

VOE High Level Summary

Category	Count of Feedback/Question	%
Process	33	36%
System Enhancement	22	24%
Policy	16	18%
Roles & Responsibilities	11	12%
Training	9	10%
Grand Total	91	100%

Theme	Total Feedback/Question	%
Refunds	20	22%
End Users	17	19%
Auditing	14	15%
Approvals	9	10%
Resource Allocation	7	8%
VOE Type	6	7%
VOE Status	3	3%
Pre Requisites	3	3%
Sem A / Sem B	2	2%
Attendance	2	2%
Student Support	2	2%
No Shows	2	2%
Grades	1	1%
Retrospective VOES	1	1%
Mulitple VOEs	1	1%
Fees Free	1	1%
Grand Total	91	100%

Category	Priority High	Low	Medium	(blank)	Grand Total
Process	16	6	10	1	33
System Enhancement	12	3	7		22
Policy	10		6		16
Roles & Responsibilities	3		8		11
Training	3	5	1		9
Grand Total	44	14	32	1	91

Feedback/Question	Staff Member/ User Group	Step	High Level Category	High Level Theme	Priority	Process Ref (If applicable)
Waiting too long after raised the VOE and cannot see the status	Student President	0	Process	VOE Status	High	
Student success red flag at stage one	Student Success	0	Process	Student Support	High	
Right bucket for VOE type it is hard to know what VOE is for what so you can not do all the required checks	Student Success	0	Process	VOE Type	High	
Orientation for new students –hopefully already enrolled into the correct classes and there is no nee to raise VOE request	Student President	0	Process	Resource Allocation	Low	
No communication at all, student go to the wrong department asking for help	Student President	0	System Enhancement	End Users	High	
How’s the fees free fits in VOE ? –Fees free is not included in VOE,	Student President	0	Process	Fees Free	Low	
Entirely withdrawn- at least student get a phone call asking feedback for dropping the last 15 credits	Student President	0	Process	Student Support	Medium	Student Withdrawal Process
EER-the reason for the drop/withdraws are captured for student success?	Student Success	0	Policy	Auditing	High	Student Withdrawal Process
	Student President					
Different types of request need to be updated so we know what we need to do		0	System Enhancement	VOE Type	High	
Delay of enrolment, students are not comfortable to enrol on their own especially if English is their second language	Student President	0	Process	VOE Status	Low	
Students unable to understand if they will be charged there are no prompts or links to information	CNX	1	System Enhancement	Refunds	High	
Student view can not see the status of their VOE. SO its unclar for them.Would be great to havea simple lifecycle view for students so they can check their status.Declined VOEs need an auto mated pop up box so students can see why their VOE has been declined. Access to declined information more detailed so students know why they have not been approved//Manual requirement to send VOEs for all different reasons that have been declined.	CNX	1	System Enhancement	VOE Status	High	
SemA and SemB courses?	CNX	1	Training	Sem A / Sem B	Low	Enrolment Management
Inconsistent understanding of who should and could approval.Step 4 –AL? SEM? for Line approval.Unsure of whether ALs are checking daily.Class is full or not open, assign to AA not AL? Why domestic VOEs need to be assigned to AA instead of AL ? No email required with AL/AA/International office.	CNX	1	Roles & Responsibilities	Approvals	High	Enrolment Management
Exceptional fees refund process form. Being separate to actual VOE request.Exceptional Refund being completed out of the system	CNX	1	Process	Refunds	Medium	Exceptional refund process
Dynamic Dates not refelected in VOE.Accountability of dynamic dates and ensuring consistency. Need to link more inforamtion to the policy. Students currently have no view of this when requesting	CNX	1	Policy	Refunds	Medium	Student Withdrawal Process
Cannot currently categorise what the request is.Cannot leave comments on delclined VOES any more	CNX	1	System Enhancement	VOE Type	High	
When looking at VOEs for one student using VOE Admin, it's hard to navigate between one VOE to the next.	INTL - SS	2	System Enhancement	End Users	Low	
There are Student Support staff who are aligned per programme, perhaps this could be incorporated with Step 1 procedure to align it to that staff member? Step two can be missed in incorrectly as teams may be unsure of the guidelines for how this should be processed.	INTL - SS	2	Roles & Responsibilities	End Users	Medium	
Step 9 keep assigning back to Step 7 if there are credits on accounts	INTL - SS	2	Training	Refunds	Low	International Refund Process
Some step one checks are being done in step three. is this duplication. Can these be split out.	INTL - SS	2	Roles & Responsibilities	End Users	Medium	
SEATs - International Requests and changes to their attendance. Validation of VOE in relation to SEATs and how this impacts on attendance	INTL - SS	2	System Enhancement	Attendance	High	No Show
Putting in "Return to Search", "Next in List", and "Previous in List" buttons for easier navigation	INTL - SS	2	System Enhancement	End Users	Low	
Incorrect dropping of students during the No Show process.	INTL - SS	2	Process	No Shows	High	No Show
In training session - told to Assign grades drop to step 6 and then a new VOE is created in the background	INTL - SS	2	Training	End Users	Low	International Refund Process
When AL getting students requests from other programmes, how can AL know if they are able to approve the VOE? student requesting study paper outside of their programme.	AL					Enrolment Management
Students completing courses outside of their prog – does this mean it needs a double approval? Used to be two signatures.		4	Policy	Approvals	Medium	
What could SEM approve? some programmes are standard, some students failed the course, if the SEM don’t know the information, it’s better AL approve the VOE	AL					
Cross credits VOEs delegated authority to SEM to approve		4	Roles & Responsibilities	Approvals	Medium	
VOEs are Initiated by AL's stepped approval. VOEs would just stop gets to a certain point and then just stops. High international student intake. How does this affect them?	AL	4	Roles & Responsibilities	Resource Allocation	Medium	Enrolment Management
VOE home/ VOE admin/VOE admin list.						
