

Address the Challenge Sheet - Finding course information

This sheet offers practical ways to address a challenge identified by international students and enhance the teaching and learning experience for all students.

Three challenges identified by international students

1. Course information is difficult to find on itslearning.
2. Course information can be inconsistent with what the teacher says.
3. Not knowing who to ask when they can't find course information

Ways to address the course information challenge

- A. Faculties often recommend using an itslearning template with dedicated headings in the Plans and Resource sections, designed to optimise accessibility. You may see ways to improve the template design.
- B. Check links are active and dates are correct. This is especially important for exam schedules.
- C. Your faculty's e-learning consultant or an [e-learning consultant at the SDU CTL](#) can advise on how to optimise the use of itslearning. There is also [guidance available online](#).
- D. Include links on itslearning to relevant SDU communication and support including MitSDU and [SDU Education](#).
- E. Nominate a contact person for each Study Programme who knows their way around the Study Programme and SDU Education. They don't need to have all the answers, but they need to know where to look and who to contact, when they can't answer a student's question. Make this person or even better a couple of persons visible through itslearning and posters in the department. International students in particular can be uncomfortable asking teachers questions especially if the topic is more administrative.