



### Confirm your courses and re-enrol

For re-enrolment into 2021 our operations, student success and marketing teams are collaborating in the spirit of mahi kotahitanga to ensure our learners are aware of the need to confirm their courses and re-enrol as well as a variety of ways in which to access both academic and support services staff to help them make informed choices as well as answer any questions they may have to ensure they are confirmed and enrolled.

The language around re-enrolment has shifted after consultation with operations, student success and a range of academic staff to ensure there is less confusion. 'Confirmed' was settled on for the key term as some students don't have courses to "choose from".

### Events

There are three events planned which are details below:

- Thursday 10 December: 3:30pm – 6:30pm Virtual drop-in event.
- Thursday 21 January: 1pm – 4pm onsite event at Waitākere campus for Healthcare & Social Practice.
- Wednesday 3 February: 12:30pm – 6pm onsite event at Mt Albert and virtual drop-in immediately following.

	Event 1	Event 2	Event 3
<b>Date</b>	Thursday 10/12/2020	Thursday 21/01/2021	Wednesday 03/02/2021
<b>Time</b>	3:30pm-6:30pm	1pm – 4pm	12:30pm – 3:30pm Onsite  4pm – 6pm Online
<b>Format</b>	Virtual	Onsite	Virtual/Onsite Hybrid
<b>Location</b>	Prosple Platform	Waitākere	Mt Albert/Prosple
<b>Academic Support</b>	2 academics per school	Healthcare and Social Practice Academics	Onsite – TBD  Online - 2 academics per school
<b>Student Central</b>	Onsite support by Student Central for learners who prefer face-to-face.	Onsite support by Student Central for learners who prefer face-to-face.	Onsite support by Student Central for learners who prefer face-to-face.

<b>Enrolment Team</b>	Online support	Onsite support for Healthcare and Social Practice	Onsite and online
<b>Funding your studies</b>	Online support	Onsite support	Onsite and online
<b>Visa &amp; Insurance Advice</b>	Online support	Onsite support	Onsite and online

## Event structure

Academic/support service staff required:

### Virtual drop-ins

**2 x academic staff** – both with programme knowledge to answer any questions such as those related to what happens if a learner has failed to get the required pre-requisite grades.

- One host to answer general questions, manage queue and invite individuals to enter private breakout room;
- A second staff member to sit in private breakout room with an enrolment specialist to have private conversations.

**1 x enrolment specialist** – to sit in breakout room with second academic staff to have private conversations.

General rooms for: enrolment team, funding your studies and visa & insurance support.

### Onsite events

Same format as the 'Information and Enrolment' events from previous rounds:

Pop-up booths for each School and required support service.

**1 or 2 x academic staff** – with programme knowledge to answer any questions such as those related to what happens if a learner has failed to get the required marks.

**1 x enrolment specialist** – to stand with academic staff at their booths to answer enrolment specific questions.

General spaces for: enrolment team, funding your studies and visa & insurance support as well as student central for those that don't need academic support.

## EDM nurture journey

The events are reinforced with an EDM and text-based nurture journey. There will a homepage hero image and three separate events as above, emails prior to the events and txt reminders on the day and the EDMs as detailed below:

	<b>When</b>	<b>Message</b>	<b>Status</b>
<b>Email 1</b>	As exam week starts	<ul style="list-style-type: none"> <li>• Keep it short and wish each learner luck</li> <li>• Educate about methods to 'confirm your next courses' and that they are able to re-enrol now</li> <li>• Introduce that sessions will be available.</li> </ul>	<b>SENT (Student Success)</b>

<b>Email 2a + Text (pass marks)</b>	As school grades become available, we will send an email to learners that have achieved the required grades to be able to re-enrol based on the reports that Hikoro will provide. There will be no mention of marks in the EDMs about grades – just outlining what options these learners have. (usually around 10 days after exam).	<ul style="list-style-type: none"> <li>Email to contain explanation that it is time to confirm your next courses</li> <li>Step by step explanation of self-service option: <a href="https://www.unitec.ac.nz/current-students/study-support/re-enrolment">https://www.unitec.ac.nz/current-students/study-support/re-enrolment</a></li> <li>An option to register for our virtual drop-in session in Dec if you need assistance, have your student ID handy</li> <li>Follow up email to all who have not yet enrolled, with further invites to the drop-in sessions</li> </ul>	<b>To be sent (Marketing)</b>
<b>Email 2b + Text (fail marks)</b>  <b>(Do not mention the word 'Failed')</b>	As school grades become available, send an email to learners who have not received the required grades to confirm their next courses without first discussing their options with APM's and enrolment specialists (usually around 10 days after exam but understand there are slightly extended timeframes for due to COVID).	<b>(Do not mention the word 'Failed')</b> <ul style="list-style-type: none"> <li>Email to contain explanation that it is time to confirm your next courses and ask them to contact their Academic Programme Manager to work on a plan for them.</li> <li>An option to register for our Virtual drop-in session in December if you need assistance</li> <li>Follow up email to all who have not yet enrolled</li> </ul>	<b>To be sent (Marketing)</b>
<b>Email 3 + Text</b>	Just prior to events	Invite to register and attend the on-campus event to confirm their next courses and re-enrol.	<b>To be sent (Marketing)</b>

This EDM journey and schedule of events give learners most the tools and knowledge they need to ensure the necessary information and support to increase re-enrolments to meet and surpass shared requirements.