Officer or nominee
Policy or procedure superseded	NA
Summary	The purpose of this Procedure is to provide a structured approach to managing communication and information for current and prospective students at Deakin Lancaster Indonesia (DLI)..
Key words for online searching	Student Feedback, Communication
Category	Administrative
Target audience	Students, staff, associates