
To	Executive Leadership Team	From	Simon Nash, Chair Academic Recovery Committee
Title	Issues relating to enrolment, re-enrolment, credits and graduation	Date	13 / 06 / 2020

Purpose

To alert ELT to a set of issues identified at Academic Recovery Committee and request ELT ensure they are investigated and resolutions considered.

Background

The Academic Recovery Committee has identified through various discussions a number of issues relating to enrolments, re-enrolments, incorrect credits, and barriers to graduation. These are outside the remit of ARC, but the Committee's view is that they need to be investigated and resolutions considered.

The Committee would like ELT to note two points:

1. That the breadth and scale of issues identified below indicates they are likely to be examples of systemic issues that need to be considered across the system. We do not consider these one-off events and we expect that changes to processes may be required to resolve them.
2. That responsibility for this set of issues has been unclear, at times falling between a number of different teams (Operations, Te Korowai Kahurangi, Finance, Student Success, Schools, etc), and this needs to be considered in any resolution. We note that 'ownership' of re-enrolments has recently been established with the Marketing team and this may be part of issue resolution.

Issue description	Examples	Teams involved	Possible resolutions
Re-enrolments allow errors or misuse of system	<p>From Marcus Williams / Postgraduate Research & Scholarships Committee</p> <p>Issue of students being enrolled/re-enrolled when they have breached regulations, or of continuing to study when not enrolled, or expecting to graduate when not enrolled, etc etc.</p> <ul style="list-style-type: none"> We need a student journey map for PG students, with attention to detail around re-enrolment. We need a format for a study plan that is useful for re-enrolments administrators, students, teachers and APMs, with prompts to check the student has met the prerequisites for courses in the coming semester at the point of re-enrolment APMs need specific people in re-enrolment that they can consistently work with and clarity on the expertise of these personal <p>-----</p> <p>From Dila Beisembayeva to Quality Alignment Board in March (waiting for a response):</p> <p>An ongoing unresolved issue whereby students are able to re-enrol into the same course multiple times. This results in the achievement of the same course, along with its course credits, appearing multiple times on students' transcripts. So for example, a student may have graduated from a 360 credit degree, but 45 of those credits may have come from a single</p>	<p>Operations</p> <p>Schools – CC/PC/DL/APM</p> <p>TKK</p>	<p>Ownership of Re-enrolment</p> <p>TKK – AAQ - Exclusion process checking/Pre req failure checks/Grade approval process/Completion checking and graduation</p>

	15-credit course taken three times. The related operational processes cross between departments and a solution has never been implemented.		
Can't graduate due to incorrect / insufficient credits – incorrect re-enrolments	<p>Annette/Tracy end of Semester 2 stats for 2019 – 141 students who failed to graduate due to:</p> <ul style="list-style-type: none"> • Insufficient credits – 39 students • Enrolment issue - 68 students • Regulations error (compulsory/elective/wrong selection of papers at the correct level/failed papers/placement hours, etc) – 27 students • Other – 7 students <p>Additional to above...</p> <p>Tracy Chapman's report for Autumn Graduation 2020 – 60 students failed to meet requirements for graduation. Of these, 21 students had an incorrect selection of courses for their qualification or insufficient credits. 26 had failed courses.</p> <p>Documents guiding International student enrolment/re-enrolment, where there are special relationships with overseas institutions (e.g. SCAT students – Sichuan College of Architectural Technology), that contain special pathways for student qualifications. These docs may not be available to students when they re-enrol. This can lead to errors in choices of subject. These documents can change from year to year adding confusion about whether to refer to the doc in use at the time the student enrolled, or the one in force for a particular year.</p>		<p>Need oversight of re-enrolment to ensure correct selection of compulsory and elective subjects and correct number of credits.</p> <p>Timing of re-enrolment before the previous semesters grade results are published – students may fail a course but not seek help to resolve this.</p> <p>Improve the format of Study plans to make them easier for students to understand/read/interpret.</p> <p>Provide resource in Schools to check all students re-enrolling have the correct pathway.</p> <p>Ensure any documentation for specialised progression (SCAT students) is maintained in a centralised resource available to Schools and students</p>

For Information

Can't graduate due to incorrect choice of courses / compulsory vs electives / courses at wrong levels / wrong courses / missing pre-requisites – incorrect self-enrolment	<p>From Annette:</p> <p>Failed pre-req report from PSoft – current students who need an alternative plan to catch up/re-engage as many simply walk away if it's too hard to work out what to do next. This one is about retention and active follow up. Who's remit is to follow up on?</p>		<p>Study Plan clarity is required and sometimes may need proactive intervention, especially if it's a third-time enrolment and a special learning contract with Prog Co-ord/APM is needed.</p> <p>Enrolment portal does not 'flag' errors in course selection.</p> <p>Need to consider students who self-enroll as well as those who seek and receive inaccurate information.</p>
No Show process does not remove all non-attending students and finalise their enrolment status	Students remain enrolled even when not attending. This creates a negative effect on SCC.	Operations - administration	Needs a further sweep of non-attending students to remove from PS, later in the semester. Possible coordination of activity with LOP – some students ask to remain enrolled but never attend after the 4-week mark when the No Show process ends.
Discrepancies between programme regulations and PeopleSoft data	<p>Admission and Enrolment specialists produce Study plans to guide enrolment and re-enrolment (although this is not part of their role description?). A PS report is run to compare Programme regs with current plans - PR-PS Discrepancies report. This picks up errors in:</p> <ul style="list-style-type: none"> • Incorrect pre-requisites • Courses not included in the Programme Regulations • Incorrect credits for different level courses • Missing credits and details on course selection <p>Incorrect details of which courses are elective and compulsory, etc.</p>	Operations – enrolment processing	Currency of programme documents and regular updating of PS to align these

VOE Spreadsheet data prior to current calendar year – requests themed for 2020 to date	Enrolment Error / Correction	26		
	No Show error / missed	16		
	Student enrolled into wrong course	7		
	Programme changed	1		
	incorrect credit weighting	4		
	VOE processed late	2		
Students who did not complete in a number of previous years who are still in People Soft with active status	Some of these students are in discontinued courses – needs to be tidied up and individualised plans made for those students who wish to complete.		TKK	Special TKK project in collaboration with LOP?
Inconsistent view for students of course related fees during application or enrolment process.	<p>Nothing on website for what appears to be all programmes, some Schools (for example those that interview) outline and provide costs. Those that don't some of it comes as a shock or not until further into the application process.</p> <p>Where costs exceed \$1,000 course related costs from Studylink, this presents issues for students as they are not prepared for the additional cost, or one item may not be able to be purchased – for example if you need to buy a laptop and tools, which do and which don't you purchase?</p>			Other course costs (even estimates) need to be included on website
Requirement for verified birth certificate or passport for domestic students.	<p>With the exception of UPC, all other students are required to have and upload (or send in) a verified copy of their birth certificate or passport. Students that don't have them, can't afford to purchase them, don't know how to, don't have facility to upload (as in limited or no device or access) or cannot get to someone to verify give up on their process.</p>			Use of NSN as per other institutes