

To	Te Poari Mātauranga Academic Board	From	Helen Vea, Student President Annette Pitovao, Director Student Success
Title	April 2020 updates from Student Voice and Student Success	Date	2020 / 04 / 30

Recommendation

That Te Poari Mātauranga Academic Board receive the paper April 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: On hold
3.	Working with StudyLink to access next year's course-related costs to pay for devices	Status: Completed
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.	Student Rep Training	Status: In Progress

8.	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
9.	Applying for funding from the USUB Trust to support Student Hardship for all Unitec Students. Eligible for all Unitec Students.	Status: In progress

Student Success

A	Learner Outreach Project. Detailed separately as follow-up.	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	Under 25's specific – Youth Guarantee updated in March	Status: Completed

Learner Outreach Project Q1 Report – the journey so far

Learner Outreach Project Team Journey Dec 2019 – April 2020

December 2019	January 2020	February 2020	March 2020	April 2020
<ul style="list-style-type: none"> First Learner Outreach Project meeting. Induction and allocation of 0.5 FTE to Student Support Advisors across each School. 	<ul style="list-style-type: none"> Brainstorming and exploring strengths, weaknesses, opportunities and time constraint measures of Learner Outreach Project. 	<ul style="list-style-type: none"> Learner Outreach training phase 1. Guidelines, report requirements established. Learner Outreach project commenced. Support with Re-enrolment OB calls. 	<ul style="list-style-type: none"> Learner Outreach training phase 2_No Show process. Learner Outreach members liaising with Schools. COVID-19 Lockdown: OB calling activity from home commenced with additional staff. 	<ul style="list-style-type: none"> COVID-19 Lockdown: OB calling activity from home continued with additional support staff.

Current number of Learner Outreach Project team	Current FTE allocation towards LOP 2020	Current LOP team members volunteering their time towards LOP	Number of support staff volunteering towards LOP from end of March - April 2020	Cumulative TOTAL number of dedicated LOP support across Unitec (during Lockdown Alert Level 4 & 3)
22	9 Student Support Advisors. 0.5 per advisor role = equivalent to 4.5FTE	13	38	60 and counting

GREATER VISIBILITY	CLEARER COMMUNICATIONS	ENHANCE RELATIONSHIP BUILDING
<ul style="list-style-type: none"> To ensure greater visibility in the Schools. The LOP master spreadsheet which was currently sitting in Student Success H drive folder has now been distributed with the approval of all HOS per school to share in individual School's for academic staff access and visibility on their students learning journey. Confidential sensitive details have been hidden for privacy. 	<ul style="list-style-type: none"> For continuous improvement the Steering Group have agreed to work towards a pragmatic approach <i>of sharing frequent LOP</i> insights with HOS's and APM's to ensure transparency of key themes and trends have been highlighted on a weekly basis. 	<ul style="list-style-type: none"> Please see key focus tasks LOP will work towards achieving: May 2020 – Careers and Industry team to reach to OB engagement with recent graduates. May - June 2020 – Steering group to set up FAQ online sessions for all Success Champions, HOS and APM groups End May – June 2020 – to engage with MIT and start conversations on possible collaborations July 2020 – Steering group to have an open FAQ session for all Unitec staff

Overview on tracking:

Priority Group Totals (of target students on OB calling list)	Target list		Engage 6/04	Engage 17/04	Engage 22/04	% Engagement 06/04	% Engagement 17/04	% Engagement 22/04
Pacific	1057		421	827	955	40%	78%	90%
Māori	493		101	227	366	20%	46%	74%
U25s	2029		481	513	559	24%	25%	28%
International	1044	3484	655	TBC	932	19%	TBC	27%