



AUT

2022 IMPACT REPORT

Student Services and Administration

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FOREWORD FROM GROUP DIRECTOR

Mā te huruhuru o te ao whānau, ka puta mai ngā rangatira o āpōpō.

By the many strands that connect us as whānau, the leaders of the future are created.

Kia ora e te whānau,

I reflect on 2022 as a year of two halves, having commenced our year under the Red of COVID-19 Protection Framework.

Despite ongoing external challenges impacting student numbers, our teams worked to ensure applications were processed and our applicants engaged through their transition into university life. A particular focus was applied to applicant conversion through peer-to-peer connection and removal of barriers to both domestic and international students to commence their journey with AUT.

We delivered our Semester 1 Orientation programme for new students online – with live streamed sessions with our faculty partners and student leaders and a range of digital resources to support our students successful start to their academic journey.

It was then heart-warming to welcome our students back to campus in May, collaborating with AUTSA to deliver Open House. Collectively celebrating with a range of events, performances, workshops, and sharing kai.

As a collective we have responded to new legislation and funding opportunities from the New Zealand Government, including a comprehensive review of our adherence to The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and associated improvement plans. We also expanded existing and established new services based on wellbeing funding issued by Health New Zealand to universities nationwide.

We pivoted our service design in response to changing student needs in mental health and wellbeing, which included targeted case management with students presenting with moderate to acute needs through our new UniCare model, and peer-to-peer connection and engagement through Student Connect. We also continued to inject additional funding into financial assistance for our students – our students' welfare always being at the centre of how we design and deliver our services.

I am extremely proud of our Student Services and Administration teams who were recognised by external awards including Employability and Careers winning the 2022 NZAGE Award for Best Career Service. As well as our Medical Centres receiving the Auckland PHO, Bronze Equity Award and Auckland PHO, Bronze Total Population Award for achievement of Ministry of Health targets.

Our achievements in 2022 could not have been realised without the contributions of all our Student Services and Administration whānau and our partnership with the AUT Student Association (AUTSA). Collectively we worked tirelessly to ensure that we improved outcomes and inclusivity for our students as they embark on their learning journey.

Ngā manaakitanga,

Joanna Scarbrough
Group Director, Student Services and Administration



OUR WAY OF WORKING

Code of Practice

Continuous improvement is part of Student Services and Administration's (SSA) DNA, and the Division welcomed the structure of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code). Following its release, SSA led a process in 2021 to review our processes and practices to adhere to the Code's outcomes. In 2022 the Division supported the University to track and monitor AUT's enhancements towards improving our support for students under the Code. Additionally, all providers including AUT are required to report quarterly on progress, with the final quarter report being the annual attestation report. We worked with staff across the University and AUTSA representatives to produce AUT's reports to the Committee on University Student Pastoral Care (CUSPaC). The Attestation report outlined our progress that 80% of the enhancements and 75% of the gaps identified were completed. The remaining enhancements and gaps are anticipated to be completed in 2023.

Student feedback and voice

There were 172 student feedback submissions through the Student Feedback Channel. This included 8 compliments, 132 complaints, 30 suggestions for improvements, and two enquiries. Feedback submissions included facilities, fees, enrolments, IT and online services, learning and teaching as well as the Early Childhood Centre. Submissions were case managed in connection with relevant AUT departments and faculties.

In response to the Ki Uta Ki Tai, consultation workshops were held with members of AUTSA, students with impairments, Rainbow and international students.

SSA also continued our work with student feedback communities to gain insight into key services and opportunities for improvement including our Student Medical Centres, Counselling and Mental Health, and Student Accommodation.

Our commitment to partner with students was further sustained through the continuation of the Student Advisory Committee and Memorandum of Understanding with AUTSA.

Commitment to AUT partnerships

SSA continued to embed Communities of Practice, establishing the Community of Practice for Students with Additional Needs to foster a multidisciplinary approach to how we approach service design and practice. As well as collaborated with AUT departments and faculties with the newly established Communications Advisory Group to enhance how we communicate with our students.

We partnered with AUT departments and faculties to enhance the student experience including Estates to enhance learning experiences for Deaf students, ICT and Strategy and Planning to automate manual processes, and faculty and support partners to deliver holistic and wrap around support services for students who are experiencing mental health concerns.

In addition, we developed a consistent practice with faculties and other departments to provide a consistent practice to support students under the AUT Support to Study including the adoption of Dynamics 365 for all supporting staff who manage students with complex needs, student incidents, and critical incidents.

Staff training and engagement

We continued to support the onboarding of our staff through the tailored SSA onboarding programme 'Te Whanau o te Ara Whariki', as well as engaged them with the Division and University's values through divisional breakfasts and events and activities organised by our Diversity and Inclusion Group.

SSA teams were given the opportunity to participate in a six-week Te Tiriti training programme. Four programmes were delivered in 2022 with 107 staff (approximately 65%) completing the training.

People leader training included Refresh and Bystander Intervention, which were attended by six and nineteen people leaders respectively. This brings a total of 29 people leaders attending Bystander Intervention, six on the new Refresh training and 26 completing Managing@AUT over the past few years.

CELEBRATING STAFF ACHIEVEMENTS



Person/team	Title	Achievement
Employability & Careers		<ul style="list-style-type: none"> Recipient of the 2022 NZAGE Award for Best Career Service
Student Medical Centre		<ul style="list-style-type: none"> Auckland PHO, Bronze Equity Award Auckland PHO, Bronze Total Population Award for achievement of Ministry of Health targets
Patricia Roe	Nurse	<ul style="list-style-type: none"> Auckland PHO, Services in Practice Nursing Award
Liz Bishara	Director, Student Hub	<ul style="list-style-type: none"> Elected Association of Tertiary Education Management (ATEM) Board and Vice President Aotearoa and Engagement
Bruce Meyer	Manager, Student Recreation	<ul style="list-style-type: none"> Elected Member of FISU (Federation International Sport Union) Sport Development Working Group UTSNZ Board Member – International Sport Committee Chair FISU Oceania Member
Jessica Lewthwaite	Student Inclusion Manager (Rainbow)	<ul style="list-style-type: none"> Appointed to the board for Rainbow New Zealand Charitable Trust Hired by Express Magazine for a monthly column. Presented on the Rainbow Diversity Panel for ATEM conference. Wrote and presented an “Anti-bullying” Rainbow programme for High Schools in South Auckland Awarded the AUT Values Pin
Tom Cooper	Student Development Advisor	<ul style="list-style-type: none"> Completed Masters of Sport, Exercise and Health
Tasha Francis	Sport Activity Coordinator	<ul style="list-style-type: none"> Graduated with a Postgraduate Diploma in Health Science (Psychology)
Luka Karalus	Student Advisor	<ul style="list-style-type: none"> Graduated with a Graduate Diploma in Arts in Social Sciences
Carlijn Dieleman	Student Advisor	<ul style="list-style-type: none"> Graduated with a Graduate Certificate in Health Science
Milly McWhirter	Recreation Activity Coordinator	<ul style="list-style-type: none"> Graduated with a Bachelor of Sport and Recreation in Exercise Science and Nutrition
Kiani Smith	Recreation Activity Coordinator	<ul style="list-style-type: none"> Netball New Zealand National Umpire Squad 2022
Kira Morrison	Recreation Activity Assistant	<ul style="list-style-type: none"> Appointed to umpire the NNZ Under 18 Netball Nationals and NNZ New Zealand Secondary Schools Tournament
Emma Spires	Employability & Careers Specialist	<ul style="list-style-type: none"> Presenter, CDANZ online conference
Lillian Vimahi	Employability & Careers Specialist	<ul style="list-style-type: none"> Panel facilitator, CDANZ online conference
Serena Tiaiti	Employability & Careers	<ul style="list-style-type: none"> Co-host, CDANZ Online conference NZ Universities Women in Leadership Alumna, 2022 Country Director, APCDA
Rebecca Shrigley	Director, Student Communications and Engagement	<ul style="list-style-type: none"> Presenter, ANZSSA Conference
Shaun Pulman	Bright Side Programme Manager	<ul style="list-style-type: none"> Presenter, ANZSSA Conference
Rachael Marsters	Relationships Manager	<ul style="list-style-type: none"> Finalist for the 2022 NZAGE Award for Best Career Service Professional

DEMONSTRATING ADMINISTRATIVE EXCELLENCE

Always on qualification granting

In response to the challenges of granting qualifications and holding graduation ceremonies in the Covid environment, a notable enhancement to Arion's granting process was introduced during 2022. This means that students can now complete and be granted their undergraduate or postgraduate qualification at any time throughout the year, rather than being tied to a particular ceremonial graduation cycle – as well as elect to participate in the next available graduation ceremony.

