

Student Success – Resources, Library & Information, and Formal Complaints Teams

Action Plan 2020 – NGĀKAU MĀHAKI – Led by Te Noho Kotahitanga we manaaki the success of our learners and communities

Unitec Priority	SS Team Priority	Resources, Library & Info, and Formal Complaints Teams Actions and Timing
RANGATIRATANGA Improve the success of all learners, achieving parity for Māori, Pacific and under 25s by 2022, enhancing international learner success and serving the educational needs of West, Central and North Auckland communities	Support & engage all learners to develop a range of relevant skills that enable progression	<ol style="list-style-type: none"> 1. Facilitate all learners, especially priority learners, to get the support they need to develop skills – provide directions, referrals to specialist support services, easy access to library resources, study spaces Q1-4 2. Contribute to implementation of Maori Success strategy actions: include strategy on meeting agendas, and increase Te Reo in written meeting agendas and website interface, partake in development opportunities, and support Maia as required with library and computing matters Q1-4 3. Provide equitable access to services – in particular for students based at Waitakere Campus Q1-4 4. Encourage use of course reading lists, databases and guides to assist students to develop skills Q2
MAHI KOTAHITANGA Provide high quality learning, teaching and applied research to develop work-ready lifelong learners and return to Category One status	Provide effective academic, pastoral and research support that is accessible and caters to the diverse needs of our learners	<ol style="list-style-type: none"> 1. Maintain student and staff access to library resources/services in light of changes such as campus moves and CoVID-19 restrictions, in particular Architecture/Design/PASA (following their campus moves) Q1 2. Reduce number of issues/enquiries by addressing learner needs and increased self-service Q1-4 3. Improve study spaces (physical and virtual), furniture placement and student access to group study rooms Q1 4. Continue to progress initiative to share our research repository system with other ITPs Q3-4
WAKARITENGA Engage and inspire staff so they are proud to work at Unitec and are equipped with the capabilities to support quality learning	Enhance team wellbeing and trust, together with professional and leadership competencies, in line with Te Noho Kotahitanga	<ol style="list-style-type: none"> 1. Continue to develop our understanding and engagement with priority groups Q1-4 2. Provide staff learning & development opportunities in line with preferences/role - Jan/July/Dec 3. Support staff technical capability building Q2 4. Keep up to date with library system developments and regularly benchmark with other ITPs Q1-4 5. Ensure staff wellbeing and engagement is considered when making staffing decisions especially in light of COVID-19 impacts
KAITIAKITANGA Build a financially sustainable organisation to invest in the future with an operating surplus by 2022	Ensure our practices are economically, culturally, socially and environmentally responsible for Student Success	<ol style="list-style-type: none"> 1. Partner better with Student Central – help facilitate added support as needed Q1 & 3 2. Manage people, resources and services sustainably and in line with changes to efts etc Q1 & 4 3. Promote and assist with copyright compliance Q2 4. Make health and safety a priority – including promoting staff awareness of evacuation procedures Q1-4