

Report on Investigation into Issues Relating to Non-Completion

| Process | Issues | Notes | Action/date |
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| We rely on students self-enrolling and re-enrolling using the Online portal, which does not prevent some enrolment errors | Students can enrol multiple times in the same course | PS allows for a Repeat Rule to be set for every course. This rule allows a student to enrol between 1-2 times before they see a warning to refer to course Coordinator. Students ignore this warning. | <p>Escalate any future breaches to Karen Miller in TKK to check correct set up of Repeat Rule.</p> <p>Requires human oversight of re-enrolments within Schools.</p> <p>Further investigation needed of who/how we can do this. Possible link with review of APM workload.</p> <p>Due Q1 2021</p> |
| | A Programme team may follow the correct procedures for updating Programme Regulations and this results in the programme information in PS not corresponding to current practice or circumstances. | <p>This has the following impacts:</p> <ul style="list-style-type: none"> Negative student experience. Students are unable to self-enroll/re-enroll and need to seek support from Academic and Operations staff Increased workload because it requires time consuming manual overrides of Pre requisites/co requisites and restrictions by the operations enrolment team in consultation with APMS, PC/DLS Time consuming COEs that need to be raised to change enrolments, which increases | <p>Change made to failed Pre requisite report to include a long description field for the reason for the override. This will allow programmes requiring manual overrides to be detected on the report and action taken to advise Programme teams to correct programme Documents where applicable and reduce number of overrides.</p> <p>Completed July 2020.</p> <p>Review of Failed Pre requisite report September 2020</p> <p>Process to escalate these to Schools to be finalised with Operations, along with comms to School teams.</p> <p>Due Q4 2020.</p> |

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| | | <p>staff workload, delays student's admission to courses and impacts class numbers, attendance tracking and the No Show process</p> <ul style="list-style-type: none"> • Impact on student progress and progression • Band-Aid solutions | |
| | Students make incorrect choices for re-enrolment by course level/credits/compulsory/electives | <ul style="list-style-type: none"> • Lack of knowledge of the correct pathway choices for Partnership agreements and difficulty in understanding Study Plans for these students • Students opt to select easier courses and accumulate the right number of credits but the wrong number at the required level • ENR students are able to enrol in 15 credit courses • Study plans serve two purposes – for Enrolment Specialists and students. Students misinterpret information and make incorrect course selections | <p>Arranged meeting of Chinese partnership stakeholders to fix gaps in process - July 2020.</p> <p>Outcomes were:</p> <ul style="list-style-type: none"> • Improved communications • Sharing of documents • Agreements appended to Programme regs and are version controlled • Students understand their study plan at time of engagement • Visibility of who these students are in the classroom • Study Plans are shared with Schools • Further meeting is scheduled to address three outstanding issues <p>Due September 2020</p> <p>Re-enrolment process requires human oversight. Who can do this? May link to work on review of APM workload.</p> <p>Due Q1 2021</p> |

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| | | | <p>ENR courses are specifically set up in Peoplesoft with variable credits to accommodate the ongoing enrolment required for completion of postgrad thesis/dissertation/research projects over more than one semester. This allows each student to be enrolled with variable credits per semester i.e. one student may want to complete 30 credits in a semester and another may want to complete 60. The Minimum credit value for ENR courses is usually set to 15 credits as this allows part-time students to enrol.</p> <p>Schools can contact karen Miller in TKK to check/fix.</p> <p>Other Potential Solutions:</p> <ul style="list-style-type: none">a) Don't allow students to self-enroll (Enrolment would be advised to do the ENR enrolments for postgrad students like they used to)b) Change the course set up to allow students to edit the credit value of the course when they self-enrollc) Ensure human oversight of enrolment/re-enrolment of all post grad students <p>Needs further investigation and outcome to be communicated to all stakeholders.</p> <p>Due December 2020</p> |
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| | | | <p>Working group to be established to review Study Plan format – with student representation</p> <p>Due November 2020</p> |
| <p>Lack of oversight of enrolment and re-enrolment and lack of robust checking/validation process</p> | <p>There is no validation or tracking of student progression towards completion. Students can enrol into courses that do not contribute to completion.</p> <p>Students can continue to study when not enrolled.</p> <p>Some students remain enrolled when not attending.</p> <p>Students who need an alternative plan to catch up/re-engage can simply walk away if it's too hard to work out what to do next.</p> <p>Many students need to re-enrol before their current grades are published and subsequently fail courses. Without oversight/advice they often don't rectify this and get all the way through to the end of their programme and then fail to graduate.</p> | <p>We need human oversight of re-enrolment and student progression.</p> <p>We rely on teaching staff to correct enrolment errors via COEs and confirmation of No Show students.</p> <p>We have some students coming in who are already enrolled with an ITO, and who fail to compete Unitec enrolment processes. We seem to lack a clear process for following up on these students.</p> <p>Problems can also occur through:</p> <ul style="list-style-type: none"> • late enrollments • delays in processing COEs - students not withdrawn quickly miss many weeks of study, making catching up impossible • discrepancies in enrolled students between SEAtS and physical attendance • not lodging COEs | <p>Review of APM/PC/DL role.</p> <p>Completed July 2020</p> <p>Agreement gained from Director Ako, Learning and teaching that the No Show process will occur for all Unitec courses.</p> <p>Completed July 2020</p> <p>Review of No Show process/Admission, Enrolment and fees Procedure with Operations teams and APMS.</p> <p>Due September 2020</p> <p>Review of COE processing with Operations team</p> <p>Due November 2020</p> <p>Review of Study Plan preparation and format</p> <p>Due November 2020</p> <p>Review and development of PS Progression report by Programme to ensure an overview of progression by enrolment date for a particular cohort of students</p> <p>Due November 2020</p> |