Individual course enrolment

Opportunities for improving the management and experience of students enrolling in a single course were identified. This resulted in an improved application and enrolment process for Study Abroad, Inbound Student Exchange, UniPrep, Te Reo, and students who want to enrol in a single course Certificate of Proficiency.

Course approval and validation

Before a course is available for enrolment it must be appropriately approved both internally and with the Tertiary Education Commission (TEC). Changes instigated in 2022 in conjunction with TEC ensured that "pre-approval" of fees by TEC was obtained prior to the course being validated and opened for enrolment. Previously TEC would only review new courses once the SDR was submitted and then challenge AUT on the fees for any new courses if they did not fit within their (TEC) fee range. This new process ensures the SDR course register with TEC is accurate and does not require amendments when students are already enrolled, mitigating a significant risk to the University.

Financial assistance fund automation

New automated steps were developed to assist with the processing of financial assistance payments to students. Post the financial assessment of a student, student advisors submit a financial assistance record through Dynamics 365, this is submitted to SSA's portfolio administrator to complete a series of checks before a sending on to AUT Finance to update in Tech One, alongside an automated payment file to issue the monies to students. Once complete the Dynamics 365 case and financial assistance record are automatically closed/completed.

Previous to these automations, SSA's Portfolio Administrator would email Finance a screenshot of each FA record and attach bank detail documents. Finance would individually check and update student records in TechOne. Finance would then advise that payments had been made to the student and the Portfolio Administrator would manually close each FA record and Case. The Financial assistance fund automations as described above were first applied to the **Transport assistance fund** allocation in semester two, 2021. The success of the automations led to process accuracies and efficiencies and the design was then applied to all financial assistance payment processing.

Course and programme amendment form

A new online form named **Course and Programme Amendment form** was created for both the AUT App and Student Hub Online (SHO). When a student submits this form, it directs to either an Outlook mailbox or CRM queue. The form integrates with D365 CRM as an Email Activity on the student record.

The new online form replaces a two-page downloadable form that the student would usually take to the Student Hub for assistance. Student advisors would scan the form and send to the relevant faculty. This automation ensures a user friendly, personalised, quick to complete form that the student submits directly to faculty. Faculty engage with the student early to discuss programme and course possibilities and apply retention policy and processes.

Use of QR codes to automate with CRM

QR Codes were created in George Talk to enable students to scan into events and engagements with staff using the AUT app scanner. This can now integrate CRM as an Appointment activity on the student record capturing the student's engagement with specific events, interactions with RUOK Advisors, and wellbeing activations.

SYSTEM ENHANCEMENTS

Arion

Numerous changes were made to Arion throughout the year in collaboration with ICT. They focussed on improving the university experience for students as well as increased staff efficiency.

These included:

- Refined functionality introduced by the Qualification and Course of Study Management (QCSM) project.
- Development of an Arion Integration Layer, a fundamental building block which will enable a much improved user experience delivered via Student Hub Online, including new Online Enrolment and student self-management of their data.
- An integration with the My eQuals Graduate Verification Service (GVS), which allows all participating institutions in New Zealand and Australia to upload structured, searchable information about their graduates to a centralised repository, so that external, third parties can view and verify students' qualifications.
- Enhancement of the Academic Transcript to display programme specific Grade Point Average (GPA) values.
- The ability for the system to automatically send out reminder emails annually for students to review and confirm their personal details via a "registration" screen.
- Enabled the academic approval of enrolments for provisionally accepted offers, which allows earlier online engagement with new students.
- The ability for the system to automatically send out configurable correspondence to students with programme applications in specified states, and to automatically update these states after a defined period.
- Allowed users to subscribe to be automatically informed about a variety of changes to programme applications.
- Allowed Canvas to automatically upload DNC grades to Arion, instead of requiring manual intervention.
- Introduced bulk functions requested by the Scholarships Office, for example to add general achievements to cohorts and to do variable receipting of fee contributions.

My eQuals

My eQuals continued to provide an important service to our students, particularly with the move to Always On granting of qualifications, which would not be possible without My equals. Additionally, the presence of the platform in the tertiary sector continues to grow, reinforcing the value of AUT involvement. There are now over 60 Australian and New Zealand institutions using the platform, with close to 2 million registered learners and almost 7 million documents issued.

Two new functionalities were activated within My eQuals in 2022 including the ability for AUT to share signed documents on behalf of our students/graduates, with external parties whether individually or in bulk including those who do not use the Digitary Receiver capability.

In addition, automated uploading of digital transcripts for returning/continuing students was activated in Arion to enable students updated transcripts to be uploaded automatically to their My eQuals account if changes were made to their academic record for the duration that they were continuously enrolled in their programme.



SYSTEM ENHANCEMENTS

Dynamics 365 CRM

The Dynamics 365 CRM team is a collaboration between SSA and ICT. In 2022, the team continued to review and redesign our way of working to ensure effectiveness through application of our development cycle and capability building and engagement of our user community. In addition to this there were approximately 55 incidents and over 560 requests handled through BAU by the team, ensuring high volumes of functionality improvements across the platform.

COVID-19 remained a focus for the third straight academic year commencement. Automation to the COVID notification workflow and case management, ensured timely reporting for the University on COVID impact in our student community as well as fast connection and support for students.

Automation and insight reporting have been high on the agenda and significant gains in each area have been delivered – capability continued to grow to meet these demands.

The User Group – with representatives from across the user community was formed and met each month from August. The focus of the group to date is to generate awareness and grow user capability of the key functionality available from the platform.

Key new functionality delivered in 2022 for the University included:

- COVID-19 notification and automated case management
- SHO Online forms, directed to Dynamics – e.g. Course and Programme amendment form
- U18 International student care workplan
- Learning Assessment subsidy – financial record management
- Automation of the Transport Financial Assistance payment process (S2 improvements)
- Automation of financial assistance auto email and payment process
- Support Intervention Need workspace redesign – student welfare workspace
- Academic Accommodation Plan enhancements
- Online form – Medical Centre Registration form
- MS Bookings – new service for Future Students calendar
- Digital Equity #1 – assessments and financial record improvements

All teams within SSA are now onboarded to Dynamics CRM, which enabled all student-facing teams to have a complete view of the student's interactions, resulting in a positive experience for the student to remove the need to communicate their needs to multiple service teams.

Website, MY AUT, and the AUT App

We partnered with Brand and Marketing to enhance web information and reduce email traffic for current students. This included the establishment of a student home for the website that presented information that we knew students were searching for, upfront. Student website information saw over 1 million unique visitors in 2022 and a little under 100 thousand unique visitors to the home page since its inception. We continued to partner with Strategy and Planning to increase staff and student engagement with the AUT App and George Talk (content management system). Additional enhancements were made to George Talk to help users target, preview, and track performance of content. Targeting included set up of segmentation by faculty, school, programme, major, and course.



