

Student Success: Delivering through partnership

Liz Bishara

Joanna Scarbrough





- Introduction
- Our **Past**
- Partnership Strategies
- The **Benefits**
- The Future
- **Questions**



Faculty Manager

Faculty Business and Law

AUT Law School

- New Zealand's newest Law School

AUT Business School

- AACSB Accredited Business School
- 6000 students in Undergraduate and Postgraduate qualifications
- Bachelor of Business – AUT's largest qualification



Director, Student Services

Student Services

Improve **success** and **retention** rates

Increase student **satisfaction**

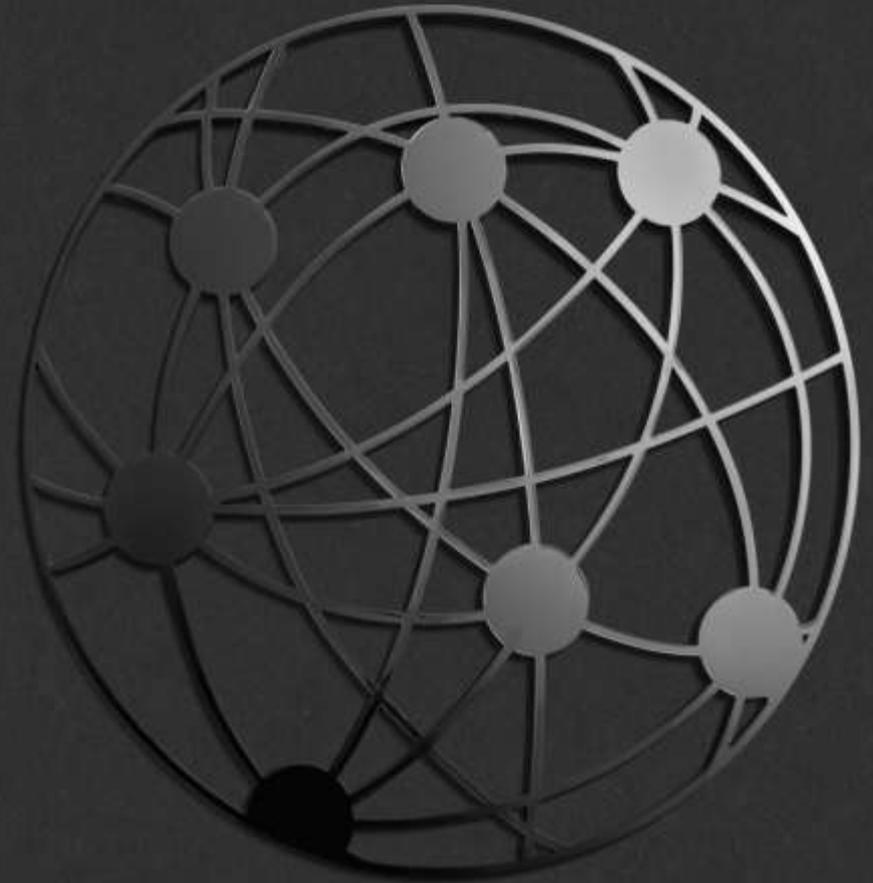
Increase student **engagement**



- Tertiary Readiness Programmes
- Orientation
- Health & Counselling
- Personal advice and support (Student Advisors)
- Student Centre
- Academic support
- Cultural support
- FYE monitoring and peer intervention
- Peer Mentoring
- Social & Cultural activities
- Residences



Our Past...



