Transition of Academic Administration into Operations and TKK – Who to contact for which process

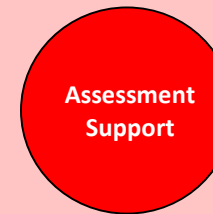| Operations					Te Korowai Kahurangi			
Enrolment Processing	**Graduation**	**Enrolment Setup**	**Student Finance**	**Timetabling**	**Programme Development and Management**	**Quality Partnering**	**Monitoring and Compliance**	**Assessment Support**
Key Processes					**Key Processes**			
• Report on classes close to capacity and resolve • Report on classes with low enrolments and resolve • Open class for enrolment • Close class for enrolment • Identify and withdraw students who have not attended the first two weeks of classes (No shows) • Identify students who have failed pre-requisites for courses they are enrolled in and resolve (Pre-req failure) • Resolve request from student to apply existing credits to a programme or unit standard (Cross credits) • Action student request to change course • Action student request to drop a course • Action student request to withdraw enrolment • Action student request to add a new course • Enrol offshore students (Shandong) • Action request for Assessment of Prior Learning (APL) • Manage short course and training scheme enrolments	• Report on student achievement of Unit Standards for NZQA • Action student request for written confirmation of programme completion • Confirm completed students for registration to external organizations • Respond to request for programme certificates • Resolve requests for historical records of achievement	• Prepare classes for enrolment (Class Validation)	• Resolve student debt dispute • Resolve request for student refund due to exceptional circumstances	• Create timetable for courses that cross calendar years (Semester B courses) • Generate the examination timetable • Create timetable and classes for off campus courses • Create classes for non ENR (Thesis) classes • Create classes for apprentices with special fees • Create classes for courses that cross calendar years (Semester B courses)	• Respond to requests for course descriptors • Prepare course information for students (MyCourse details, student handbook / study plan) • Manage short courses • Manage training schemes	• Co-ordinate student course evaluations	• Run reports for 3rd parties • Provide e-copies of pre-moderation and post-moderation forms	• Setup GradeBook in PeopleSoft • Exclude student from enrolment in courses due to under achievement • Identify which students are eligible to graduate • Identify which students are eligible to have unit standards applied to them • Progress list of students eligible to graduate for academic board approval • Facilitate grade approval and grade publication • Resolve special assessment requests (SACs) • Prepare for re-sit examinations
Who to contact if you're a student					**Who to contact if you're a student**			
enrol@unitec.ac.nz	graduation@unitec.ac.nz	enrol@unitec.ac.nz	Studentfinance @unitec.ac.nz	enrol@unitec.ac.nz	Te Korowai Kahurangi inbox tkk@unitec.ac.nz			
Who to contact if you're a staff member					**Who to contact if you're a staff member**			
Academic Administration inbox academicadministration@unitec.ac.nz					Te Korowai Kahurangi inbox tkk@unitec.ac.nz			
Team leaders					**Team leader**			
Edgar Rowland erowland@unitec.ac.nz	Barbara Jacomb bjacomb@unitec.ac.nz	Tracy Chapman tchapman@unitec.ac.nz	Tara Roberts troberts@unitec.ac.nz	Sanjeev Vellore Ranganathan svelloreranganathan @unitec.ac.nz	Rani Krishnan rkrishnan@unitec.ac.nz			
Department managers					**Department manager**			
Jenny Ingram-Tung jtung@unitec.ac.nz	Tracy Chapman tchapman@unitec.ac.nz	Tracy Chapman tchapman@unitec.ac.nz	Trude Cameron tcameron@unitec.ac.nz	Trude Cameron tcameron@unitec.ac.nz	Simon Tries stries@unitec.ac.nz			
General Manager of Operations					**Director Ako**			
Dan Brady dbrady@unitec.ac.nz					Simon Nash snash@unitec.ac.nz			

Note: These are AA related processes and do not include processes for the AQAs or for other staff within each functional area. Each process within a functional area is owned by that area, but might require input from several other areas.