

What's Inside your VOE Update?



1. What's Changing and who does it impact?
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What's Changing and who does it impact?

1. VOE Process name

VOE will become COE under the improved process.
This aligns to all admission & fee policy documents.

2. System & Technology Changes

System generated emails communications (automated)
VOE 'Assigned to you' emails
Attaching Documents in COE requests

3. Student Wellbeing Checks

Initial checks to include student wellness risk assessment

4. Defined COE types

There will be new types created in relation to our processes so these types can go straight to the team responsible

5. Approval Authorities & Delegated Authorities

6. Restrictions of Pre Requisite Over-ridding

As required by NZQA and EER Outcomes

7. Confirmation of Eligibility to Refunds

Confirmation and eligibility to refunds will become system driven
Staff are not allowed to confirm refund without system confirmation

Who are your partners in supporting students?

Teams & Steps Owners

Step	Team	What Does this Step Do?
1.	Concentrix	Initial Review for COE
2.	International Student Success	Visa Compliance Checks
3.	EA Operations - Timetabling	Class capacity & specialist enquiries Class Capacity
4.	Schools - Academic Approvals	Academic Approvals
5.	EA Operations	Enrolment Processing
6.	Te Korowai Kahurangi	Quality Checking & Grade Corrections
7.	EA Operations - Study Link	Study Link Refunds Re-verifies with Study Link how many credits the student is studying and issues and SL refunds
8.	Domestic Student Refunds	Once approved COE requests go here to have the refund amount processed
9.	International Refunds	Once approved COE requests go here to have the refund amount processed
10.	Accounts Payable	Accounts payable issue the refund on either the 5 th or the 20 th of each month

Process name Change - COE

- The peoplesoft system request form students use is known as Change Enrolment request.
- The admission and fees policy refers to Change Enrolment requests
- VOE is a retired language and does not reflect current practices.

System Technology Improvements

- 24% of feedback from staff and students related directly to the COE system and it's usability
- No automated emails going out of the system
This means Staff have to send all emails manually which takes lots of time
If teams are busy students are getting delayed updates about their enrolments
- Unable to attaching documents or forms to COE requests

Item	Change	Detail	Teams
1.	Email Communications	Automated emails will be generated out of the VOE (peoplesoft) system based on type and status	
	Current	1. All emails in regards to VOE (VOEs) are actioned manually by individual staff members including VOE complete, Declined or VOE assigned	All
	Proposed	1. The VOE system will trigger emails to students and staff based on the type of email and status of the VOE lifecycle (where possible by text)	All
2.	VOE 'Assigned to you' emails	All VOEs newly assigned or reassigned to staff will receive system notifications generated by peoplesoft alerting the assigned staff member to action	
	Current	1. When a VOE is assigned to an academic for approval EA Operations and Concentrix have to send a manual email out of the shared proxies to alert the academic they have a VOE to action.	All
	Proposed	1. The VOE system will trigger emails to staff when their user profile has been assigned to that VOE for required action	All
3.	Attaching Documents	All VOE types will have the ability to have multiple attachments to support and increase auditable information that is currently being captured outside of all VOE requests	
	Current	1. Staff are currently copy & pasting email information into the VOE request that is hard to read and not traceable by reporting 2. VOEs are being returned to staff for further supporting information that has been approved by Email outside of the system 3. Supporting information is being stored in ad-hoc locations depending on the team processing	All
	Proposed	1. All VOE requests will have the functionality to attach supporting documentation 2. All audit information will be housed with the VOE system 3. Consistent documentation will be requested/required as per updated processes and or frameworks	All

Student Wellbeing Support Checks

- COE requests are the lived experiences of our students.
- A number of at risk students have used risk language in the COE requests and staff have not picked these up which could result in dire outcomes for our students.

Item	Change	Detail	Teams
4.	Wellbeing Checks	All VOEs will have a wellbeing check before it is moved on to any further processing. Student Success will be alerted and consulted	
	Current	1. There are currently no wellbeing checks being performed in VOE requests	Student Success
	Proposed	1. Step One – Initial Review will perform a Wellbeing check based on provided frameworks for wellbeing escalation. Actions based on wellbeing checks will be defined.	Student Success

Defined COE Types & Policy Alignment

- Defined COE process Types for the 16 incoming processes
- Ability to send a particular COE type to the right team
- Alignment of all of our procedures to the Admission & Fees Policy

