## Who's Who in Operations – Enrolment & Academic Operations

Business Unit	Concentrix	Timetabling Office	Enrolment Set Up	Continuous Improvement	Admissions and Assessment	Admission Support & Enrolment Administration	Student Finance	Academic Registry & Graduation
Key Responsibilities	Provide first point of contact for all prospective and current student enquiries relating to all of Unitec's Student Services and IMS Help Desk.  Concentrix currently provide resource for IT support and Unitec 'Digital' Channels such as Email, 0800 Number (Phones)	Provide Specialist Timetable Management & Support to all Schools and services liaising to ensure that all timetables are produced, and room allocation and streaming of classes occur on schedule, for each teaching period.  Manage the scheduling of spaces that meet Unitec's utilization and programme and course delivery objectives.	Programmes set up in the Enrolment Portal through all of the required stages and steps to ensure programmes are:	Support and lead the development and implementation of continuous improvement initiatives specific to Enrolment and Academic Operations that support the wider Unitec whanau and our tauira.	Provide Domestic and International (Intl) application and admissions assessments on behalf of all Schools in order to meet EFTS targets for each Academic calendar year.  The International Specialists are the first point of contact for all specialist enquiries relating to the Unitec Domestic and Intl admissions and enrolments process.	Responsible for all processing of customer applications and enrolment requests and records for all Unitec programmes and Short Courses.  The enrolment processing team ensure the quality of all student enrolment records are maintained and meet compliance requirements	Provide front of house service for all student finance enquiries and payments enquiries.  Responsible for managing all processes related to the student finance lifecycle and the end to end debt resolution process for past and present students.	Manage the end to end process of the Graduation lifecycle phase liaising with Schools to ensure the graduation of all eligible students for each graduation season.  Responsible for managing all official student record requests such as transcripts and StudyLink escalations.
Student Contact Address	Refer to sctls@unitec.ac.nz	Refer to enrol@unitec.ac.nz	Refer to enrol@unitec.ac.nz	Refer to enrol@unitec.ac.nz	Contact Aligned Specialist See Contact List	Domestic Applications  application@unitec.ac.nz  International applications  international@unitec.ac.nz  Enrolments enrol@unitec.ac.nz	Refer to fees@unitec.ac.nz International.finance@unitec. ac.nz	Refer to graduation@unitec.ac.nz
Internal Team Contact Address	studentadmin@unitec.ac.nz	timetabling@unitec.ac.nz	enrolmentsetup@unitec.ac.nz	<u>better@unitec.ac.nz</u>	Contact Aligned AAS See Contact List	application@unitec.ac.nz enrol@unitec.ac.nz	fees@unitec.ac.nz International.finance@unitec. ac.nz	graduation@unitec.ac.nz
Escalations	Kelsi Morrow kmorrow@unitec.ac.nz	Katrina Kanaris <u>kkanaris@unitec.ac.nz</u>	Jenny Ingram-Tung jtung@unitec.ac.nz	Jenny Ingram-Tung jtung@unitec.ac.nz	Jenny Dubouzet  Jdubouzet@unitec.ac.nz  Sau Kraay  skraay@unitec.ac.nz	Astrid Pinto <u>apinto@unitec.ac.nz</u> Edgar Rowland <u>erowland@unitec.ac.nz</u>	Tara Roberts <u>troberts@unitec.ac.nz</u>	Navnita Chand nchand2@unitec.ac.nz
First point of Contact for	General Application Enquiries General Enrolment Enquiries General Student Enquiries IMS Help Desk COEs – Step 1	Timetabling Set Up Class Scheduling	Programme Readiness Approval Study Plans Bulk Term Activations PIR Data Management Opening/Closing Applications Opening/Closing of Enrolment	Maintain Information and documentation Functional Administrative Support Performance and Development Management Relationship Management	Intl and Dom Application Assessments Intl and Dom Enrolment Support Intl Qualifications Support COEs – Step 4	Student Enrolment Requests New Student Enrolments Student Enrolment Records Student Withdrawals SACs No Show Process COEs – Step 3 & 5	Cashiering Debt Follow Up Letters Fees Free Enquiries Student Accounts Payment Plans MFAT Financial Management Debt Escalations	StudyLink enquiries COE Step 8 Graduation Enquiries Transcript Enquiries
Operational Management	Antonio (Edgar) Montano	Hung Ngo	Jenny Ingram Tung	Jenny Ingram Tung	Jenny Ingram Tung	Jenny Ingram Tung	Dan Brady	Dan Brady
Leadership Contact	Director – Operations Dan Brady	Director – Operations Dan Brady	Director – Operations Dan Brady	Director – Operations Dan Brady	Director – Operations Dan Brady	Director – Operations Dan Brady	Director – Operations Dan Brady	Director – Operations Dan Brady