**Student Success Team - Services we offer (as at 24 September 2018)**

**Customer Services Team (Library and Ask Me)**

* Lending books and Course Reserve (high demand texts)
* Lending Laptops
* Booking group study rooms
* Helping with printing, copying and scanning, and technical issues
* Booking appointments for study, learning and information support
* Directional help
* Inter library loans
* Document delivery for distance students
* Answering enquiries face to face, via email, live chat, phone and social media
* Help with basic timetabling enquiries
* Collect and respond to student feedback via feedback boxes at each location

**Learning and Achievement Teams:**

***Academic Development Lecturers (previously known as Te Puna Ako Learning Centre)***

* Academic Development Lecturers provide a wide range of academic development services for students from certificate level through to postgraduate studies. We work with students to provide high quality learning development which is responsive to individual needs, while maintaining the focus on learner responsibility and skills development.
* We have two teams of Maori and Pacific ADLs whose work is focussed specifically on working with our Maori and Pacific students in pedagogy culturally relevant to Maori students and specifically relevant to Pacific students.
* Academic development support includes workshops, individual or group appointments, drop-in sessions, report writing, Pacific writing retreats and development opportunities to help students with skills like academic reading and writing, mathematics, English language, study strategies, time management, oral presentations and more.
* To access academic support, students are directed to AskMe in the first instance to book one to one or group sessions. Alternatively, their lecturer can partner directly with the ADLs to arrange in-class tutorials and workshops for specific subject areas.
* We welcome the opportunity to talk with academic staff about other ways we can help promote the success for all students

<https://www.unitec.ac.nz/current-students/study-support/student-learning-and-achievement>

***Access4Success Disability Service***Our aim is to provide an authentic service that works in partnership with students and staff to lead Unitec towards becoming a fully inclusive, barrier free learning environment that enables students to succeed. Our Access Coordinators work in partnership with students with disabilities to identify strengths and potential barriers to learning and participation at Unitec. We provide resources such as:

* Note takers,
* NZ Sign Language Interpreters,
* Digital recorders,
* Reader/writers for exams.

We process exam accommodation requests such as extra time and/or separate rooms. Our Access Coordinators can advocate on behalf of a student and liaise with academic staff and other support networks both internal and external to Unitec. [See more info](https://www.unitec.ac.nz/current-students/study-support/disability-support-services)

***Careers Development Service***

The Career Development Services function is to help students develop career management competencies, employability and digital career literacy skills. This will enable them to become job ready at key transition points and to effectively manage their careers throughout their life time. We do this by:

* Providing individual career consultations,
* Providing in-class and workshop-based career programmes and
* Creating and curating career and employability resources.

We partner with departments and academic pathways and support academic leadership to embed career management competencies into programme development and graduate profile. We provide career guidance to prospective students considering study at Unitec to help them make informed career decisions. Career resources are available digitally to students through a range of online and social media channels.

***Library Knowledge Specialists (Liaison Librarians)***Team of librarians supporting student success by liaising with students and staff to curate and deliver quality information. This is done by:

* + information literacy teaching and support ensuring that students and staff know how to identify, locate, evaluate, use and assimilate appropriate information for their study or course development
  + one-on-one support for students and staff, including research support, PBRF and publishing advice, information discovery support, referencing and citation support, support to understand assignment questions, support to talk through an assignment/research topic, support to use various types of information sources and tools
  + workshops for students and staff on how to use resources and tools, ethical use of information, including referencing, creative commons and copyright information, and an introduction to information management tools
  + ensuring that the library has appropriate resources for student and staff study needs through selection and curation of resources
  + working with other teams to facilitate ease of access to resources
  + creating resources that support distance and online learning and different learning styles
  + actively collecting resources to support Maori, Pacific and under-25 students, with members of the team experienced in this area leading collaboration with other Student Support services in this area
  + liaising with teaching staff during course development regarding information literacy content and resources required for courses

**Resources Team**

* Provide print and electronic library resources to support learning teaching and research, including budget planning and management, purchasing, cataloguing, activating and processing resources, negotiating and renewing license agreements, and providing online guidance to staff about copyright and license compliance
* Provide online services and systems administration including: [Library website](https://library.unitec.ac.nz/), LibrarySearch (including catalogue), Library Management System, Databases and eJournals A-Z, Research Bank, Study room bookings system, Appointment bookings system and Intranet editing.
* Support data analysis and insights across Student Success

**Student Complaints**

* Administer and improve Unitec’s formal complaints process for students, including communication and guidance for students and staff
* Provide mechanisms such as the ‘corrective action register’ to support continuous improvement based on learnings from feedback and complaints from students

**Student Events and Communications**

* Provide orientation and welcome for new students,
* Clubs and sports, and social events
* Experience NZ,
* Manage shared student events and communications calendars across Unitec

**Student Wellbeing**

***Te Puna Waiora:***

* Health - Affordable and comprehensive medical services tailored for Unitec students.  A fully accredited medical centre with doctors and nurses available Monday to Friday B180 Level 0
* Counselling & Mental Health Support – Professional, confidential support and advice for students

***Multi-faith Chaplaincy services*** and Justice of the Peace services

***Student Advocates***   
Can help students with: academic or personal issues including appeals and student disciplinary issues. Support students with disputes and complaints at Unitec, and also in relation to tenancy, employment and other legal issues. See more info: <https://advocates.unitec.ac.nz>

***Student Support and Scholarships***:

* The Student Support Advisors are useful first point of contact for students requiring non-academic support. They can refer students to the right people and services, help students access support for financial hardship, and support students through anything that impacts on their study experience.
* Budget advice
* Information about Unitec funded and externally funded undergraduate scholarships.
* Information about mentoring opportunities