

## Project Goals

To explore solutions to improve learner experience across a range of identified issues, many of which have been recurring for years and remain unresolved

To provide the Executive steering group with recommendations for improvement for the future



## Key areas of enquiry

Student debt

Re-enrolment

No Show and Cross Credit processes

Orientation and onboarding

PeopleSoft reports



## What we found

Learners lack clarification of funding status at enrolment and in subsequent years of study, leading to inaction and escalation of debt

We place responsibility for re-enrolling on our learners but don't provide consistency in processes and resources to support them

No show and cross credit processes are causing delays in enrolment and unnecessary debt for learners

Academic staff lack access to and knowledge of the PeopleSoft reports they need to support re-enrolment

Learners need a very thorough orientation and onboarding process to give them the best opportunity to succeed



Special  
thanks to  
the working  
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