

To	Te Poari Mātauranga Academic Board	From	Helen Vea, Student President Annette Pitovao, Director Student Success
Title	June 2020 updates from Student Voice and Student Success	Date	2020 / 06 / 19

Recommendation

That Te Poari Mātauranga Academic Board receive the paper June 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 – now at Alert Level 1 USC have returned to campus to their new space

1	Student Reps presentation to APMs.	Status: On Hold
2	USUB external funding for additional Student Rep support role.	Status: In Progress
3	Student Training Feedback - Overall good. Concerns about the new cases, Students wanting discount of fees, Lack of communication from Academic Staff to Students, Universal Impairment Performance approach to be adopted at Unitec, There is different information shared to Mt Albert and Waitakere students, Students wanting to have Courageous Conversations sessions following what is happening in USA with the BLM movement and how Students can look after themselves during these uncertain times, Students not wanting to use the Power App and Unitec adopting the Universal Impairment Performance like the Unis.	Status: In Progress

4	TPA Pacific National Student Voice meeting regularly to discuss/dispatch support for Pacific Students across NZ. Hon Aupito Tofae Su'a William Sio, the Minister of Pacific Peoples attended Pacific National Leaders meeting.	Status: In Progress
5	ITP Student Leaders working together to support Students. Creating the Strategy for Student Voice – NZIST.	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: Closed HAFL was the result of NZUSA lobbying
8	Applying for funding from the USUB Trust to support Student Hardship for all Unitec Students. Eligible for all Unitec Students.	Status: On Hold HAFL Funding
9	MIT Student Council meeting with USC. Sharing best practice. Building stronger Student Voice structure within our subsidiaries.	Status: In Progress
10	HAFL & TAFL working group	Status: In Progress

Student Success

A	Learner Outreach Project. Themes document submitted and approved last month	Status: Completed
B	Incident Management Team COVID-19 contribution. Te Puna Waiora medical services have been a key support structure. Contribution to Q1 Paper submitted to ELT for visibility	Status: Completed
C	Transfer of Student Central staffing and operations from Concentrix to Student Success	Status: Completed
D	IER Student Voice partnering with Student Council leadership	Status: Completed
E	Student NPS (May) overall positive improvements with increase to 19 compared to 8 same time in 2019 and 12 in Sem 2, 2019	Status: Completed
F	Accommodation Reporting to the Minister via TEC	Status: Completed
G	Code of Practice (International and Domestic) checkpoints	Status: In progress

H	He Taura Learner Success Journey at Unitec New Zealand Ltd. Overall Student Success Retention Strategy.	Status: In progress
I	March Autumn Graduation event cancelled due to COVID-19, postponed to Sept Spring Graduation. Reset planning underway, new date set as Monday 14 th Sept at Aotea Centre.	Status: In progress
J	Technology Access Funding for Learners (TAFL) digital needs	Status: In progress
K	Hardship Access Funding for Learners (HAFL) deployment	Status: In progress

Priority Group Student Success realignment

1. Māori Student Success: Māori Learning Advisors (3FTE) have been realigned to report to Director Māori Success from 2nd June 2020.
2. Pacific Student Success: Pacific Learning Advisors (3FTE) have been realigned to report to Director Pacific Success from 2nd June 2020.

Non-Academic Formal Student Complaints – as at 5th June

Six formal complaints year to date as at 30 April received with 3 closed, 1 withdrawn, 1 did not proceed formally as not within 90 days' timeframe and 1 under investigation. As at the end of April, we have seen 45.45% decrease in formal complaints YoY.

Number and nature of all formal complaints year to date open and closed

Services and admin (Operations & Student Services)	Services & admin (Schools)	Teaching quality/ Course delivery/APL	Staff members behaviour	Student behaviour
1	1.5	2	0.5	1

Informal concerns/complaints raised to Student Advocate – as at 3rd June

- 35 complaints from 1 February 2020 to 31 May 2020.
- 4 complaints (1 formal and 3 informal) were carried into May 2020 from previous months as they were pending resolution.
- 8 new informal complaints made during May 2020.
- 6 out of the 12 open complaints are now closed as at 31 May 2020.

Risks to Unitec:

- No informal resolution process for enrolment issues – If the student is outside the narrow timeframes stated in the enrolment policy and procedures the student is

unable to request a refund. The only option remaining is to submit a formal complaint. This escalates the issue and requires a lot of resources to undertake an investigation, that may not even be necessary.

Risks to student wellbeing:

- No informal resolution process for enrolment issues – having to submit a formal complaint is stressful and time consuming for students. Also, most often times the student wants to speak face to face with someone in enrolments to discuss their matter.
- Group assignments – feedback from student that there should be a standard process for marking group assignments. The marking should include taking into account participation of individuals within the group. For example, peer evaluation at the end of the assignment on level of contribution from individual members would allow for fairer grades to be allocated to each individual based on their participation.

Formal complaints to date (5)

Student	Primary issue	Secondary issue	Process	Status
1	Final Grade	Not Applicable	Academic - TTK	Closed – March 2020
2	Final Grade	Teaching Quality	Academic - TTK	Closed – March 2020
3	Approved Prior Learning	Not Applicable	Non-Academic	Closed – March 2020
4	Teaching Quality	Refund	Non-Academic	Closed – April 2020
5	Enrolment	Not Applicable	Non-Academic	Open*

* Unitec has not yet received the formal complaint. No response from student regarding status of formal complaint.