

To	Te Poari Mātauranga Academic Board	From	Helen Vea, Student President Annette Pitovao, Director Student Success
Title	May 2020 updates from Student Voice and Student Success	Date	2020 / 05 / 20

Recommendation

That Te Poari Mātauranga Academic Board receive the paper May 2020 updates.

Purpose

To report to Academic Board current matters underway in order to ensure shared awareness of updates from Student Voice and Student Success perspectives. Essentially provide a governance status report update.

Background

In 2019, Academic Board requested a more formal update in order to minute and document ongoing status reports against key actions. This included Student Voice and Student Success, which connects across all Priority Groups of learners.

Key Updates

Student Voice

1	Student Reps presentation to APMs	Status: On hold
2	USUB external funding for additional Student Rep support role	Status: In progress
3	Student Rep Training & Welfare Check-in is continuing. Overall feedback is good on how Unitec is functioning under the pandemic. Themes of the feedback: COMMS made clearer, recorded classes made available in all courses, device and connectivity needs, teaching staff internet dropping out - possibly having pre-recorded sessions, visibility of Support Services, Students wanting welfare calls who do not fit in the LOP criteria.	Status: In progress
4	TPA Pacific National Student Voice meeting regularly to discuss/dispatch support for Pacific Students across NZ	Status: In progress
5	ITP Student Leaders working together to support Students	Status: In progress
6	Working with SJS to deliver on Student employment needs during this pandemic	Status: In progress

7	NZUSA lobbying the Government for a supportive package that does not put Students into further debt and is accessible for all Students.	Status: In progress
8	Applying for funding from the USUB Trust to support Student Hardship for all Unitec Students. Eligible for all Unitec Students.	Status: In progress
9	MIT Student Council meeting with USC. Sharing best practice.	Status: In progress

Student Success

A	Learner Outreach Project. Detailed separately as follow-up below.	Status: In progress
B	He Taura Learner Success Journey at Unitec New Zealand Ltd. Overall Student Success Retention Strategy.	Status: In progress
C	Incident Management Team COVID-19 contribution. Te Puna Waiora medical services are a key support structure. Q1 Paper submitted to ELT for visibility.	Status: In progress
D	Code of Practice (International and Domestic) checkpoints	Status: In progress
E	Transfer of Student Central staffing and operations from Concentrix to Student Success.	Status: In progress
F	March Autumn Graduation event cancelled due to COVID-19, postponed to Sept Spring Graduation. Reset planning underway.	Status: In progress
G	Technology Access Funding for Learners (TAFL) digital needs	Status: In progress

Overview of Learner Outreach Trackers from end February 2020 – mid May 2020

- The Learner Outreach Project team worked on a risk management model of High, Medium and Low to measure the urgency of need from the initial contact with the student. Initial prompt questions below.
- Excluding cumulative data from School of Creative Industries. Please see the total number of cases seen and captured by the Learner Outreach Project team.
- A collective of **1307 High Risk cases**.
- A collective of **529 Medium Risk cases**.
- A collective of **2145 Low Risk cases**.
- Whilst these numbers may shift upon weekly updates. Please see list below of key areas/reasons for students in Sem 1, 2020 including lockdown due to COVID-19.

Attendance	2947
Academic Progress	233

Enrolment/Study Plan	66
Personal/Family	42
Refund/Withdrawals	33
Delayed Start/Arrival	28
Medical	27
Mental Health	18
Digital Needs	12
Visa Section 61	10
Tuition Fees 3	3
Financial	3
Employment	1

Learner Outreach Project during lockdown COVID-19 (end of March 2020 – May 2020)
Prompting questions during check-in

There was an immediate response to activate outbound contact activity via calls, emails and text to all students to ensure they were safe in their bubble with key focus to the following 5 key areas:

1. Welfare Check: “How’s it going for you? What’s the last few days of lockdown been for you?”
2. Technology Check: “Do you have a device that is suitable for your learning needs right now?” “Did you complete the study from home survey we sent out recently?” If you didn’t due to technology concerns, can I complete the survey with you now?”
3. Academic Check: “What does this mean for your online learning and academic progress?”
4. Online Support Options: “Are you aware of the range of options available to you for online support?” “Can I take you through it?” “Are you able to access the online platforms that support you with your learning from home? ie. Moodle, Student Portal etc”
5. Any referrals: “Is there a quick referral I can set up for you?”