Admission Integration Review

Key Drivers:

- Operating within a **constrained resource** environment
- The importance of deploying a **framework** for knowledge exchange
- Establishing a **matrix** of **responsibilities** to create consistent practice and alignment
- **Shared** understanding of the University challenges and a genuine commitment to respond



Admissions

Centralised Admissions framework developed:

- **Key principles** in the assessment of applications determined
- Development of University-wide database to capture regulations and processes
- Development of **customer satisfaction** service standards
- Creation of the University Admissions Office (UAO)



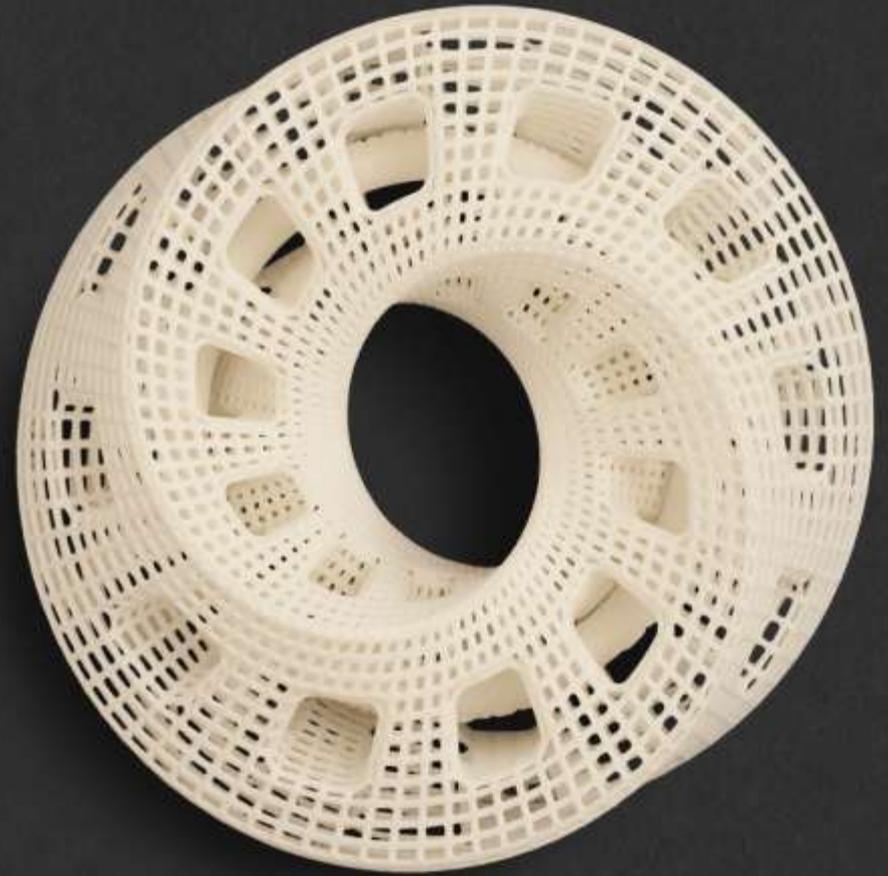
Integration

Development of **knowledge exchange** framework:

- Understand AUT as a system
- Interpret what we do in practice
- **Best practice** guidelines
- Establish culture of **continuous** improvement
- Action required
- Identify levers of **change**



Partnership Strategies



“The most important area of focus for professional senior managers is collaboration across the institution. Collaboration across faculties, disciplinary areas and divisions is the lifeblood of tertiary education institutions”

Paul Abela commenting on
L.H. Martin Institute

Leading Professionals in Australian and New Zealand
Tertiary Education



Delivering a partnership

Matrix of responsibilities: Student Experience

- Student Services Co-ordinator: the **implanted** role
- Information Advisors **within** the Faculty
- FYE Team: supporting **student** Interventions
- Admissions Case Managers: tools, **processes** and the role of delegations



FACULTY/STUDENT INFORMATION CENTRE SERVICE MODEL

Front Office
Faculty/SIC Operation
(100% Student Facing)

Faculty Student
Information Centre
"Information & Connection"

