Student Success – Ask Me & Student Central

Action Plan 2022 - **NGĀKAU MĀHAKI - Led by Te Noho Kotahitanga we manaaki the success of our learners and communities**

Manaakitia te Rito Priorities	Student Success Team Priority	Action and Timing
Improve the success of all learners, achieving parity for Māori, Pacific and under 25s by 2022, enhancing international learner success and serving the educational needs of Tāmaki Makaurau	Support and engage all learners to develop a range of relevant skills and connections that raise learner outcomes, progression and wellbeing, while prioritising our Maori, Pacific and Disability Strategies	• Raise student progression by delivering a comprehensive and quality service with a focus on priority groups • Enhance the spirit of engagement through active relationship management and learners' feedback
Provide high quality learning, teaching and applied research to develop work-ready lifelong learners	Provide effective Academic, Pastoral and Research support that is accessible and caters to the diverse academic and wellbeing needs of our learners	• Promote and provide access to support services, including both face to face and online channels • Commitment to foster a culture of diversity and inclusion by raising awareness and developing relevant skills within the team to support our learners needs
Engage and inspire staff so they are proud to work at Unitec and are equipped with the capabilities to support quality learning	Enhance team wellbeing and trust, together with professional and leadership competencies, and support the transition to Te Pūkenga	• Foster a positive and safe environment to empower the team to learn and deliver quality results • Build collaborative relationships with internal teams via regular information sessions and events
Build a financially sustainable organisation to invest in the future with an annual operating surplus	Align, review and invest in best practices across the sector to ensure our services are adaptable, sustainable and compliant	• Create and maintain KPI targets to measure success • Review current processes, technology and space through continuous improvements to ensure the best industry practice is achieved