ENGAGING OUR APPLICANTS

Engaging our applicants

Engaging our applicants continued to be a priority for SSA, and particularly so in the current operating environment as the effects of the global pandemic continued to be felt. In collaboration with Brand and Marketing we reviewed and refreshed our domestic and international applicant conversion emails to ensure our information was targeted and relevant at specific touchpoints of the applicant journey when an applicant needed to take an action or to raise awareness of benefits and opportunities at AUT. Compared to previous years, we saw a 1.5% (2022 total 90.2%) increase in open rates and 4.8% (2022 total 31.7%) increase in click to open rates (which indicates engagement). AUT's automated emails perform well above industry average - Higher Education globally has a 28.5% open rate and 4.4% CTR. On average in 2022, AUT recorded an open rate of 58.7% and average CTR of 10.4% for all emails. The above results show the applicant conversion emails were already performing better than other AUT emails and these refinements have enhanced performance even further.

To compliment our applicant conversion email campaign, SSA established a dedicated team to deliver both outbound engagement campaigns and respond quickly to applicant enquiries. Campaigns were designed to connect at key decision-making periods for applicants including pre-NCEA exam periods, post-NCEA embargo dates, AUT conversion events (such as Stay on Track and Get Going Keep Growing events), UNIPREP, faculty enrolment initiatives, semester start dates, and Orientation week. Campaigns also targeted specific groups of applicants to remove barriers, including mature, school leavers, postgraduate, those with incomplete applications and those who did not meet University Entrance requirements.

Outbound campaigns were delivered by Student Connect, a peer-to-peer based engagement initiative, utilising peer advisors who are current AUT students with first-hand experience of the AUT brand, trained in Arion and CRM processes, well-versed in targeted key messages, and engagement best practice. The team is comprised of students from a range of study disciplines, international and domestic, as well as Mandarin and Cantonese speakers.

Outbound phone calls, texts, emails and one-to-one virtual appointments are the tactics used to connect with target cohorts. A tiered referral process, depending on the nature and complexity of the enquiry, was then enabled through CRM.

In 2022, Student Connect made **25,000** outbound calls to **16,000** applicants.

The University Admissions Office continued to work to process applications within one working day.

- **40,806** domestic applications for the 2022 and 2023 admission years were received and processed by the University Admissions Office during the 2022 calendar year, a 10.2% decrease from 2021 (45,426).
- **69%** of eligible domestic applicants received an offer within one business day – compared to 2021 (80%). A key contributor to this was the Health Intermediate Semester cohort and abnormal delays within some Health and Environmental Sciences and Design and Creative Technologies managed programmes. When these are excluded the rate rebounds to the more normal rate of 82% within one business day.
- **23,533** international applications for the 2022 and 2023 admission years were received and processed by the University Admissions Office during the 2022 calendar year, a 15% increase from 2021 (20,443).
- **67%** of eligible international applicants received an offer within one business day – compared to 2021 (64%).

The domestic conversion rate from applicant to enrolled applicant was static compared to the 2021 year at **43%**, however as the total cohort of applicants was smaller, applicant enrolments decreased.

The international conversion rate from applicant to enrolled applicant was static for the 2022 academic year at **10%** due to the continuing impact of COVID-19.

Student enrolments and fees

The processing of invoicing student fees continued to support student enrolments. The effectiveness of automated international invoicing continued to improve, which saw a decrease of manually handled international invoices from 50% in 2021 to 32% in 2022.

- **147,624** domestic fees invoices were processed for **\$177,946,750**.
- **7,496** international fees invoices were processed for **\$79,178,754**.
- **38,209** fees invoices paid by journal receipt payment from fees free, organisations debtors, staff nil fees process and post graduate fee waivers for **\$30,297,766**.
- **9,473** online payments receipted for **\$25,948,799**.
- **8,035** direct credit and overseas transfers payments receipted for **\$778,281**.
- **3,792** student refunds for **\$13,316,489** were processed to either Studylink, or students' home country bank accounts.
- **2,770** international student medical insurance invoices processed and reported to Alliance Insurance for **\$807,628**.

ONBOARDING NEW STUDENTS

Orientation and transition

The Orientation programme is designed to familiarise our new students with their learning environment, understand the expectations of academic study, enable social connectivity between peers, and create excitement and enthusiasm for their university journey.

In Semester 1, we worked with all faculties and South Campus to design a comprehensive online offering featuring live information sessions and digital content. Faculty and ICT sessions were streamed live on Microsoft Teams and the 'Getting Started' session, hosted by student leaders, shared tips and tricks for university to incoming students. All sessions were recorded and made available for future access.

Additionally, new students from Semester 1 who missed out on an on-campus Orientation experience were invited to a re-orientation in Semester 2, hosted alongside the new student orientation programme. Students attended one of two re-orientation sessions offered to help them start Semester 2 strong, connect with other students and feel a sense of belonging to the AUT community. The re-orientation included a formal welcome, introduction to services and support, guided campus tours by student ambassadors, lunch and connecting with wellbeing and student life activities.

Over 340 students attended the Semester 2 new student Orientation. Events included an international experience day for new international students, those returning from offshore and those that commenced study offshore and were on campus for the first time in 2022. Our Under 18 international and domestic learners had their schedules pre-set to attend the Safety@AUT sessions in accordance with our obligations under the Code.

Following Orientation events, the Getting Started transition plan was delivered. This included 8-weeks of tailored information shared through our digital channels, videos delivered by student ambassadors introducing support services such as the library, academic support, personal development services, ICT support, Employability, Sports and AUTSA – as well as on-campus events and activities. The programme had a specific focus on community building between student ambassadors, navigators, and the new student community. This occurred through sharing reflections and stories from current students and tips and tricks for university life and maintaining a strong presence across campuses for students to reach out and connect.

In 2022, a new and targeted Student Readiness Survey (SRS) was created for postgraduate students – in addition to the undergraduate student SRS. Over 2,300 new students completed the survey for Semester 1 and 1013 for Semester 2. Each survey was followed by a proactive outreach campaign to students based on their responses and specialist support was delivered to a range of cohorts. Over 1293 undergraduate students were contacted by Student Connect in 2022.

Students with impairments were case managed to ensure academic accommodations were captured and resourced. Rainbow-identified learners were connected to a student community to support their transition to study. International students were offered access to a buddy programme supported by student ambassadors and a range of events to connect with other students.



OPEN HOUSE



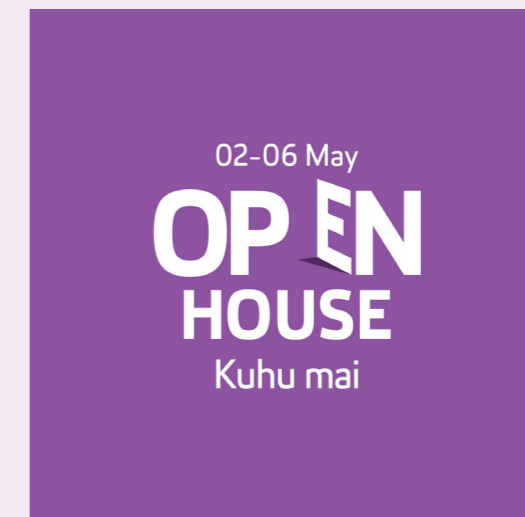
Open House

To celebrate our return to campus in May 2022, AUT and AUTSA collaborated to deliver Open House. Events included free food, music, performances, games, free gym sessions, Clubs Day, Interest Group Day, Rainbow room hangouts, pub quizzes, AUT's longest artwork, whānau kai and kōrero time, employability workshops and information sessions, campus tours, pets on campus, comedy nights and Zumba sessions, and the Hikuwai Sessions concert to wrap up the week.