Could not always find the VOEs wasn’t able to see it. Multiple windows.	AL					
Comment sections hard to understand and can’t see the story						
Used to be able to filter.		4	System Enhancement	End Users	Medium	
VOE Not tailored – get so angry						
Annoyed comms – we don’t deliver.	AL				High	
What’s happening?		4	Process	End Users		
VOB - Unable to create VOE for past Semesters					High	
What is the reason that we cannot raise VOEs for past semesters? Keeping a transparent and shared audit trail on VOEs for past problems is important for all levels of this organisation.	SEM	4	Process	Retrospective VOES		
					High	
VOB - Notifications stopped and this has impacted. AL got email notifications re the VOE is waiting to be approved/declined which is really useful (Edgar’s team still sending notifications to the ALs?	AL					
Notifications of getting VOEs stopped, missed comms. Not aware they are there. Used to get notifications. Told not allocated as AL		4	System Enhancement	End Users		
VOB - No process in VOE steps: The VOE form should be structured to elicit the information that the enrollers and finance team require to do their jobs, so they don’t have to keep re-assigning things back and forth.	SEM	4	System Enhancement	End Users	Medium	
VOB - No facility of uploading documents - We should up able to upload documents with supporting evidence to VOEs. Once again, this is crucial in producing a robust audit trail.	SEM	4	System Enhancement	Auditing	High	
Transparency around funding conversations and ability and to see granular detail to be able to have conversations with students..	AL	4	Policy	Refunds		
More transparency around funding in the service to the Student					Medium	
Timeliness – not sure what to do. Used in a language is technical language – Just don’t know what to do.	AL	4	Training	End Users	Low	
The VOE is used for a number of purposes and you can not differentiate or separate						
Prerequisites overrides (Students and Staff)						
Timetable clash overrides (Students and Staff)						
Dropping classes (Students and Staff)						
Swapping classes (Students and Staff)						
Class cancellation (Staff)						
No Shows (Staff)						
Other		4	Process	VOE Type	Medium	
Success rates on SEATs are affected. Students that put in a VOE (to drop) will keep on appearing in SEATs until VOE is processed. I can’t keep marking them absent.	AL	4	Process	Attendance	High	Attendance Tracking
Sometimes I don’t know if I have done the approval already or if the approval has been saved. Sometimes, I keep on skipping steps until the end. I don’t know when to look at my VOE admin queue.	AL				High	Enrolment Management
3 sections – using the list, admin, home, dynamic use. – Which is best and why so many?		4	Training	Approvals		
Safe timeframe windows for WADM’s accommodating students to make sure they are in the right classes. Resourcing around time taken for AL's and realistic resource requirements for AL's and also study link.	AL	4	Process	Resource Allocation	Medium	Enrolment Management
Overall process for everything. For computing is if we can let the programme regulations talk to the system, then it will be less VOEs be created. overriding pre-requisite errors.	AL					Failed Pre requisites
Miscommunication between students and ALs. Muddle with programme regulations – should have been tidied up. Students were under the impression they had completed. BHSD being taught out. Only pre req overrides for special topics. Some students.		4	Process	Pre Requisites		
Overall – major block pre-reqs talk to the system. Updating of pre-reqs how soon can that and how are these changes managed.					High	Failed Pre requisites
Biggest concern for computing. Largest waste of time.	AL					
Overriding – pre requisites. Saving time.		4	Policy	Pre Requisites		
No escalation process. Having to go around the process to make it easier for students. Temporary access needing to be given. Access not given yet. Temporary account. Sometimes up to 50.					High	Enrolment Management
New distressed students – how do we prioritise??	AL					
How do you escalate and prioritise international students VOEs, culture shock? There are no escalations						
International student refund takes 6-8 weeks?		4	Roles & Responsibilities	Resource Allocation		
How much time is spent – resourcing. How much time/ or is it worthy to have ALs do the VOEs? --Daniel	AL	4	Roles & Responsibilities	Resource Allocation	Medium	Enrolment Management
.2 not enough for time it takes						
Give 25 temporary logins from IMS for international students at least can let them Wi-Fi access and manually send all the study materials to the students	AL	4	Process	Resource Allocation	Medium	
Double semester courses. SEM A – SEM B – notification – ENR courses					High	
Double semester courses for osteopathy –student only enrolled into SA but not SB. ENR courses also.	AL					
SemA&B enrolments have issues.		4	Training	Sem A / Sem B		
Directional and hand off information for Academic staff – who to contact? –to the right teams. Ideally a person.						