- Supporting Activity**
- > Acceptance of Assignments
 - > Referral to Faculty for W/D & Changes
 - > Completes W/D & Changes
 - > Appointments for Associate Dean, UGO
 - > Application Management (Arion Account Generation)
 - > All Registry Enquiries
 - > University Entrance Approval
 - > Loans and Allowances/Studylink
 - > Programme Pathways
 - > Student Support Service Connection
 - > KEYS Enrolment
 - > Student Relationship Coordination
 - > Faculty & Student Service Linkage
 - > Facilitates and Completes Conversion from Applicant to Invoiced Status

Customer Service

Primary
Relationships

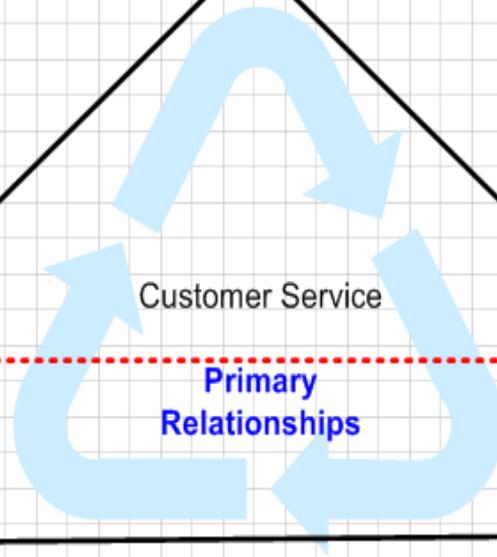
UGO

FYE

Back Office
(Primarily Behind Scenes)

- > Programme Admission
- > Faculty Administration
- > Specialist Programme & Faculty Advice & Support
- > Programme Administration
- > Assignment Management
- > Knowledge Sharing

- > Monitoring & Intervention of At-Risk Students
- > Reporting
- > Exit Interviews
- > Application Intervention Management



Delivering a partnership

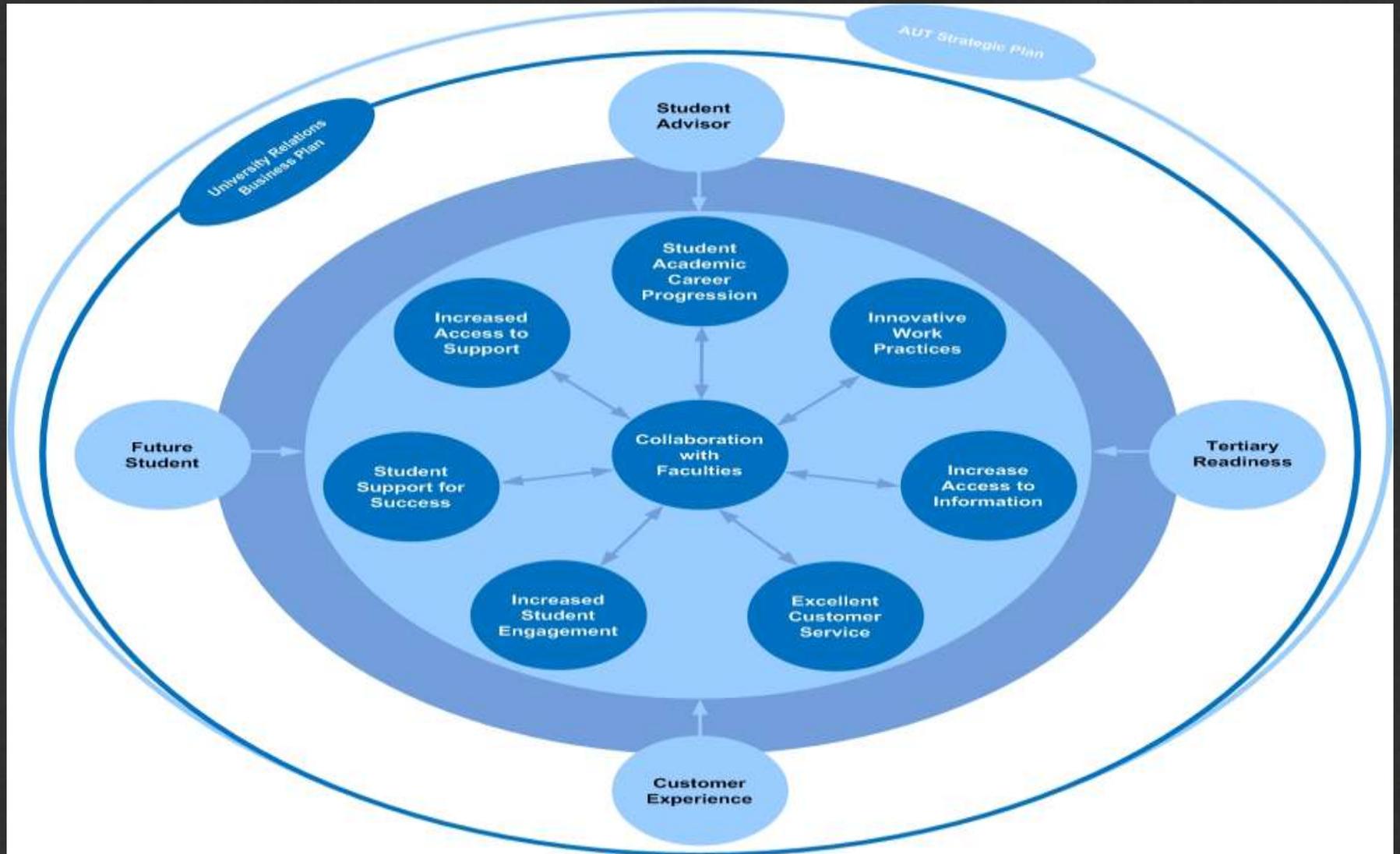
Retention & Success is a **matrix** of responsibility

