To	Poari Mātauranga	Academic Board Ako Ahimura Committee |Te Poari Iho	Quality Alignment Board	Date	18/06/2020
From	Tracy Chapman Director – International Success		
Subject	Priority Group Director Report		

Highlights/Achievements

- IER felt positive for the International Focus areas with the solid connections between schools and support teams.

- International Hardship Funding approved from Education New Zealand – financial assistance for temporary hardship due to COVID 19

- There is evidence that outcomes can be achieved due to the upward trend to lead indicators

Updates on Lead Indicators

- NPS (Net Promoter Score) **@ 22** – Excellent improvement in the overall and International student NPS for semester 1, 2020. Previous score of 14 in semester 2, 2019. Excellent response rate 48% out of 382 students

- Student Survey Response Rates **@ 48%.** Up on 2019 semester 1 response rate of 39% which shows improved student engagement

- I See Me Initiatives Focus area 5 **@ 61%** - Improved Code of Practice ADEP overall completion rate from 51% in April to 61% in May over all teams and continuing to work with Learning and Development team delivering online workshops.

- EPI 2020 Trend: 2020 EPI QCR target trend **62.9% vs 2019 QCR figure 56.3%**

Update on Success Strategy Priority Actions

- Success Priorities overall completion rate **@ 63%** (change due to actions with no progress & on hold and a correction made to the calculation of %s)

- Success Strategy Priority 1 **@ 54%**: Slight backward movement for a number of actions due to current workload and Alert level 4 lockdown – unable to deliver student engagement events or continue with development of International NEST pages

- Success Strategy Priorities 2 and 4 **between 54% to 63%**: Improvement in action progress for priorities 2 and 4 due to progressing activity on non-completions for Priority 2 and pending PD opportunities to be initiated in collaboration with Learning & Development team for Priority 4

- Success Strategy Priority 3 **@ 80%**: Progressing well due to the increased number of staff engaging in the Code of Practice activities

Rag Status for Priority Required Actions				
No Progress - 0%	In progress stage 1 (Scope) - 25%	In progress stage 2 (Activated) - 50%	In progress stage 3 (Implementation) - 75%	Completed - 100%
4 Actions in April 1 Action in May 3 Actions in June* **On Hold** 3 actions in May 4 Actions in June*	4 Actions in April 8 Action in May 2 Actions in June	11 Actions in April 13 Action in May 16 Actions in June	9 Actions in April 13 Action in May 16 Actions in June	4 Actions in April 7 Action in May 6 Actions in June**
* No Progress & Actions on Hold - COVID 19 – Student engagement events, ITP mentoring initiative and Directors capacity to progress action *** Completed Action change in status –has another action initiated that contributes to the same outcome*				

Note: Only actions that have had change for June

Priority Action	Required Action	Partner	Outcomes/Targets	% Complete overall
Priority 1. To ensure students feel supported and valued.	1.2.2 Work with International students to build relationships that enable us to tell their story	Director International Success	Be able to establish link between this action and an improvement in NPS score	83% April 72% May 54% June
	1.5.2 Deliver 2 Noho Marae experiences to ensure students have the opportunity to participate in a NZ cultural experience	"Combined PG Directors	Be able to establish link between this action and an improvement in NPS score	
	1.2.3 Use student connectors to improve connection between students and staff	Student success	Be able to establish link between this action and an improvement in NPS score	
	1.3.5 Ensure that Unitec is aware of why students complete the admission and enrolment process and not start their programme at Unitec	PG Directors	Be able to establish link between this action and an improvement in NPS score	
Priority 2. To ensure students expectations of future success are delivered by the institute	2.4.1 Complete International student events plan and updated to the website	Student success	Be able to establish link between this action and an improvement in NPS score	60% April 73% May 63% June
	2.1.2 Identify students with progress not on track and work with teams to provide support that could put the student back on track	Schools	Be able to establish link between this action and an improvement in NPS score	
	2.1.6 Complete research on International student qualification completions	PG Directors	Be able to establish link between this action and an improvement in NPS score	
	2.2.1 Tell the "story" Promote EPI targets	Director International Success	Be able to establish link between this action and an improvement in NPS score	
Priority 3. To ensure all staff are qualified, capable and culturally engaged	3.4.1 Work closely with school champions to track and report on student progress and keep students on track	Schools	Improved EPI figures	76% April 90% May 80% June
	3.5.1 Contact community leaders and invite them to our campus to staff and student events.	Director International Success	Be able to establish link between this action and an improvement in NPS score	
	4.2.4 Promote cultural events to high school learners	Unitec Pathway College	Increase straight from school EFTS	44% April 61% May

| Priority 4. To promote Institutional Internationalisation | 4.2.5 Establish an International reference group that commits to creating a culture of internationalisation that fosters international & Intercultural perspectives and initiatives. | TBC | TBC | 54% June |
| | 4.3.1 Establish a working group to investigate a Charter that commits to creating a culture of internationalisation that fosters international & Intercultural perspectives and initiatives. | TBC | TBC | |

Exceptions

Below are exceptions from previous reports and assigned to committees.