Lack of clarity of F2F – referrals to AL's increase on work – validation of CNX – validation.	AL	4	Roles & Responsibilities	End Users	Medium	
Delays in Approvals. student request to 100% withdrawn, AL would like to know the reason but don’t need to approve	SEM	4	Process	Approvals	High	

communicating .confusing, student portal. Don't see what students see. Processes being done out of the system which are our key processes	AL	4	Training	End Users	Medium	
Clunky tool. Line approvals and then you have to confirm and then you have to skip and then skipped. Removing of assigned names. All good on smaller volume but impacts on large. No Sense checking on – line approvals and confirm button. 100% approval by AL - Is this required? Names having to be deleted and then forwarding. Confirm can it – I need to delete my name. Not always clear on why its coming to me. Students provide evidence – approval documented but things still need line approvals.	AL	4	System Enhancement	End Users	High	
Be able to add more VOE for the same semester not only one VOE at one time , add new windows in PS .(?)	AL	4	System Enhancement	Muiltple VOEs	Medium	
*Submitting online VOEs on behalf of a student * Student may not be aware a VOE was submitted Students need notification a VOE has been submitted on their behalf in regards to Terms & Conditions for their consent and audit trail. An automated email notification.	SEM	4	Policy	Auditing	High	
* Refunds 1. Refunds for international, should be assigned under Student Finance in Step 8 with multiple options of INTL students as international students currently have to complete a form from International team, and instead it is aligned under Student Finance Step 8	SEM	4	System Enhancement	Refunds	High	International Refund Process
* Deadlines 1. Needs realistic timeframes or deadlines that the VOE sits in each Step. If with SEM or AL, then we need to know if the turnaround is 24 hours or same day. If with Admissions same thing, and also with Student Finance for refunds, really needs tighter deadline for them.	SEM	4	Process	VOE Type	High	
VOEs being approved without audit information around pre req overrides and time clashes	Enrolments	5	Policy	Pre Requisites	High	
Who has (highest) authority to provide backdate? Who do we believe when there are three different people telling us what backdate to use?	Enrolments	5	Policy	Approvals	Medium	
VOB - Students not knowing the implications of their VOE request around allowance and terms and conditions	Enrolments	5	Policy	Auditing	High	
VOB - Customer dissatisfaction over timeliness, communications, differing opinions on VOEs. For example, lecturer said yes, but student does not meet pre-reg, thus AL declines.	Enrolments	5	Policy	Approvals	High	
No agreed processes or understanding of Adminitrative withdrawals for No Shows, Late Enrolments or exceptional fees refunds	Enrolments	5	Policy	Refunds	High	No Show
Insufficient Supporting Information within VOE	Enrolments	5	System Enhancement	Auditing	High	
How do we efficiently deal with students with Baycorp Debt? How many times do we follow up with them?	Enrolments	5	Process	Refunds	Low	
Are our students provided communications in regards to the outcome of their VOE (from your department)? We send email confirmation for VOEs not raised by the students. To send them T&Cs.	Enrolments	5	Process	Auditing	Medium	
Additional processes affected: No-show process Exceptional refund Five course form? Third time enrolment?	Enrolments	5	Process	VOE Type	High	
Add – if we can override any enrolment errors	Enrolments	5	Process	Approvals	Medium	
Drop – backdate and if student is aware that they will/will not be getting refund	TKK – AA	6	Process	Auditing	High	
SAC in process has does this impact on a student. Some decisions happen and historical context is not included in the VOE in the cross processing between TKK and Ops.	TKK – AA	6	System Enhancement	Auditing	High	Duplicate ID Processing (Retrospective)
NON ENR Courses - retrospective VOEs are all done paper. Why can't we shift ENR voes to current semester and not SDR report on it until the grades are completed	TKK – AA	6	System Enhancement	Auditing	Medium	
More collaborative system. Separate spaces for notes and decisions.Information lacking on VOEs.Having to back track on enrolments to find information	TKK – AA	6	Process	Auditing	Medium	Change of Major
Programme Major changes to processes - if a student has a major change within their qualification does the request need to come through. Updates completed by email notification	TKK – AA	6	Process	Auditing	Medium	Change of Major