AUT's longest artwork was rolled out through all three campuses. Students enjoyed that there was no artistic skill required to participate, and they contributed to the artwork through drawing, scribbling, or writing. Several clubs used the opportunity to promote their motto, social media channels, or activities.

Several events through Te Āhuru Recreation Centre were advertised as part of Open House week, these included: AUT Board Games club sessions, AUT ACG (Anime, Comics & Games) Club sessions, Horizon ADP Free dance lessons, and Pickup and Play sport facilitated by AUTSA and AUT social sports which included basketball, volleyball, futsal & badminton.

Additionally, three 'Lost Wax' ring making workshops were hosted where students could carve a ring out of wax and get it sent off to jewellers to be cast in sterling silver.



STUDENT ACCOMMODATION

Student Accommodation

Our Accommodation team implemented several improvements to operations and the student resident experience in 2022. A student accommodation knowledge base was completed and consists of a document library repository of all operational processes and practice guides. The team also launched new online learning modules with topics including drug and alcohol education, mental health and support services, responsible relationships and fire and earthquake evacuation.

A care plan was developed and implemented for loneliness and support needs in response to COVID-19 isolation requirements. This included daily welfare checks for residents in isolation, to identify any additional support requirements as well as weekly welfare checks undertaken during an epidemic issue or concern for the village.

The Te Āhuru Mayoral Drive Student Accommodation and Recreation Centre, which was completed in 2021, reached a record 92% occupancy during Semester 2. The University also offered scholarship provision for the facility to new to AUT domestic, international full-fee, and priority cohorts (Māori, Uni Prep, Rainbow, Deaf and Disability).

Residential life activities were delivered at all student accommodation sites including quiz nights, cultural events, therapy dogs, painting and decorating, and the residential ball.

Ratio of residential assistants to residents:

WSA: 13 (Ratio = 1:24)
 ASV: 6 (Ratio = 1:31)
 WQ: 16 (Ratio = 1:35)

Number of residential life programmes delivered:

WSA: 68 events
 ASV: 54 events
 WQ: 105 events

WSA occupancy	S1: 60%	S2: 50%
ASV occupancy	S1: 91%	S2: 86%
WQ occupancy	S1: 85%	S2: 92%



STUDENT ADVISING

Student advising

Our student advisors responded to enquiries across all channels including email, phone, in-person, and through the AUT app. They provided comprehensive case management for students, including academic advice, welfare assessment, wellbeing support, and connection to AUT and community services. They also offered financial assistance, disability support, Rainbow support, international student support – and played an active role in linking students with the diverse student communities available on campus. Students can walk into any Student Hub to make a booking with a qualified social services advisor, or book in advance through the AUT App and Student Hub Online.

51,573

calls were answered by the Student Hub

7,146

cases were managed by student advisors, and **93%** were resolved

60,739

emails were received by the Student Hub

UniCare model

In response to increased instances of students with moderate and significant support needs a service model, UniCare was developed and implemented. The model was designed to reduce wait times and provide more appropriate and immediate care for students. The UniCare model was embedded within the Student Hub as a practice framework where specialised staff proactively case manage and respond to referrals of students who demonstrate deterioration in their mental and/or physical health or behaviour patterns. Through the model, staff from across the University, including teaching staff, can now immediately refer any students of concern. Students with mild to significant needs were assigned a kaiārahi (trained social workers), contacted within 24 hours and then case managed. Students within the severe or acute assessment category were typically received via a referral or incident notification and managed immediately by the Student Relations or Student Conduct teams.

The Student Relations team supported students at Level One and Two of the AUT Support to Study Code – Health, Wellbeing and Fitness to Study (AUT Support to Study Code). This included monitoring, connecting internal and external support, and developing and managing support plans.

Training was provided to AUT staff to understand referral pathways for students who show signs of unwellness. A new CRM workflow and enquiries process was also developed and formed the basis of a referral model between SSA and faculties.

In 2022, 685 students were supported through the UniCare model and 83% of support intervention needs for 562 students were resolved within the calendar year, the additional 17% had support that continued into 2023. Most support interventions related to mental health support.



FINANCIAL ASSISTANCE

Financial assistance

We continued to provide financial assistance to students and in 2022, distributed over \$812K to support 1,216 students. Additional financial support was provided this year to students on placements who were impacted by delays in placement start dates affecting student allowances, and to cohorts required to study outside of Auckland.

An outbound campaign was completed to support students who had received \$1,900 or multiple payments for assistance and students who had received subsidised accommodation throughout the year. The campaign aimed to confirm their summer plans and make them aware of alternative government funding sources they could access.

We launched the transport assistance fund to support students studying at South Campus who incurred additional travel expenses from studying across multiple campuses. An automated campaign was delivered for students to apply and receive payment. Over 530 students studying at South Campus and one or two other campuses accessed the fund – over \$231,000 was distributed to those students.

Due to the cost-of-living increases and the continued impact of the pandemic on the ability of students to support their study through part-time work, there was an increase in financial assistance for rent arrears for both students who were AUT residents and in private accommodation. We also provided emergency accommodation for students at Te Āhuru Mayoral Drive Student Accommodation as required throughout the year.

One-off full fee accommodation scholarships were provided this year for Semester 2 at the Te Āhuru Accommodation to 60 International and 51 Deaf, Disability and/or Rainbow students. These scholarships enabled students to continue their first year of study, in Semester 2, by removing financial barriers, travel challenges, and supporting their wellbeing.

With financial assistance being the most frequent query type into the Student Hub, a key focus for the year was to identify and implement process improvements for that service. An initiative was delivered by SSA and ICT teams to automate the administrative processing of the financial assistance payments and directly deposit funds into students' bank accounts. As a result, approximately 80% of the financial assistance cases were automated leading to a significant reduction in student wait time to receive payments as well as reduced administrative requirements for staff in SSA and AUT Finance teams.

We also automated the digital equity device loan agreement process, which resulted in a substantial reduction in manual processing for student advisors and ICT Services. This initiative also provided greater visibility and reduction of errors for student advisors as the automated emails relating to this were recorded against the student's financial assistance record in Dynamics CRM.

- **\$812,000** was distributed to support **1,216** students.
- **60** International accommodation scholarships were provided to students for Semester 2 in the Te Āhuru Recreation Centre.
- **60** Deaf, Disability and/or Rainbow accommodation scholarships were provided to students for Semester 2 in the Te Āhuru Recreation Centre.
- **530** students studying at South Campus and one or two other campuses received the Transport Assistance Fund, over **\$231,000** was distributed.
- **\$110,000** + funds were provided to **155** students to undertake learning assessments.



SPECIALISED SUPPORT

Specialised support

SSA is committed to providing specialist support for students who are Māori, Pacific, international, are from a refugee background, have an impairment, scholarship recipients, or students who present with behavioural concerns. The Office of Māori Advancement and Office of Pacific Advancement hold the primary accountability for initiatives that support Māori and Pacific students.

International engagement

In 2022 some of our students were challenged by events that happened in their home countries. We put together a response to crisis plan and developed email templates to use in our outreach and service provision.

We started the year with the continuation of our Offshore Entry – Pastoral Care Plan for our returning international cohorts as they navigated entry, visas and MIQ. We then pivoted to business as usual case management once MIQ was no longer required and the borders reopened.

Support to students who encountered serious health issues was provided. We established a collaborative and holistic response and care plan. This included working with whānau, family, faculties, Scholarship Office, Student Medical Centre, external agencies such as ADHB, ALLIANZ, accommodation, SSA Leadership and student community.