Report Month	Action	Notes	Committee
N/A			

Items Linked:

International Success Strategy Operations Plan

International Success Strategy Summary _1 Page

International Success Strategy Summary Reporting

This dashboard provides high level data on % complete of strategy outcomes and strategy priorities. Also included are actions due by quarter with Priority Actions at stage of completion and RAG status. 2022 EPI targets are still to be approved.. Priority Actions are aligned to the Institute Takitahi Action plan and the Academic Quality Action plan.

Outcome	Confidence Rating	Rationale
EPI Targets: Meet 2022 Institutional International EPI* targets	Confident	2022 EPI Targets are still to be deterimined however based on the 2020 EPI trend @ 1st May the International Qualification completion is projected to be 62.9%
Shift from Compliance to Excellence	Confident	The shift to excellence is well underway based on Improved 2020 NPS – showing a definite shift in students satisfaction (the NPS of 22 is above the education sector benchmark of 20), Increase in staff engagement and willingness to participate in student events and positive feedback from staff

Who are our International students in Semester 1, 2020

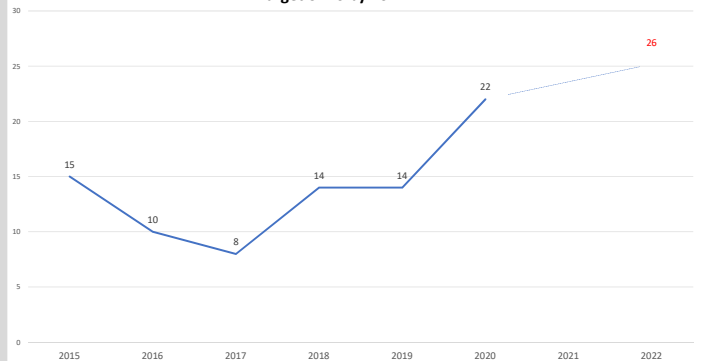| Gender	Average Age	Nationalities - Top 5	Countries - Top 5	Programmes - Top 5	# Students	Total # enrolled Sem 1, 2020
Female 37%	25	Chinese	China	Bachelor of Construction	81	804
Male 63%		Indian	India	Post Graduate Diploma computing	61	
		Filipino	Phillpines	Bachelor of Computing	59	
		Sri Lankan	Sri Lanka	Bachelor of Business	58	
		Vietnamese	Vietnam	Bachelor of Engineering Technology	55	

Our students are highly engaged and highly motivated to achieve a positive educational outcome. The have a large financial commitment to achieving and also have family expectations to meet.

EPI Targets for International 2019-2022

Tertiary EPI (Education Performance Indicators)	International Actual	International Actual	International Proposed	International Proposed	International Proposed	Institutional Target
	2018	2019	2020	2021	2022	2022
Successful Course Completion	89.6	91.8	tba	tba	tba	tba
Qualification Completion	63.5	56.2	tba	tba	tba	tba
Student Retention (1st Year)	85.6	87.3	tba	tba	tba	tba
			tba	tba	tba	tba
Student Progression	81.3	73.2	tba	tba	tba	tba
			tba	tba	tba	tba

Notes: International NPS - The main reasons for the change to NPS rating is an increase in satisfaction with the campus facilities, student support services, teaching quality and student life/culture and environment. Some students reponses tell us that there is still work to be done around teaching quality, course structure and organisation and value for money.

Student Net Promoter Score 2015-2019 Target of 26 by 2022

Success Strategy Lead Indicators

Improve International Student Net Promoter Score (NPS)	Student SRR (Survey Response Rates)	"I See Me" - Focus Area 6: Increase staff awareness & understanding of the International Student Code of Practice		
Semester 2, 2019	Semester 1, 2020	Semester 1, 2020	End April 2020	May-20
14	⬆ 22	⬆ 48%	51%	⬆ 61%
2019 target	2020 target	2019 SRR	2020 target	
Not set	20	39%	100%	

*Education Performance Indicator

International Success Strategy Priorities % Complete

Priority 1	Priority 2	Priority 3	Priority 4	All Priorities
To ensure students feel supported and valued.	To ensure students expectations of future success are delivered by the institute	To ensure all staff are qualified, capable and culturally engaged	To promote Institutional Internationalisation	Total Success Priorities Complete
⬇ 54%	⬇ 63%	⬇ 80%	⬇ 54%	⬇ 63%

Rag Status for Priority Required Actions

No progress - 0%	In progress stage 1 (Scope) 25%	In progress stage 2 (Activated) - 50%	In progress stage 3 (Implementation) - 75%	Completed - 100%
3				
On Hold	2	16	16	6
4				

of Priority Actions at stage of completion

# of Actions	In progress stage 1 (Scope) - 25%	In progress stage 2 (Activated) - 50%	In progress stage 3 (Implementation) - 75%	Actions Completed
38	35	33	22	6

Number of Strategy Priority Actions due by end of each Quarter