Bachelor (Major) changes to processes - if a student has a major change within their qualification does the request need to come through. Updates completed by email notification	TKK – AA	6	System Enhancement	End Users	Low	
ALS used to complain about emails not being automated. Why can't it be a software thing and lets everyone know when you have something assigned to them.	INTL - SS	7	Roles & Responsibilities	Refunds	High	International Refund Process
Refund assessments at step 5 should not be done. This should be completed at Step 7	INTL - SS	7	Process	Refunds	High	International Refund Process
How does student know that they may be due a refund. They are waiting too long. How many VOEs are refunded how many are historic credits, Step 7 as the trigger for refund process. Form should be sent at Step 1 or 2. Is step 7 necessary? What are we even using for?	INTL - SS	7	Policy	Refunds	High	International Refund Process
100% back dated drops are not the same for domestic students for international students. Refund amounts may differ epending on the reasosn. There are no parameterss for 100% back date drops for International Withdrawals	Student Finance	8	Process	Refunds	High	
Studylink would like to withdrawals and refunds	Student Finance	8	Process	Auditing	High	
Staff relying on all information to be correct if not there – lots of checking. Drop date incorrect and creates refund values	Student Finance	8	Policy	Refunds	High	
Should change the AEFP to state that the onus is on the students to withdraw, rather than "No Shows" and refund 100%	Student Finance	8	Process	Refunds	Low	
Short course refunds. Who is required to raise the VOEs. Loop hole.	Student Finance	8	Roles & Responsibilities	Resource Allocation	Medium	
Who are the right users. What are the documented guidelines.	Student Finance	8	System Enhancement	Auditing	Medium	
Manually printing of paper to facilitateate refunds for domestic students. Cross checking of 3 systems. Current 2 day response time.	Student Finance	8	System Enhancement	Auditing	Medium	
Manual tracking of retrospective – most of time not in direct contact.	Student Finance	8	System Enhancement	Auditing	Medium	
Lack of communication out of the system.	Student Finance	8	System Enhancement	End Users	Medium	
Checking weekly.- refunds accounts happens twice a month. Use of time and value for is reason for as it gets held up in accounts	Student Finance	8	Process	Refunds	High	
Fees free being incorrectly assigned to Step 9 and not checking	Student Finance	8	Training	Refunds	Low	
Checking weekly - refunds accounts happens twice a month. Use of time and value for is reason for as it gets held up in accounts.	Student Finance	8	Roles & Responsibilities	Refunds	Medium	
CD: Amount of users (Who are the right users). Need for Documented Guidelines, Incorrect processing, assignment, and cancelling which impacts. No control. Limited within parameters.	Student Finance	8	Training	End Users	High	
DECLINED Administrative Withdrawal by Ops Manager AA – No Rationale Under 2.7.1 (Class Registers) or 2.7.6 (AA Manager Discretion)-**There is no evidence to support this student as a no-show. Although there is no strong evidence saying they are not a no-show in this case, if the student challenges this decision then they will need to prove that they dropped the course before 27/02/2017.	Student Finance	10	Process	No Shows	Medium	
APPROVED FOR FULL REFUNDAdministrative Withdrawal under AEFP 2.7.6 - Late Enrolment Processing - Identified Within 30 Days - No Chance of Success-Not sure what is meant by "No chance of success". AEFP 2.7.6 states "All No Shows must be identified within 30 days..." but didn't mention anything about late enrolment	Student Finance	10	Process	Refunds	High	
APPROVED FOR FULL REFUND under AEFP 2.7.5 – RATIONALE: Cross Credit applied for and granted for course(s), but AEFP2.7.5 does not state cross credit ?	Student Finance	10	Policy	Refunds	Medium	
**APPROVED FOR BACKDATED DROP: NO REFUND ** Administrative Withdrawal under AEFP 2.6.7 - Teaching Staff Identified Administrative Withdrawal-This administrative withdrawal has to be approved by either the AL or HoPP and not just any teaching staff as per AEFP 2.6.7	Student Finance	10	Policy	Approvals	High	
APPROVED FOR 90% REFUNDEXCEPTIONAL (OUTSIDE THE USUAL 30 AND 60 DAY PERIOD RULES) ADMINISTRATIVE WITHDRAWAL under AEFP 2.7.6 – RATIONALE-Contradicts the "Summary Table of Domestic Student Refunds" on page 12 of the AEFP, where it is stated that "Maximum of 30% of the fees..." and not 100% refund	Student Finance	10	Policy	Refunds	Medium	
What happens with missing grades?	Student President	R	Process	Grades	Low	