“Thank you so much for reaching out and enquiring about my well-being. I am doing fine thankfully, and it means a lot that you remember us during difficult times back home.” – AUT student



SPECIALISED SUPPORT

Disability support services

We worked with faculties and academics to provide both on campus and online learning in accessible formats - to meet the many learning styles of students who experience disabilities and challenges. We supported over 2,300 students with impairments, conducted 283 learning assessments, and provided over 110K in funds to 155 students. This was a significant increase of 491% compared to the previous year. Note taking services were provided to 143 students throughout the year.

In response to the increased number of Deaf students, a University plan was delivered to provide allocated resources across all three campuses in collaboration with the AUT Estates team. This included increased learning support, dedicated NZSL Interpreter chairs in lecturer theatres and classrooms, filming studios for NZSL Interpreters to ensure a high quality of interpreted material was produced alongside the teaching materials - and confidence screens in larger lecture theatres so interpreters could face students without turning around.

The number of recordings produced for Deaf student increased 122% compared to 2021.

Rainbow inclusion

In 2022, 2970 enrolled students identified themselves to AUT as a member of the Rainbow community, approximately 8% of the total AUT student population. This was a 47% increase compared to 2021.

Our Rainbow Support team includes a Student Inclusion Manager (Rainbow), Student Advisor (Rainbow) and four Rainbow RUOK Advisors (peer-to-peer support team). Throughout the course of the year, the team had 2,139 interactions with Rainbow students including case management, workshops, lectures, outbound campaigns to connect students to support services, and student accommodation supports.

The team designed the Rainbow 101 Training for the Workplace, which is now part of the suite of AUT Edge award workshops. A chest feeding learning module was designed for the Midwifery programme now available on Canvas and several teaching resources were created for Health Sciences on Rainbow mental health and inclusive practices for medical services. The team also delivered learning modules to students on these topics as a guest lecturer in the following programmes: Nursing, Occupational Therapy, Physical Therapy, Paramedicine, and Health Sciences Postgraduate.

As part of our staff and community outreach, our Student Inclusion Manager (Rainbow) was hired by Express Magazine to deliver a monthly column, was appointed to the board for the Rainbow New Zealand Charitable Trust, presented to the New Zealand Board of Midwives on gender neutral language, wrote and presented an Anti-bullying Rainbow Programme for high schools in South Auckland, and co-presented AUT Allyship training workshops for AUT staff.

We also continued to collaborate with community organisations including Rainbow Tick, Rainbow Auckland, and the Rainbow New Zealand Charitable Trust. Not only are we the first university in New Zealand to achieve the Rainbow Tick, our AUT Student Association is the first student association in New Zealand to acquire the accreditation as well.



SPECIALISED SUPPORT

Student conduct

In 2022, there were 176 students referred to Student Conduct from across the University, six critical incidents were managed, and eight students supported under the Support to Study Code.

Students with behavioural concerns were provided with guidance regarding AUT's expectations and offered support to help them achieve their study goals and go on to be great graduates. Those with more complex needs were managed via the Support to Study Code in a partnership model with teams including Counselling and Mental Health, AUT Security and specialised student liaison advisors.

The focus continued to be on early intervention, educative work with students – alongside a commitment to maintaining a safe and welcoming campus environment for students and staff.

Over 200 AUT staff were provided training on how to identify, refer and manage students with concerning behaviour. Most of this training was tailored to the needs of schools or faculties.

Tragically two AUT students died in 2022 as a result of alleged homicide. SSA staff helped support the students' families, school staff and fellow students. SSA staff were helped enormously by school staff and other staff from around the University and we acknowledge the great work done by all staff who helped manage these two traumatic events.

Domestic violence, sexual harm, harassment and bullying

It was the first full year we delivered a dedicated support service for students who have experienced domestic violence, sexual harm, harassment, or bullying. Work focused on ensuring early referrals so that timely and appropriate support was offered to survivors, which included referrals to the relevant support services. To facilitate this, a clear process was designed and shared with staff and students on our intranet and student website.

Most domestic violence cases required detailed safety planning with the student and student liaison advisors connecting with Campus Security, New Zealand Police, and relevant support services to ensure students on-campus safety risks were mitigated. We provided specialist response to cases to ensure survivors' voices were heard and to ensure risk to other AUT students and staff was appropriately managed.

Several workshops were also delivered to AUT students and staff on topics including: Sexual harm and domestic violence, gender-based violence, and how to connect students into appropriate supports.

AUT continued to host HELP Auckland on City Campus each week. HELP Auckland is an independent specialist organisation for sexual abuse survivors and they offered advocacy and support to AUT students.

“My family felt so touched and grateful for AUT support for my two daughters.” – parent of AUT student

“Thank you again for listening, speaking out can be a bit of a terrifying thing to do, and you made this process easier.” – AUT student



LEARNING SUPPORT

Learning Communities

In 2022, we supported 924 students with peer mentoring support and hosted 4,569 mentoring sessions. A process was also developed in response to the Studiosity Academic Intervention referrals, from which, students were contacted with a series of thoughtful reminders that encouraged them to connect with a peer mentor for more in-depth one-on-one academic support.

“[My Peer Mentor] is really friendly and approachable. Sometimes its nerve-racking to ask a tutor for feedback, and having a student to talk to feels much easier. I appreciate how [my Peer Mentor] listens and isn’t pushy with their advice. I come away from a session with [my Peer Mentor] feeling more confident in my own process which I think is the most valuable thing someone else can do for you.” – AUT student

And this is what our Peer Mentors had to say about their past year experience:

“From peer mentoring this year, I learnt that the most fulfilling interactions with students came when I invested in people beyond their academics. Taking the time to get to know students, having conversations and understanding how they are personally doing enriched peer mentoring sessions by helping me to support students more holistically. This also made peer mentoring much more meaningful for me personally, connecting with people on not only a professional, but also personal level, and having the opportunity to learn about people different from myself.” – Peer Mentor

Studiosity

Studiosity usage continues to grow year on year with just under 4,000 students engaging with the service in 2022. This was an increase of 10% compared to the previous year with a pass rate of **94%**. The service saw 15,122 interactions with 14,358 on writing feedback and the rest through connect live.



HEALTH & WELLBEING

Medical services

In 2022 our Student Medical Centre the team saw some significant achievements. We passed the three-yearly RNZCGP Foundation audit for both the City and North clinics (South was not assessed as it was not in service at the time). This was achieved through the demonstration of a collection of legislative, regulatory, and clinical requirements that represented a nationally consistent benchmark and measured current quality of care and progress toward health equity outcomes. The recognition is an excellent result for both the team and our patients.

AUT's Student Medical Centres were also awarded the Auckland PHO, Bronze Equity Award and Auckland PHO, Bronze Total Population Award for achievement of Ministry of Health targets. With an individual award received by Patricia Roe for Services in Practicing Nursing.

A focus on patient and staff safety was prioritised as the practice continued to provide effective care throughout the year. The complexity around mental health support continued to increase. This meant our acute, same-day service was consistently at capacity and often we were fully booked 3-days in advance. To meet the demand, we had to work smarter to create clinical availability, this was achieved by:

- **Centralising in-person services to one site** to provide effective medical care across all locations throughout the pandemic, in the face of staffing shortages.
- **Providing** assistance with travel costs and further support options to students.
- **Growing our virtual services**, 29% increase from 2021 in patients opting to engage virtually.
- **Increasing surveillance for symptomatic patients.**
- **Offering designated book on the day appointments** for acute and urgent contacts
- **Offering designated doctor appointments specifically for nurse use.** This provided specific times for the doctor and nurse to convene, case review or book a patient post-triage.
- **Offering designated mental health appointments.**
- Offering **designated prescription slots**, allowing the prescriber time to review and action the request safely.
- **Designated administration slots**, allowing clinicians appropriate time to review and action non-contact tasks such as medical reports and test results.



