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<b>To</b>	Te Poari Mātauranga Academic Board	<b>From</b>	Annette Pitovao Poutama Angitū Director Student Success
<b>Title</b>	March 2020 Learner Outreach Project Update	<b>Date</b>	2020 / 03 / 27

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**Recommendation/s**

That Academic Board receive the March 2020 Learner Outreach Project (LOP) Update.

**Purpose**

To report to the board LOP updates as at March 2020 in order to ensure shared awareness and transparency of activity with the key focus on retention of our learners.

Important to note, that at this date we are in lockdown (Day 2) due to COVID-19 global pandemic – alert level 4.

Findings to date as at Friday 27<sup>th</sup> March based on continued contact with learners of concerns across all Schools.

Top 5 Challenges are:

1. Digital Poverty: lack of access to devices and/or wifi/connectivity concerns
2. Hardship (predominately financial): part-time jobs gone due to lockdown so earnings gone, increased \$ pressure
3. Mental Health concerns: students trying to find balance in lockdown online learning environment – student engagement increased
4. Attendance tracking accuracy in new online learning environment – trying to take pressure off Champions
5. Withdrawals/Deferrals due to COVID-19 discussions about reducing to part-time study instead of exiting

**Background**

Initial thinking about this concept began in early November 2019. See historical ELT approved memo attached below that confirms sign off in early December 2019.

**Learner Outreach Project Meeting notes – 22/01/2020**

Attendees: Annette, Glenn, Simon N., and Nick

Focus: Who does what

1. Student Support Advisors:
  - a. Work closely with teaching teams. Directing and enabling.
  - b. Identify and initial diagnosis – then provide either direct support or direction to teachers and/or other staff members in School
  - c. Educate and upskill teaching staff i.e. ongoing, re-occurring common issues
  - d. Connect to PCs and PG Success Champions on student pastoral care

- e. Monitoring data and managing the 'tool'. Feedback. Report on progression
- 2. PG Success Champions:
  - a. Support the pastoral care and follow-up with PG students
  - b. Key point of contact for PG students within each School
- 3. Programme Co-ordinators:
  - a. Responsible for the pastoral care needs of the students in their programmes
  - b. Ensure the teachers are connected across the various courses (per semester), and in partnership with the Student Support Advisor (and PG Champions)
- 4. APMs:
  - a. Accountable for pastoral care of all students within their Schools/ Disciplines. Must outline to teaching staff that they are the 'first port of call' for student pastoral care needs and issues
  - b. Ensure that the Student Support Advisors are included, and part of the team/ School i.e. invited to staff meetings, leadership group meetings, programme meetings etc.

## Next Steps

Due to COVID-19 lockdown environment LOP has been extended to include additional help from across 40+ staff who are assisting with a range of support activities. This commences with additional training on Monday 31<sup>st</sup> March.

## Attachments

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Historical document confirming ELT sign off in early Dec 2019.



Student Outreach - I  
See Me FINAL Dec 19