Evolved our student service **delivery model** to place Faculty at the **centre** and partner with them to design initiatives.

Start the **conversation!**



Student Services Strategic Plan...



Student Analysis of Readiness Tool

- Gathers and analyses student information
- Identifies students for intervention



Entrance Method

NCEA Score

School Decile

Programme of Study

Student Readiness Survey



Student Readiness Survey

Employment

Language

Technology

Commitments

Social

Study Choice

First in Family

Goals

Finances



Final Score



Example of a High Priority Student

Special Admission

Low NCEA Score

Low Decile School

Enrolling on a programme with historically high failure/non-completion rates at AUT

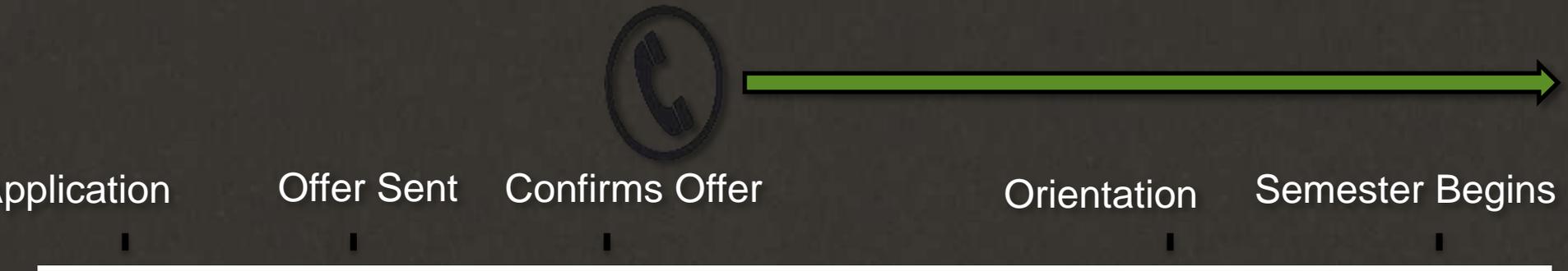
Working 30 hours/week

Sport & Church 15 hours/ week

First in Family

Unsure of how will finance study

AUT Response



Where do these **indicators** come from?