2,195
enrolled patients

13,026
doctor in person
consultations delivered

8,809
nurse consultations
delivered

1,187
urgent mental health
appointments

11,380
virtual appointments
delivered

HEALTH & WELLBEING

Counselling and mental health

Over 1,500 students sought counselling support with 4,839 counselling appointments. AUT continued to fund AUT students to access Puāwaitanga, an external confidential phone counselling service. Throughout the year, 102 AUT students attended a total of 670 sessions.

Our Counselling and Mental Health team offered a range of workshops, events and presentations to students across our campuses, including tailored sessions for student residents and postgraduate students. Topics of self-care, postgraduate wellness, managing stress and anxiety, and workplace stress and resilience.

To enhance our services to students a new triage process was implemented to prioritise students' needs and improvements were made to phone systems to reduce response times to incoming calls.

We're proud to report the following feedback from students who accessed counselling and mental health services:

- **98%** reported they felt heard, understood and respected by their counsellors
- **90%** rated the approach and goals achieved as completely or mostly agreed
- **91%** reported sessions were helpful in dealing with issues
- **93%** report they strongly agreed or mostly agreed they would recommend the service
- **88%** reported they agreed the service was easy to access

"I am so happy with how I am being helped. [My counsellor] is amazing and works with the individual rather than the issue. I have never felt so heard by a counsellor." – AUT student

"Really supportive, caring and empathetic! Easy to talk to about almost anything which makes it easier to open up! Would definitely recommend."

– AUT student



Wellbeing promotion

Talk Campus app was launched, a global peer network for students to talk anonymously and get support for their mental health 24/7. It is a safe space for students to connect with students all over the world in over 26 languages. If a student presents with concerning behaviour while using the app they are connected to a TalkCampus clinician and a referral is made to the Student Hub's UniCare team.

We established a new health coaching service to support AUT students to reach their health and life goals. Health coaches support students in the areas of energy levels, sleep, nutrition, feelings of loneliness or isolation, stress, mood support, and understanding their place in the world. Health coaches also introduced group health coaching, Kete Kōrero, a safe and collaborative space on campus where students can discuss and explore self-care and personal development techniques that cultivate peer support and connections among students. In 2022, 194 students were engaged with health coaching.



To promote positive health and combat stigmatisation of mental unwellness, we delivered a series of wellbeing promotion campaigns on-campus, online and in student accommodation. In 2022, we delivered:

- **Alcohol and drug awareness events** to educate students on the effects of alcohol and drugs, substance abuse, and how to access information and support for themselves and their whānau.
- **Measles, Mumps and Rubella (MMR) campaign** in collaboration with Auckland and Waitemata DHB for North and City Campuses and Counties Manukau DHB for South campus. Students were offered free MMR vaccinations as part of the national campaign which targets 18–30-year-olds.
- **Financial wellbeing Money Talk campaign** that connected students into AUT and community financial support services, educated them on understanding spending habits and personality – and how to budget and manage money.
- **Physical wellbeing activations** which focussed on promoting physical activity, nutrition, sleep, vaccinations – and education on drugs, alcohol, smoking and vaping. Students were provided with opportunities to engage in fun physical activities, practical tools to support their physical wellbeing and connection into services.
- **Pink Shirt Day** celebrations to raise awareness of the cause and support services available to victims of bullying. The day aimed to send the message of inclusion and standing up to bullying within the community.
- **Smoking cessation activations** in collaboration with Quitline and Living Smokefree Service (Counties Manukau DHB) to mark World Smokefree Day. Students were informed on the impacts of smoking and educated on vaping.
- **Influenza and HPV vaccination** drop-in clinics to offer free HPV and Flu vaccinations for students. This was an opportunity to encourage students to enrol at the Student Medical Centres while promoting national vaccination efforts.
- **Mental Health Awareness Week** pop-up events and an awareness campaign to reconnect students to the people and places that lift them up. Topics covered self-care, words of affirmation, meditations, interactive games, and connection into support services.
- **Sexual health and relationships campaign and pop-up events** to promote messages around safe sex and healthy relationships. This included sessions from our Rainbow and Māori student support teams on navigating relationships and communication styles.
- **Healthy eating** workshops and campaigns were offered including healthy portion sizes, mindful eating exercises, and information and demonstrations healthy snacking options.

PERSONAL GROWTH & DEVELOPMENT

Ki te tō, ka tupu; ki te aroha, ka puāwai. Haumi e, hui e, tāiki e!
That which is planted, grows; that which is nurtured, blossoms.

In its third full year of operation, Bright Side Tupuranga Ake, expanded the designed five-week programmes to respond to the impacts of the global pandemic and further support students' wellbeing and resilience.

Programmes in 2022 included:

- **Create Confidence and Connection:** to harness your imagination and learn how humour can assist in your work and study life.
- **Personal Financial Relationships programme:** to build confidence in your ability to manage finances.
- **Resilience During Global Change programme:** strengthen resilience during a time of uncertainty and balance and displacement of health during a pandemic.
- **Building and Sustaining Positive Habits:** to equip students with positive mindset and tools to build positive habits.
- **Design Your Life 1.0 and 2.0:** vision setting, how to live a life of balance, reaching goals through focus of energy.
- **Future Focus:** personal leadership and creativity.
- **Beat Stress and Self-doubt:** practical tools to reduce stress and negative self-talk.
- **Better Relationships, Healthy Sex:** practical tools to build nurturing relationships.

Learning outcome highlights from 2022 programmes include:

- 104% growth in clarity on strategies that support stress alleviation.
- 95% growth in feeling in control of negative self-talk that can affect confidence.
- 93% growth in confidence in ability to listen and communicate within relationships.
- 158% growth in confidence in using goal setting and prioritisation techniques.
- 114% growth in knowledge of how to boost motivation and manage procrastination.
- 110% growth in confidence to build strong connections.
- 73% growth in confidence to achieve goals.
- 85% growth in clarity on personal causes and life purpose.
- 232% growth in awareness of conscious and unconscious programming.
- 166% growth in confidence in ability to manage emotions and overcome limiting decisions.
- 133% growth in sense of self-identity.
- 200% growth in understanding of financial planning skills and how to use them.
- 155% increase in understanding what economic harm looks like in a relationship.
- 188% growth in understanding the steps that can be taken to avoid economic harm in relationships.
- 73% growth in confidence to navigate changes to work and study during the pandemic

The team collaborated with faculties to deliver workshops within Hospitality and Tourism, Education, and Physiotherapy on the topics of feelings of stress and anxiety and how to overcome them – as well as a hosted panel discussion on addiction.

221

students participated in
Bright Side programming

100%

of programme participants
enjoyed their experience



SPORT & RECREATION

Sport & Recreation

Te Āhuru saw overwhelming growth in 2022 despite students not returning to on campus learning until May. The Centre had 2,935 (over 70% increase compared to 2021) registered students access the facility and a total of 787 (40% increase compared to 2021) activities/events open to students.

This was achieved through:

- The delivery of 463 activities designed with a student-centric approach ranging from dance classes to Lego Masters, Xbox gaming to plant and paint workshops, Pick-Up sports to Rubik's cube competitions, and many more, to over 1,100 students.
- The support of student groups (event planning, promotion, funding and equipment) and 16 AUT student clubs with a total of 398 activities.
- The hosting of the historic Battle of the Bridge residential sport tournament – the North Campus won the series.

Over 1,800 students engaged in sport and recreation activities and 75 high-performance athletes were supported. To provide recreation activities in a COVID world, we launched the AUT Recreation Discord and Twitch channel to engage our eSport and gaming community. Te Āhuru utilised social platforms to engage students in recreational activities. The team reached a monthly average 817 users on Facebook and 1,131 on Instagram.

Through these activities, we have supported students' overall wellbeing and created opportunities outside of study to build connections and develop leadership skills through sharing their passion.

