THE STUDENT JOURNEY

THE DEVELOPMENT AND ONGOING REVIEW OF THE UNIVERSITY'S OFFERING TO PROSPECTIVE AND CURRENT STUDENTS.

MANA ENHANCING

PROGRAMMES AND COURSES ARE RELEVANT TO STUDENT'S AND THEIR CAREER GOALS. WHERE PRACTICAL, THEY ARE ACCESSIBLE TO STUDENT'S NO MATTER WHERE THEY ARE PHYSICALLY LOCATED.

LESS RUNNING AROUND

SELF-SERVICE WILL BE ENHANCED THROUGH CLEAR AND WELL ARTICULATED INFORMATION. TRUSTED INFLUENCES IN THE DECISION MAKING PROCESS WILL BE WELL INFORMED.

LESS RUNNING AROUND

CAPTURE PROSPECTIVE STUDENT'S GOALS AT THE EARLIEST POSSIBLE OPPORTUNITY. THESE WILL FORM A CONVERSATION BETWEEN THE STUDENT AND THE INSTITUTION AS THE INDIVIDUAL PROGRESSES OFFERING INTEGRATED PATHWAYS TO APPROPRIATE PATHWAYS THAT MAY NOT BE CONFINED TO THE TRADITIONAL FACULTY BORDERS. THE UNIVERSITY WILL PROVIDE INTEGRATED IN PERSON AND DIGITAL SERVICES TO IMPROVE THE TRANSITION INTO BECOMING A STUDENT.

LESS RUNNING AROUND

STUDENTS WILL RECEIVE PERSONALISED SERVICE AND ADVICE BASED ON REAL TIME INFORMATION. USING INTEGRATED SYSTEMS FOR ACCURATE ADVICE AND GUIDANCE ACROSS SERVICES NO MATTER WHERE THE STUDENT MAKES THE INITIAL CONTACT. STUDENTS WILL FEEL SUPPORTED BY PROACTIVE SERVICES THROUGHOUT THEIR STUDY. THE STUDENT HUBS AND A TRANSFORMED CONTACT CENTRE WILL PROVIDE A ONE STOP SHOP APPROACH MEANING RAPID RESOLUTION WITH MINIMAL HANDOFFS, ENSURING ALL QUERIES ARE RESPONDED TO WITHIN AN EXPECTED TIMEFRAME.

LESS RUNNING AROUND

REVIEW AND MAINTAIN GOALS AND MILESTONES TO ENSURE THEY'RE ON TRACK TO ACHIEVE THEM. STUDENTS CAN BE CONFIDENT THAT THEY WILL COMPLETE THEIR DEGREES WITHOUT AVOIDABLE DELAYS THROUGH PROACTIVE SUPPORT BASED ON REAL TIME INFORMATION.

LESS RUNNING AROUND

BY UNDERSTANDING YOUR GOALS AND YOUR TRAJECTORY ALONG THE WAY THE UNIVERSITY WILL HAVE READY STUDENTS FOR THEIR TRANSITION INTO EMPLOYMENT OR THE RIGHT FUTURE STUDY OPTIONS WITHIN OR BEYOND THE UNIVERSITY OF AUCKLAND.

ACADEMIC BENEFITS FROM SSFR

CROSS COLLABORATIVE EXPERTISE TO SUPPORT DEVELOPMENT, REVIEW AND RENDEZVOUS PROGRAMMES AND COURSES.

市场洞察

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 tying information services provided

Clear advice responsibilities and pathways through the whole-of-student advisory model

Real-time reporting

Responsive communication services provided

Fast and accurate provision of students into programmes and courses

Minimisation of enrolment issues and barriers to enrolment

Proactive analytics and internal engagement ensures that issues are anticipated and resolved before they occur

Improvement capability continuously enhances access and quality of information available to staff and students

Retention/re-recruitment activities supported by data insights and accredited advisors

Teaching and Learning supported by easy access to space and timetabling provisioning

Monitoring of student success supported by analytic insights

Visibility of decisions and clear decision making responsibilities

ACADEMIC SERVICE PROVIDING EARLY SUPPORT AND GUIDANCE TO ENSURE STUDENTS COMPLETE THEIR DEGREES AS EXPECTED CLEARLY IDENTIFY THOSE IN LINE FOR HIGHER/POST-GRADUATE STUDY OPPORTUNITIES

ACADEMIC BENEFITS FROM SSFR

Cross collaborative expertise to support development, review and redesign programmes that meet the University’s educational objectives, attract the desired student cohort and are sought after by employers/professional bodies

Market insights

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