Staff Thinktanks Feedback - 20 & 25 September 2017 - Partnering for Student Success

Number	Details	EER Workstream or General/Collective Activity	Date
1	Student Voice - Student Association/Union	Student Voice and Engagement	20-Sep
2	Internal PR - Reinstate Student Handbook	Student Voice and Engagement	20-Sep
3	Academic Admin - reduced by 50%; work has been passed to lecturers or Networks employ extra staff to cover.	Course and Programme quality	20-Sep
4	Induction for contractors - including 'how to teach' workshop, mentoring	Teacher Capability	20-Sep
5	Note overlap business network Mahi Toa for Maori, International, Pacifica	Other	20-Sep
6	Bring back "Julie" ie Business Manager link closely working with industry and lecturers	Staff Engagement	20-Sep
7	Bring in information literacy framework across Unitec programmes	Course and Programme quality	20-Sep
8	Library - PR What's available, reminder - induction - Te Puna Ako	Student Voice and Engagement	20-Sep
9	The process of students enrolling in a one-off course as a certificate of proficiency is dreadful and needs to be changed	Course and Programme quality	20-Sep
10	Clear on common goal; culture vs strategy; supplier vs partner; need to establish trust based on respect knowledge	Staff Engagement	20-Sep
11	Strong leadership - one vision; Partnership = one vision; Accountability not just responsibility	VBL	20-Sep
12	Student support - What's happening to Maia & Pacific centre	Student Voice and Engagement	20-Sep
13	Consultation - we need to define	Other	20-Sep
14	How do we authentically partner with industry, not allowing industry to dictate too much	Stakeholder Engagement	20-Sep
15	Inexperienced teaching staff - how do we help develop our staff. Industry vs teacher	Teacher Capability	20-Sep
16	Starts from acquisition. Does partnership mean change?	Staff Engagement	20-Sep
17	Student Voice - independent & authentic, what do we mean by student voice?	Student Voice and Engagement	20-Sep
18	Better communication within teams and between teams	Staff Engagement	20-Sep
19	How to identify those students who are struggling early and help support them?	Student Voice and Engagement	20-Sep
20	We are confused = how do we become not confused	Staff Engagement	20-Sep
21	Feedback loop needed on student feedback	Student Voice and Engagement	20-Sep
22	Definition of partnership; too much change from every angle for partnership to occur	Staff Engagement	20-Sep
23	Defined processes, roles, accountability, ways of working	Academic Operating Model	20-Sep
24	Quality feedback - who do go to ensure our feedback is heard and considered	Staff Engagement	20-Sep
25	Te Noho Kotahitanga	VBL	20-Sep
26	Support fo ALs	Academic Operating Model	20-Sep
27	Partnership between academic and services, great student together = experience	Academic Operating Model	20-Sep
28	Live & demonstrate the values held and advised as Unitec's - starts @ top down	VBL	20-Sep
29	Build up informal networks + trust again, listen + do	Staff Engagement	20-Sep

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30	Collaboration - interdepartmental	Staff Engagement	20-Sep
31	Introduction to support services early in student life	Student Voice and Engagement	20-Sep
32	Collaboration between Bridgepoint and all pathway	Staff Engagement	20-Sep
33	Embed info literacy in courses of programmes	Course and Programme quality	20-Sep
34	Company wide events like this help partnership	Staff Engagement	20-Sep
35	Little things make a big difference for students	Student Voice and Engagement	20-Sep
36	How can all of Unitec partner for academic quality when there is a lack of understanding of what it is? All partnerships at Unitec need to start with and focus on academic quality and how/what we are doing affects our learners. Need to simplify and clarify: what are the key components/core parts of academic quality at Unitec? Should be able to explain this on one page so whole of institute has this in mind (and understands it)	Academic Quality Model	20-Sep
37	Academic quality relates to whole of institute and entire student experience. Students gain the confidence to be who they want to be by being who they are.	Course and Programme quality	20-Sep
38	All staff members (not just academic) need to have a core understanding of KEQs/TEIs and how it impacts our "business"	Staff Engagement	20-Sep
39	Re-establish trust and relationships; Creating community; Building confidence in systems/processes and relationships again	Staff Engagement	20-Sep
40	Student focus is the connector	Student Voice and Engagement	20-Sep
41	Sharing celebration moments; peer to peer celebration and acknowledgement	Staff Engagement	20-Sep
42	How do we engage the 50% with no direct student teaching in classroom with their connection to that.	Student Voice and Engagement	20-Sep
43	Celebrate stories with positive impact on students	Student Voice and Engagement	20-Sep
44	Understanding the wrap around support available e.g. Te Waka	Staff Engagement	20-Sep
45	There is a sense of desperation. So much change and created stress	Staff Engagement	20-Sep
46	Remaining defensive behaviour- we are not judging but proactively engaging	Staff Engagement	20-Sep
47	Sense of being threatened	Staff Engagement	20-Sep
48	How do we feed information and student feedback into the system? Who, how, where, when?	Student Voice and Engagement	20-Sep
49	How to allow for diverse needs of particular disciplines but still have some consistency and cohesiveness	Course and Programme quality	20-Sep
50	Understanding and appreciating other world views and work environment	Staff Engagement	20-Sep
51	Informal networks connections lost due to high staff turnover - need to know who to contact, how to contact	Staff Engagement	20-Sep
52	Lack of understanding of programmes and academic quality by people making decisions	Course and Programme quality	20-Sep