Student achievements

There were **17** AUT Blue Award recipients that included national champions in several sports from touch rugby, triathlon, hockey and waka ama, as well as athletes who competed at the 2020 Tokyo Olympics. The overall sportsperson of the year was awarded to Hope Ralph who represented the Black Sticks in the 2020 Tokyo Olympics. In addition, there were two Blue Awards presented for arts and culture, these students were musicians playing the trombone or bagpipes.

Our students achieved some amazing feats in 2021, including:

- **Cameron Leslie**, an impaired AUT alumnus, was recognised as one of the 30 most influential Māori sports people of the last 30 years.
- **Connor Bell** claimed a record in the men's discus throw of 64.29 metres – approximately the length of WS building in the City Campus
- **Camryn Smart** competed in the Auckland Track and Field Championship and won the Women's Senior 200m and 400m race.
- **Dominic Overend** competed in the U20 100m and 200m Sprint finishing second in both.
- **Daniel Chai** competed in the senior 3,000 metre steeplechase, where he earned first place, and the senior 10,000 metre where he placed second.
- **Vanessa Preston** was named as one of the 2021/22 captains for the New Zealand synchronised ice skating team – Black Ice
- **Connor Bell** became the national champion in discus and was selected to represent New Zealand in the athletics team at the Tokyo Olympics.
- **Cameron Leslie** was selected for the New Zealand swimming and wheelchair rugby team for the Tokyo Paralympics.
- **Grace Kukutai** was chosen for the Moana Pasifika rugby sevens team that played the Black Ferns, and won, in the build-up to the Tokyo Olympics. Rocky Khan was appointed as Team Manager.
- **Kevin Bell** played for the North Harbour mixed netball team, which won the 'A' Grade at the national finals, and he was named the most valuable player.
- **Portia Bing** won the women's 400m hurdle national championship.
- **Camryn Smart** won the women's 400m running national championship, with Isabel Neal placing second. Portia, Camryn, Isabel and Zoe Hobbs won the 4 x 400m relay national championship.
- **Anthony Nobilo** won the hammer throw national championship.
- **Savannah Scheen** placed second in the NZ nationals discus championship.
- **Ainsley Thorpe** was selected for NZ triathlon team for the Tokyo Olympics.
- **Terina Hauraki** was chosen for the NZ Māori women's volleyball team.
- **Lauren Jenner**, an alumni of AUT, became the second female referee ever to officiate a Super Rugby game. Lauren is also attending the 2021 Tokyo Olympics as a referee in the Rugby Sevens competition.
- **Hope Ralph, Holly Pearson, Frances Davies, and Jared Panchia** competed in Black Sticks trans-tasman tournament.
- **Maclani Michael** was awarded a basketball scholarship to Utah State Eastern University.
- **Alesha McQuiod, Charli Foster, Chrysanthe Hawken, Imogen Edmonds-Lagahetau and Briar Hadfield** were selected to trial for Under 20s New Zealand Touch teams.
- Three AUT Netball teams had finished at the top of their pools, which earned them promotion into a higher division.

SPORT & RECREATION

- **Hope Ralph, Steph Dickins, Frances Davies, Jared Panchia, Jacob Smith and Dylan Thomas** were selected for the New Zealand Black Sticks (hockey) for the 2021 Tokyo Olympics. **Kaitlin Cotter, Holly Pearson and Brooke Roberts** named as reserves for the team.
- **Teneale Hatton** was selected for the Canoe Sprint team for the 2021 Tokyo Olympics.
- **Ainsley Thorpe** was selected for the New Zealand Triathlon Team for the 2021 Tokyo Olympics
- **Phillis-Jean Meti** was made a member of the New Zealand Order of Merit for services to sport, particularly Golf.
- **Lily Hamilton** was selected in the Netball North Harbour Under-18 team to the Netball New Zealand Under-18 Championship tournament. In addition, **Kira Morrison** has been chosen by Netball New Zealand as an Umpire and to attend the game.
- **Bailey Mes** and **Tayla Earle** with the Northern Mystics netball team, entered the finals for ANZ Netball Premierships
- **Oceane Maihi**, an AUT alumni, was selected in the New Zealand Netball Silver Ferns development squad.
- Over 25 female students and alumni were selected for the Farah Palmer Cup rugby squads to join four male students and alumni selected into Mitre 10 Cup rugby squads.
- **Ainsley Thorpe** competed at the World Triathlon Series in Montreal in the Mixed Relay where her team finished in 2nd place.
- Six AUT students and alumni signed with ANZ premiership netball teams for the 2022 season (**Tayla Earle** and **Claire O'Brien** – Northern Mystics, **Elle Temu** and **Holly Fowler** – Robinhood Stars, **Bailey Mes** and **Oceane Maihi** – WBOP Magic)
- **Tayla Earle, Danielle Binks,** and **Greer Sinclair** were selected into the Netball New Zealand U21 squad
- AUT Alumni **Dillon Boucher** was named Chief Executive of Basketball New Zealand
- **Maia Roos** and **Liana Mikaele-Tu'u** were selected for the Black Ferns squad for the northern hemisphere Tour
- **Ben Old** and **Alex Paulson** both signed with the Wellington Phoenix for the 2021/22 season.

Team based sporting achievements:

- Over 25 students and alumni were selected for Farah Palmer Cup rugby squads across Auckland to join the four students and alumni who were selected for the Mitre 10 Cup rugby squads.
- The AUT volleyball team competed at the Tertiary Volleyball National Championship in Christchurch. Our Men's team finished 3rd and earned the bronze medal and our Women's team finished 6th.
- Twenty-two students and alumni represented New Zealand at the 2020 Tokyo Olympics in multiple sports as both athletes, referees, and support staff.
- AUT Tertiary Badminton competed at the Tertiary Volleyball National Champs in Auckland. The AUT team finished 3rd overall and two students, Sally Fu and Adam Jeffrey, were named in the tournament team.
- AUT Netball concluded their season with 'Team 6' winning in their grade and 'Team 3' finishing 2nd in the premier grade.
- Twelve students attended the National touch championship in Christchurch, with two students earning medals for 1st and 2nd.
- Thirteen students selected for North Harbour volleyball representative teams for the inter-provisional championship, two students were chosen for the inaugural NZ volleyball premier league.
- Three students were selected in the inaugural super rugby women's game.



BUILDING ENGAGEMENT THROUGH COMMUNICATIONS



Building engagement through communications

Through our communications to students, SSA aims to ensure students feel equipped for tertiary study and to build a sense of pride and engagement with AUT and each other. Campaigns delivered each year on behalf of the University include Orientation and transition, Graduation, Summer School enrolments, and generating engagement with AUT services and opportunities throughout the student journey.

A Communications Advisory Group and Communications Plan was established in partnership with faculties and divisions.

We partnered with Brand and Marketing to enhance web information and reduce email traffic for current students. This included the establishment of a student homepage for web information, that presented information that we knew students were searching for, upfront. Website information for students saw over 1 million unique visitors in 2022 and a little under 100k unique visitors to the home page since its inception.

We continued to partner with Strategy and Planning to increase staff and student engagement with the AUT App and George Talk (content management system). Additional enhancements were made to George Talk to help users target, preview, and track performance of content. Targeting included set up of segmentation by faculty, school, programme, major, and course. A total of 269 announcements were either created or moderated and had over 92k views in total. 413 events were created on the app and 37k students were registered for events.

Thirty-two fortnightly Student Update newsletters were delivered to AUT students, including tailored newsletters to domestic and international students – who were provided with information to support their studies as well as opportunities and events to engage in. The newsletters received a combined average open rate of 72.2%.

To build community, we curated content across our established themes of connection and belonging, health and wellbeing, purpose and vocation, learning support, and transition. A total of 131 posts were shared on Instagram, which reached over 400k profiles. We built our content creation capabilities in video creation and supported the delivery of the transition programme in addition to development of content for other SSA services – a total of 70 videos in 2022.

