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<b>To</b>	To Poari Whai Kounga	<b>From</b>	Trude Cameron – Operations Manager Schools
<b>Title</b>	Update on issues relating to enrolment, re-enrolment, credits and graduation	<b>Date</b>	2020/07/10

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**Recommendation/s**

That To Poari Whai Kounga receive this update on the investigation of issues relating to enrolment, re-enrolment, credits and graduation.

**Purpose**

To provide an update to the Committee on actions taken in response to the ELT memo raised by Simon Nash as Chair of the Academic Recovery Committee

**Background**

In the course of their work, the Academic Recovery Committee were made aware of a number of issues impacting student completion.

It was outside the remit of ARC to investigate and make recommendations on these issues, but the Committee's view was that they needed to be investigated and resolutions considered.

A memo was written for the Extended Leadership Team's consideration for action. ELT subsequently delegated the investigation and recommendation for action to myself, and Academic Board designated the oversight of this work to QAB in their meeting on 1 July 2020.

There were a number of issues identified initially in the shared document.

These issues were not one off events, and the breadth and scale of them indicated that they were likely to be systemic and multifaceted. Resolution of them will therefore require actions across multiple teams, systems and processes.

Failure to resolve them will continue to result in large numbers of students failing to complete their course of study each semester, additional workload for staff trying to work through and around deficiencies in systems, student complaints, a negative student experience and have a negative impact on Unitec's Qualification completion goals.

**Approach and actions to date:**

With enrolment and re-enrolment occurring, addressing problems with pre requisites for programmes impacting enrolment and re-enrolment prior to Semester 2 was selected as the first area to be investigated. A number of issues were identified, and the resolution of these are being worked through across operations, Te korowai Kahurangi and Schools.

Work is also underway on:

- Short course enrolment
- International partnership applicant Study Plans
- Analysis of non-completion data as a predictor for student success

**Next Steps:**

A more detailed report of action on these matters will be reported for September QAB.

**Attachments**

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ELT Memo from ARC

**Contributors / Co-Authors**

Trude Cameron

**People Consulted**

Simon Nash - Interim Executive Director Academic

David Glover - Executive Director - Partnerships & Student Recruitment

Annette Pitovao – Director Student Success

Tracy Chapman – Director International Success

Simon Tries – Manager Te Korowai Kahurangi

Eric Stone – Lead Quality Systems Te Korowai Kahurangi

Hiroko Hodge – Team Leader Te Korowai Kahurangi

Riza Aguilar - Team Leader Te Korowai Kahurangi

Kakala Vainikolo - Team Leader Te Korowai Kahurangi

Karen Miller – Advisor Te Korowai Kahurangi

Dan Brady – Director of Operations

Chantelle Daniels – Operations Manager

Jenny Ingram Tung – Operations Manager

Esther van Klink – Specialist Enrolment Set up

Aroha Lewin – Project Lead Trades and Services

Mary Ann Onduna – Application Business Analyst, IMS