Item	Change	Detail	Teams
5.	Defined Process Types	Newly created VOE process types with revised, updated or newly created process/approval frameworks for all staff operating and approving VOE requests to reference	
	Current	<ol style="list-style-type: none"> 1. Currently there are only two types of VOEs (VOE & RQP) where there are 16 incoming processes into the system. 2. Process frameworks and policies are out of date and need updating 3. There are no documented guidelines for staff to use when approving or processing VOEs 4. There are currently no system communications that give students or instructions or information relevant to their VOE request 	All
	Proposed	<ol style="list-style-type: none"> 1. Implement new VOE types into the system that allow workflow and approval lines to be defined within the system 2. AEF Policy is under consultation of which defines most if not all enrolment processes. Once approved frameworks will be created. Processes will be reviewed based on prioritisation 3. Where processes are still to be reviewed interim approval frameworks will be created by processing staff to use 4. All newly created process types will trigger system generated emails and alerts that provide information and links to further requested information 	All
6.	Admission & Fees Policy Update	Alignment of all decision and fee refund approvals to updated AEF Policy	
	Current	<ol style="list-style-type: none"> 1. Operating off outdated unclear process information 	All
	Proposed	<ol style="list-style-type: none"> 2. Update and align all process to refreshed policy and procedure 	

Approval Authorities & Delegated Authorities

- Increasing roles within Unitec who can approve major processes
- Allowing Specialist Roles at Unitec to have delegated authority to line approve saving time going back to APMS

Item	Change	Detail	Teams
7.	Updated Approval Authorities	All Defined process will have updated or confirmed approval authorities based on the Unitec role that is closest to the required outcome for our students	
	Current	<ol style="list-style-type: none"> 1. Currently all VOE requests are approved by the aligned APM 2. 100 % of VOE requiring academic approval go to the APM (previously AL) 3. APMs still need to line approve within the system even though supporting documentation has been provided 	APMS
	Proposed	<ol style="list-style-type: none"> 1. VOE approval authorities will be defined by process and schools relevant to the role that is closest to understanding the impact on the student 2. It is forecasted that we will be able to reduce the amount of VOEs an APM needs to approve by up to 60%. 3. EA Operations will be given delegated authority to line approve VOEs that have already been granted an approval by way of process tracking 	APMS / PCS / TKK

Pre Requisite Overrides

- NZQA regulations confirm that we should not be overriding pre-requisites if it is specified in programme regulation documents.
- EA Operations will do the first review of the COE type and decline any COEs where students do not meet the pre-requisite courses. Students will be referred to the APM/PC. A request to reinstate a VOE can be put through.

Item	Change	Detail	Teams
8.	Restrictions placed on Pre-Requisite Overrides	All pre-requisite approvals must ensure students have completed the required requisite to grant entry into any courses as per the programme regulation documents	
	Current	<ol style="list-style-type: none"> 1. Unitec are approving COE requests whereby the student has not completed the pre-requisite course 2. Supporting information is not being provided to demonstrate the student's ability to succeed 3. There is no formal consistent process within schools to follow up or recommend courses of action as a result pre-requisites not met 4. Students who have demonstrated experience within a certain course should apply for APL process in order to have required requisites approved 5. Some schools are not validating the impact on the student as a result of pre-requisite being waived 6. There are known system issues whereby a student has successfully passed a pre-requisite course however the Student self-service portal does not recognise it and blocks the future enrolment 7. It needs to be confirmed who is the closest roles to confirming eligibility to graduate as the approval authority – Are APMS the best to be approving this information 	APMS
	Proposed	<ol style="list-style-type: none"> 1. Caveats will be placed to restrict Schools from approving VOEs where a student has not successfully passed the required pre-requisites 2. In exceptional circumstances supporting documentation must be provided and approved by the relevant approval authority 3. A recommendation will be made to ensure students who have not met the required pre-requisites are followed up by the schools to ensure successful completion 4. An update on how students can apply for APL is to be considered 5. As per point 3 6. EA Operations will be given delegated authority to override system errors where it is demonstrated the course has been successfully completed and is graded on the student transcript 7. It will be defined the most suitable role to be approving requests in relation to completion and pre-requisites 	APMS / PCS / TKK

Improved reporting – Data Insight – Resource Allocation

Item	Change	Detail	Teams
9.	Increased Reporting	By Semester One, 2020 we will be able to clearly report on defined process as prioritised from implementation	
	Current	<ol style="list-style-type: none"> 1. Unitec cannot formally report on student requests based on high level process types. All VOE types are reported as one type 2. Unitec is not currently able to use VOE data information to improve its processes due to lack of segmentation and process outcomes 	All
	Proposed	<ol style="list-style-type: none"> 1. Implement reportable process types by prioritisation i.e. No Shows, Student Withdrawals, Failed Pre requisite checking etc 2. Unitec Schools and EA Operations will be able create summary reporting to better improve processes, services and resource allocation along with actionable insights due to student withdrawals etc. 	All

Managing Class Capacities

Item	Change	Detail	Teams
10.	Timetabling to have a step in VOE	Timetabling will process requests to APMS in live as a result of assigned VOEs so processing teams don't have to initiate external email requests and have to track and come back to the VOE requests	
	Current	<ol style="list-style-type: none"> 1. Currently EA ops receive an assigned VOE, send an email to TTO and TTO send an email to APMs for approval 2. Requests become outdated before the outcome has been approved due to class capacity issues 	TTO
	Proposed	<ol style="list-style-type: none"> 1. TT will have a step in VOEs to process requests within the system 2. TTO will have the ability to approve/decline request based on capacity monitoring/solutions 	TTO