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<b>To</b>	Poari Mātauranga   Academic Board	<b>From</b>	Tracy Chapman Director International Success
<b>Title</b>	International Success Strategy	<b>Date</b>	21/10/2019

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**Recommendation/s**

That Academic Board:

1. Receive this memo
2. Endorse the International Success Strategy and Operational plan

**Purpose**

The International Success Strategy (ISS) provides a framework and the context for a coordinated approach to giving effect to our International student's voice and journey. The strategy provides Unitec with initiatives designed to engage students and staff in a positive experience that supports academic achievement.

**Background**

The strategy is informed by and guided by the principles of Te Noho Kotahitanga, 2018 internal and external evaluations and NZ Government regulatory requirements.

Four priorities have been identified as essential to building a positive experience for students:

- Manaaki (care for) our students
- Whakaae (realise) our students' goals
- Tautoko (support) our staff to engage
- Awhi (embrace) our students culturally

**Consultation**

The following stakeholders have engaged in the consultation and reviewed the strategy as it has been developed:

*Initial meetings were held with:*

- International Operations staff
  - Student administrators (application pre-assessment)
  - Student advisor (application assessor)
  - Student advisor & administrator Team leaders
- International Success teams
  - Student advisors
  - Student advisor team leader
  - Business support team leader
  - Business support coordinator

***Draft presentations to teams:***

- School of Applied Business & School of Architecture - schools have high number of internationals and requested a presentation of the strategy
- Student Success teams
  - Support and Scholarship team
  - Learning and achievement
  - Library and learning commons
  - Student events and communications
  - Te Puna Waioira
- All Operations & Academic Support teams
  - Student enrolment managers and team leader
  - Graduation office team and team leader
  - Enrolment setup team and team leader
  - Timetabling team and team leader
  - Academic administration team and team leader
  - Enrolment processing team and team leader
  - All operations managers
  - Director Operations

***Links to the full strategy document have also been provided to:***

- Postgraduate Research and Scholarship Committee (PGRSC)
- Priority Group Directors
- Members of Academic board

***Final full draft summary was reviewed and supported by:***

- Nick Sheppard - Interim Head of School - Engineering and Applied Technology
- Annette Pitovao – Director Student Success
- Dan Brady – Director Enrolments and Academic Operations
- David Glover - Executive Director - Partnerships & Student Recruitment
- Farhana Nalar - International Relationship Manager
- Julie McGregor - Learning and Development Partner
- Mirela Szekely – Learning Systems Coordinator

***Feedback received and now included into priority goals:***

1. Include in Priority goal 1c) Ensure that Unitec provides best practice operational & academic support services that contribute to a positive student experience
2. Adjustment to Priority goal 2a) to now read Achieve EPI targets 2019 – 2022 based on institutional targets
3. Amendment Priority goal 2d) to now read Ensure our students tell their “story” to promote understanding of our students’ Please provide all information required by the committee to make decisions where required.
4. Include in Priority goal 3 action d) Partnering with School Priority Champions to advance student retention and progression

**Executive Sponsor**

Glenn McKay – Te Tumu, Executive Director Student Success

**Contributors**

- Nick Sheppard - Interim Head of School - Engineering and Applied Technology
- Annette Pitovao – Director Student Success
- Dan Brady – Director Enrolments and Academic Operations
- David Glover - Executive Director - Partnerships & Student Recruitment
- Farhana Nalar - International Relationship Manager
- Julie McGregor - Learning and Development Partner
- Mirela Szekely – Learning Systems Coordinator
- Tamay Kumbas – International Student Administrator

**Next Steps**

Pending Academic Board endorsement, presentation of International Success Strategy and Operations Plan to the Executive Leadership team requesting approval.

**Attachments**

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[International Strategy, Summary & Operations Plan summary](#)