How do we determine the response?



- Research from the literature
- Reviews of institutional exit surveys and interviews
- Analysis of historical student outcome data
- Interviews with support staff

Collaboration with Faculty

**Associate Deans Undergraduate Business & Law
and Health & Environmental Sciences**



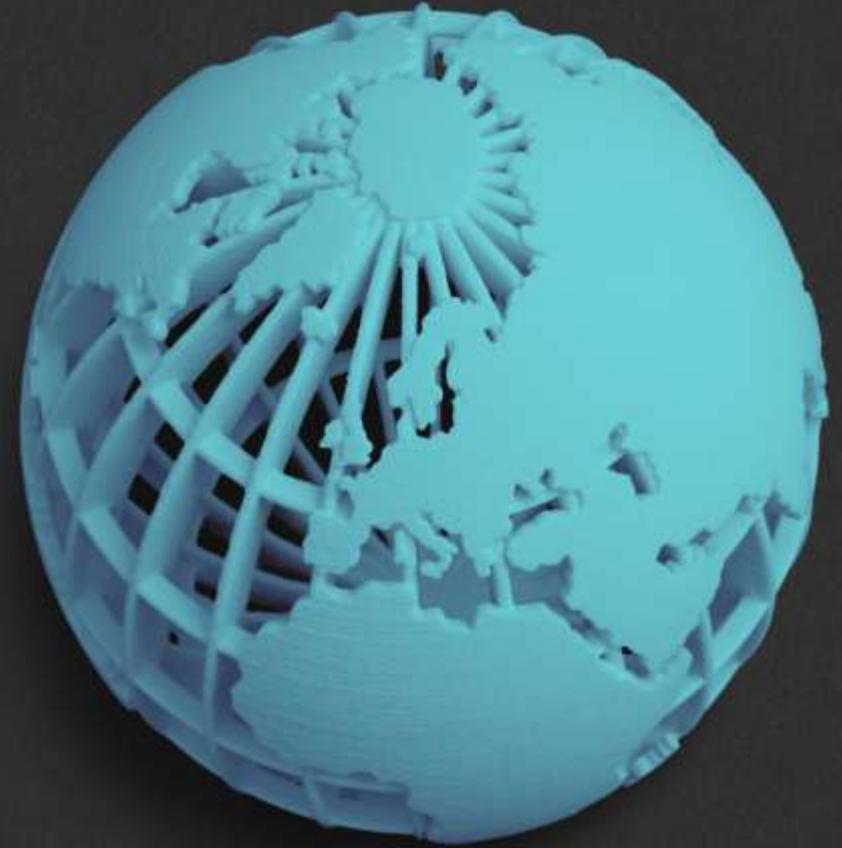
Delivering a partnership

Key components to ensure a high functioning partnership:

- **Shared vision**
- Collaboration
- **Engagement**
- Tools: Reporting and Delegations



The benefits...



- **Sharing** resources
- Collaboration – knowing your Universities areas of **excellence**
- **Opportunities** are realised: establishing joint momentum
- Improved student **retention, success** and **satisfaction**
- **Engaged** staff



Our future...



- **Expand** and **improve** services, channels and methods of delivery that better accommodate and respond to **students'** individual and **24/7** needs.
- **Extend** our collaboration by **exploring** integration of other **academic** processes, access to and use of information and **exploitation** of technology.



- Grow a culture of “**service comes first**” across all student-facing services.
- Drive **innovative** enrolment approaches that individualise the **engagement** and speed up the process.



- Embedding **student support** within learning environments
- Increase support and communication using **digital** channels
- Explore support staff **located** within Faculty
- Information-sharing to target **high-priority** students
- **Partnering** in a shift away from traditional models of service **delivery**



Discussion & Questions

- Feedback on overall approach
- Discussion of challenges
- Questions or points to clarify