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53	Partnering for success starts at the top - TNK needs strengthening; ELT need to partner with each other better	VBL	20-Sep
54	Performance review partnering, not individually. Partnering with student support + admin. Review shared goals among teams, no pre-existing agreement for administrators and academic staff. Academic staff induction + teacher development. Probation system would be helpful.	Staff Engagement	20-Sep
55	Pre-moderation of assessment; post-moderation, not sure a tick box exercise. Academic staff getting together to discuss programme quality.	Course and Programme quality	20-Sep
56	Dr. Shirley Wilson needs to talk to groups of academic staff about academic quality at a programme level. Communication takes time. Do academic staff have time in workload to attend to academic quality?	Course and Programme quality	20-Sep
57	There are real difficulties around finding contact for student services e.g. counselling	Staff Engagement	20-Sep
58	Trust is gone, needs to be built up	Staff Engagement	20-Sep
59	Lack of knowledge on key/core areas from those leading	Staff Engagement	20-Sep
60	Asking for feedback and help. People give it, opposite occcurs. Partnership?	VBL	20-Sep
61	Define the characteristics of a partnership? Transparency - one communication - sing same song	VBL	20-Sep
62	Partnership - modelled from senior executive. Hear different answers from managers on same project	VBL	20-Sep
63	EAE worst example, the wiki is so broken. Students have terrible experiences at enrolment	Student Voice and Engagement	20-Sep
64	Define relationships e.g. What is the role of academic admin? How should EAE staff work with departments? Broken at the moment	Staff Engagement	20-Sep
65	Partnering? Academic admin broken, do not communicate effectively, no agreement. Academic Service Centre not listening or communicating	Staff Engagement	20-Sep
66	Partnership with student voice from Maori, Pasifika, Queer, 2nd time leaves	Student Voice and Engagement	25-Sep
67	The academic admin roles to be incorporated with the pathways programme	Course and Programme quality	25-Sep
68	Academic Admin detached from pathways & networks are high risk. Current system has proven to be failed.	Course and Programme quality	25-Sep
69	Peer review system inplemented by teaching staff	Staff Engagement	25-Sep
70	I visited oxford university in June about their student services, the clear answer I got was no-on-line services but all face to face	Student Voice and Engagement	25-Sep
71	Booking spaces at Mt Albert not easy/simple to meet needs for Waitakere	Academic Operating Model	25-Sep
72	Listening & understanding issues that adapt to needs of students cohorts	Student Voice and Engagement	25-Sep
73	Where are the educational desires to meet our students demands?	Student Voice and Engagement	25-Sep

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74	Community connections in Waitakere campus- Henderson project focus	Stakeholder Engagement	25-Sep
75	One drive platform issues not working impacts productivity and trust in system	Academic Operating Model	25-Sep
76	Student support services at Waitakere limited resources focus - why disconnected	Student Voice and Engagement	25-Sep
77	Family rooms- space that supports students with families to encourage sense of belonging	Student Voice and Engagement	25-Sep
78	Clarity of communication to staff for discussion with students	Staff Engagement	25-Sep
79	More community activities outside teaching hours	Stakeholder Engagement	25-Sep
80	Timing of classes include the student voices 9-3 timing critical	Academic Operating Model	25-Sep
81	Need to address identity & resource issues very early in enrolment and course delivery	Course and Programme quality	25-Sep
82	Ongoing visibility of student support	Student Voice and Engagement	25-Sep
83	Students help each other - Mahaokitanga - group learning	Student Voice and Engagement	25-Sep
84	Our students need face-to-face classes and spaces	Student Voice and Engagement	25-Sep
85	Pastoral care as part of workload model to reflect diverse students needs	Student Voice and Engagement	25-Sep
86	Wrap around services to support teaching in a blended model - consistent internet & competent IT support and accessible	Teacher Capability	25-Sep
87	ASC to have an increased role/resourcing + focus inside the pathyways/networks	Academic Operating Model	25-Sep
88	HR - stable team; dealing wih bullying staff	Staff Engagement	25-Sep
89	Why have we split Te Waka Uringi (course + programme development) from TPA? i.e. they should work together on this..so form follows function	Teacher Capability	25-Sep
90	No time of valuing of work space relationships. Liaison on top of load. Dropping clinical supervision on lecturers	Staff Engagement	25-Sep
91	A recognition of educational scholarship as part of quality research	Staff Engagement	25-Sep