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| | Some Managed Apprenticeship students come to Unitec already enrolled with their ITO and fail to complete Unitec processes | <ul style="list-style-type: none"> • students not knowing that they need to withdraw • lack of follow up to support student withdrawal • Academic staff not knowing how to get students removed from class registers, when there is no response from enrolments team to do this • not withdrawing students from courses they aren't attending • incorrect course selection advice being given to students • Academic staff being unaware of specific enrolment pathways students e.g. Chinese partnership agreement students • Variations in study plans between schools and operations enrolment team | |
| Re name re-enrolment | Negative feedback from students and poor engagement with the process | Current name has negative connotations for students i.e – | Meetings held with all parties involved and agreement for change confirmed. Completed July 2020 |

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| | | they have been un-enrolled and need to apply again. | Impact assessment carried out and scope of change determined. Due September 2020 Student feedback on proposed changes. Due October 2020 |
| Short course enrolment is not a clear and consistent process and has involvement of different support areas. | Some short course enrolments processes occur through the enrolment portal, Student Central, the Schools and with the involvement of TKK. This piece of work wasn't addressed as part of Project ATOM. | Communication is challenging as no one group/area owns the process. APMS are asked to make a call on the viability of running a short course without visibility of current enrolments and the application pipeline. This can lead to late cancellation of courses. Some courses which appear to have low enrolment numbers, may have some students almost all the way through the enrolment process. | We now have a functional report that will be sent out to APMS weekly which shows the following - <ul style="list-style-type: none"> • Sum of Submitted – Number of applications under processing and yet to be enrolled • Sum of Total Enrolled – Number of total Student enrolled • Sum on Hold – Number of application on Hold • Sum of Cap Enrolment – Total number of Enrolments permitted. Completed July 2020 |
| Create a template for course descriptors on the Unitec Website | Feedback from students regarding insufficient course information for informed decision making | Students need more detail on course outcomes, course related | Creation of a common course template that contains all necessary information, to be used across all programmes. |

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| | | costs etc, to inform decision making | Due December 2020 |
| PG students need continuous enrolment or they are in breach of our regulations | Students need to apply for a suspension of study or else if they stop studying they can't be re-enrolled | Post Grad students need a student journey map and oversight of enrolment to ensure correct process is followed. | Need to determine who and how. Due December 2020 |
| Issues pertaining to inclusion of PBRF rated courses in Unitec EPI data | EPI course completion is not calculated for courses that are defined as PBRF eligible (NZQA definition). Unitec needs to classify ENR courses when set up in PS. | Need confirmation of what 'wholly research based' means from TEC – is this a dissertation, thesis or research project and level 8 or above? | A list of all courses at level 8 and above to determine if they meet this criteria, has been sent to Rakesh in July. Research Office to review list with TTK and identify which apply. TTK to update the fields in PS. Due September 2020 |
| Data tidy up in PS | Student enrolment data is not 100% accurate in our system and skews our data. Students who did not complete in a number of previous years are still in People Soft with active status | Some of these students are in discontinued courses – need to be tidied up and individualised plans made for those students who wish to complete | People and process to be determined. Due November 2020 |
| Reduce student non completion | Early identification and support for students at risk of Non Completion within the first 3-4 weeks of study | The earlier we can identify and support at risk students the better our changes of ensuring completion and achieving parity targets. | Analysis of existing data/TTK/LOP. Completed July 2020 Gap analysis to determine what additional information will be useful/needed. Completed August 2020 |

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| | | <p>Add in data we collect in the initial weeks of enrolment:</p> <ul style="list-style-type: none"> • Attendance • Moodle activity • Initial level of risk assessed by Learner Outreach Project • Sentiment rating from analysis of LOP records | <p>Identification of at risk student's enrolment (flags)</p> <ol style="list-style-type: none"> 1. New to unitec 2. Study mode (part-time, full-time) 3. Prior activity (work, study, etc) 4. Highest secondary qual 5. Gender 6. Ethnicity 7. Age 8. Study area (discipline) <p>Completed August 2020</p> <p>Capture early data in student trackers to improve institutional reporting and targeted support for students Due November 2020</p> <p>Develop strategic interventions for specific groups. Due Q1 2021</p> <p>Wider analysis of data and consider how to use the data most effectively. Due Q2 2021</p> |
| Enrolment and Graduation issues | Investigation into barriers to enrolment and graduation | Do we make gaining entry into some programmes too hard for students? | <p>Meetings set with Operations Graduation Team Lead.</p> <p>Barriers to enrolment – APM group meeting.</p> |

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| | | Are our graduation processes prohibitive for some students? | Due Q1 2021 |
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