We also supported cultural inclusion and understanding through celebrating events such as language weeks (including our national languages Te Wiki o te reo Māori and NZ Sign Language Week), Matariki, Ramadan, World Refugee Day – by sharing stories and opportunities to engage with and celebrate our people.

SUPPORTING STUDENTS TO ACHIEVE THEIR CAREER ASPIRATIONS

Employability and Careers

Our AUT Employability and Careers team are the proud recipients of the 2022 NZAGE Award for Best Career Service – contributing to AUT’s awarded 5 stars in the QS rankings for Employability.

This year, new ‘Managing Your Career’ workshops were designed to assist students with decision making. The four workshops (Career Strengths, Personality Insights, Future of Work Awareness, and Making Effective Career Decisions) contribute to increasing students’ confidence and clarity with decisions for choosing programmes, majors, minors and employment.

An annual calendar event “So you think you can network” made its way back in 2022. Held in September, the event provided a fun and friendly environment for students to practice networking and hold a conversation. Alumni were invited to give feedback with every student interaction.

Staff capability was enhanced through the setup of group peer supervision. This year, the team formalised a monthly process to support student-facing staff to share and lead our own group supervision. By using a well-designed supervision tool and having a minimum of four practising professionals we aim to build knowledge another level of accountability of practitioners.

AUT talenthub placed 100 students in jobs in 2022 including well known organisations such as Mitre 10, Gentrack, TVNZ, Datacom, Hellofresh, Discovery NZ and Yellow NZ. The team have worked with over 150 companies in 2022 across disciplines such as ICT, Engineering, Communications, Events, Marketing, Software development, Design, HR, Supply chain and Accounting. Working closely with the Employability lab, more than 150 students have been referred across for CV help and interview coaching.

296 students enrolled for AUT Edge Award with 145 completing the programme. Beyond AUT had 65 enrolments with 14 students completing. 159 students received their AUT Edge Award & Beyond AUT Awards in 2022, of which 70 attended the first Awards ceremony since July 2021, with over 70 of their friends and whānau. 6272 volunteer hours were delivered by AUT Edge Award participants.

A volunteering showcase held in the second semester was a successful event with 18 organisations attending. Leadership speakers included Simran Kaur, entrepreneur, and founder of #1 podcast, Girls That Invest, Craig Piggott, entrepreneur of the year and CEO of Halter, and Niamh Coleman, ASB Early Talent Strategy Lead.

Throughout the year, 124 industry events were provided for students. The annual Careers Fairs went ahead in Semester Two despite early year cancellations. Over 130 organisations, represented by a mix of HR recruiters and AUT alumni, attended the four events held for students from Business, Economics and Law, Hospitality, Tourism, Events and Culinary Arts (HTECA), ICT and Engineering, and the Community and Public Sector. Career fair preparation workshops were also run for students in the lead up to the event, to prepare them to engage with employers.

New tailored events for students studying Health, and Culture and Society. Site visits were also reintroduced, giving students the opportunity to attend events off campus and explore employer’s premises, while learning about potential opportunities and networking.

We maintained and established new relationships with student club executives to support their endeavours and events with employers, providing more unique opportunities for our student clubs to engage with industry and manage their own initiatives.

During March graduate recruitment season, we held 44 online events with just over 900 students in attendance, these events connected students to a range of industry partners to learn about graduate roles and internships. A bespoke series of employer led workshops complemented by employability lab sessions on topics such as CVs, interviews, LinkedIn and building professional connections. Partners include SEEK, EY, Auckland Council AUT Talenthub and MYOB.

We maintained our long-standing partnerships with sponsorship from EY, MYOB, and Seek Volunteer and welcomed a new sponsor partner for 2022 – The Cordis Hotel.

Overall, 2943 students were supported with career advice, CV & cover letter checks, LinkedIn profiles, job interviews & job search advice, 3769 students attended an employability workshop, 129 students attended a leadership presentation, 289 students attended the Match Ready workshop for Health Sciences.

SUPPORTING STUDENTS TO ACHIEVE THEIR CAREER ASPIRATIONS

2,943

students were supported with career advice, CV & cover letter checks, LinkedIn profiles and job search and interview advice

361

students registered for the AUT Edge and Beyond AUT Awards

159

students completed the AUT Edge and Beyond AUT Awards

6,272

volunteer hours were delivered by AUT Edge and Beyond AUT Award participants

3,769

students attended an employability workshop

129

students attended a leadership presentation

289

students attended a Match Ready workshop

2,135

students attended an industry event

986

students attended a Career Fair

900

students attended online graduate recruitment events

100

students were placed in student jobs through AUT talenthub

10%

growth in industry partners

“It is great to see many employers attending the [Career] fair today. It’s a fantastic opportunity for students like me who try to create a clear vision for their careers. Thanks to all the AUT Employability and Careers Team for such an excellent fair for students to gain insight into different organisations.”

- AUT student



CELEBRATING OUR GREAT GRADUATES



Celebrating our Great Graduates

Graduation continued to be affected by the pandemic response in 2022. The lockdown-delayed December 21 Summer Graduation, originally rescheduled for 24 and 25 January 2022, was further delayed at the Vice-Chancellor's request until September 2022 and incorporated the Winter 22 cohort of graduates. 190 staff registered and assisted with the graduation across the three days.

Key highlights:

- 7882 qualifications were granted, including 1490 certificates of proficiency.
- 3,405 graduates out of a possible 4,465 attended the September ceremony.
- 185 offshore graduates were granted their qualifications in China and Vietnam
- 15,915 current and 39,848 historic transcripts were uploaded to the My eQuals system
- 8,507 digital parchments were uploaded to the My eQuals system; and 6,527 physical parchments were generated of which 3,615 were generated as part of the December 2022 graduation cycle
- 37 Legacy Transcripts for study prior to 1995 were requested and uploaded

"It was awesome and beautiful ceremony. Proud moment to have walked on the stage while my family witnessed the whole program with excitement."

- AUT student

"Very well organised, I have project managed a number of big events but I was very impressed with the level of coordination (while still having a happy demeanour) . The way all the staff made the graduates feel special was excellently done."

- AUT student

"The graduation day was really great. Like it was the best of the best venue and ceremony I have ever attended."

- AUT student

2022 SSA NET FINANCIAL POSITION

Our financial and administrative teams support the stewardship of our resources through dedicated support to monitor our spending, resource allocation to staff and students.

University funded	2021 (\$'000)	2022 (\$'000)	Levy funded	2021 (\$'000)	2022 (\$'000)
Student Hub	1,697	1,590	Pastoral Care (*)	1,775	2,046
Student Relations	133	213	Disability Service	782	1,110
Admissions & Fees	2,176	2,146	Intervention	476	409
Graduation/Records	484	948	Financial Support (Fund & staffing)	1,046	614
Compliance	285	272	Orientation and transition	253	272
Student Accommodation	2,962	2,816	Bright Side	181	153
Student Development	500	529	Student Conduct, Support & Relations	254	521
Portfolio Capability	495	444	Student Employability	1,238	1,296
Student Communications	333	555	Student Counselling & Wellbeing Promotion	1,255	1,406
			Health Services	1,162	894
			Competitive sport & recreation (**)	431	2,275
			Diversity and cultural engagement	174	79
			AUTSA Contract	1,706	2,057
			Gym Subsidy	150	150
University funded	9,067	9,512	Levy funded	10,884	13,282
			SSA net costs - 2022	19,950	22,794

Notes:

* Pastoral includes International, Rainbow and International Support

** Competitive sport & recreation includes a full year of lease costs for Te Āhuru Recreation Centre

Depreciation is excluded

