



AUT



2023 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 koutou,

2023 was a successful year of delivery for Te Ara Whāriki Student Services and Administration (SSA), as we welcomed our taura (students) back to campus in numbers not seen since 2020. It has been wonderful to see such vibrancy and energy return to student life as our students connect and engage with each other and with the services and experiences AUT has to offer.

SSA received and processed over 44,000 applications from people applying to study at AUT. The conversion of those applications into enrolled applicants continued to increase from 2022, reflecting the commitment to expedite processing times and engage with applicants to support university growth. The division continues to explore machine processing to increase efficiencies for all areas of student administration.

In 2023, we saw an increase in the number of students requiring support with complex personal and mental health needs. This can be attributed to a number of reasons, including students traversing the ongoing mental health impacts of a global pandemic, personal and work commitments, and cost of living pressures. AUT has called for a university-wide approach to achieve our Ki Uta Ki Tai strategy to respond to these needs, and this was a core focus of the SSA team in 2023 and heading into 2024.

The work SSA has undertaken over the last five years has provided the foundations to respond to this challenge. In 2022, SSA implemented the UniCare model, a multi-disciplinary case management model for students with moderate to acute needs. In 2023 we embedded and matured this model with a focus on practice guides, integrated health and wellbeing support services, and proactive peer-to-peer early interventions.

Our collaboration with ICT services to embed Dynamics CRM (the core pastoral care system for AUT), over the last seven years, enables clear and traceable referrals to professional staff across the university. In 2023, we saw increased adoption of this system from services and faculty departments to enable their work and a whole of university service model.

We have held a long-term commitment to developing resilience for life-long success through our comprehensive Orientation and 8-week transition programme, personal development and wellbeing learning opportunities, trained psychosocial student advisors, counselling and mental health services, and a network of peer-to-peer services. This year we also created tailored experiences for our international students as they returned to New Zealand, embedded faculty resilience programmes, as well as providing engaging experiences for all students to celebrate and connect with each other – such as AUT Worldwide.

In addition to the critical work SSA teams undertake each day to support our students' welfare, we have also contributed to significant University projects including Ki Uta Ki Tai AUT Student Success Plan and the Disability Action Plan 2024–2026.

Ngā manaakitanga,

Joanna Scarbrough
Group Director, Te Ara Whāriki
Student Services and Administration



DEMONSTRATING ADMINISTRATIVE EXCELLENCE

Pastoral Care of Tertiary and International Learners

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) is an important legislative requirement in the student pastoral care space. As part of the requirement, all New Zealand universities are required to undertake an annual monitoring and verification process. AUT views the process as an opportunity to support ongoing continuous improvements to review practices, policies and procedures to ensure students can learn in a safe and healthy environment, and we are confident in meeting the obligations under the Code.

In 2023, all New Zealand universities undertook the accommodation verification process to check for compliance in accordance with the Code's student accommodation wellbeing and safety practice outcome requirements. The process was facilitated by Universities New Zealand (UNZ) and New Zealand Qualifications Authority (NZQA) which included the submission of documents relating to practices, procedures and policies, and followed by on-site visits.

The process provided AUT the opportunity to evaluate its practices to ensure these were supported by robust documentation. Throughout that process, AUT teams identified no gaps or areas of concern. The documents were submitted by the due date, and the on-site visit took place in April. UNZ reviewed the submitted documentation and UNZ and NZQA representatives met with student accommodation teams, Residential Assistants, and residents. At the end of the visit, three key commendable points were made:

- The student resident journey diagram was excellent in providing a summary of how AUT onboard and supports student residents.
- The use of Dynamics CRM as a platform was accessible to the student accommodation staff in managing residents' wellbeing and welfare, as well as supporting student service teams.
- The appointment of social workers as part of the student accommodation personnel.

Overall, AUT's accommodation verification confirmed compliance with the Code, aligning with other New Zealand universities' verification. Eight recommendations for enhancements were made. To date, six recommendations have been completed.

System enhancements

Arion

Throughout the year, our student management system Arion underwent changes aimed at enhancing the university experience for students and improving staff productivity. The most significant project was the technical integration of Arion with My AUT and the AUT App, which involved migrating legacy Arion Student Web functionality to these platforms (refer to MyAUT/ AUT App for more information). This has resulted in returning students able to self-enrol online enabling them to choose their preferences.

My eQuals

The My eQuals system, an Australasian initiative of which AUT is a founding member, has seen significant growth and expansion over the past year.

At AUT, all recent transcripts and digital facsimiles of parchments are now integrated into the system. This means staff can easily access students' records. Efforts are ongoing to include all possible historical records.

To enhance the applicant journey, AUT is now a registered receiving organisation within the My eQuals network. This enhancement simplifies the applicant journey by allowing them to share their verified academic documents from all Digitary's platforms directly with AUT, eliminating the need to email or upload documents to Arion.

DEMONSTRATING ADMINISTRATIVE EXCELLENCE

Microsoft Dynamics 365 Service (CRM)

The Microsoft Dynamic 365 Service (CRM) team is a collaboration between SSA and ICT Services. In the past year, the CRM team made significant strides in enhancing the digital infrastructure and processes along with facilitating integration of users and teams into the platform and promoting its adoption thereby advancing the maturity of platform usage.

Some significant developments include:

- Cultivating a well-informed user community and a high-performing user group
- Implementing automation and insight reporting to further enhance operations efficiency
- Supporting users in their transition to using the enquiry management capability via CRM.

The new teams onboarded through 2023 includes Sport and Athlete Support, Student Feedback online channel, Office of Pacific Advancement, Uniprep, Student Counselling and Mental Health and School of Clinical Sciences (partial). The focus for 2024 is to onboard more teams.

Key new functionality delivered in 2023 included:

- Implementation of case management for the Student Accommodation team to support Ki Uta Ki Tai.
- Reporting for enquiry and case management, financial assistance and outbound campaign activity for our Māori students.
- Reporting for enquiry and case management, financial assistance and wellbeing checks for AUT residents.
- Implementation of the automated solution to allow CRM users the ability to allocate a voucher to a student's wallet in their AUT App via Financial Assistance.
- Delivering the active network account status in CRM to support Student Communications to all current students via the CRM and Marketo integration.
- Implementing the bulk complete functionality to address user complaints about queue management, reducing the impact of spam and frequent, non-actionable emails at AUT.

My AUT / AUT App

The MyAUT / AUT App team is a collaboration between Strategy and Planning, SSA and ICT Services in partnership with faculties and AUT departments. Some notable milestones achieved in 2023 to enhance the students experience included:

- **Online enrolments**
 - Returning students now have the ability to self-enrol online using My AUT and the AUT App, an enhanced experience from what was previously available via Arion Web.
- **Merger of MyAUT and Arion web**
 - The transition to MyAUT will be phased. Initially the new online enrolment system will only be available to returning students, with new students continuing to enrol through Arion until the end of 2023. In 2024, the Arion website interface for students will be phased out, making the new online enrolment system available to all students on the new platform.
- **Additional new MyAUT features**
 - Personal details: Students can keep their contact details up-to-date effortlessly
 - Financial dashboard: Students can view invoices, refunds, and fees all in one place, or settle individual invoices or pay the total balance, all secured with security protocols
 - Academic grades: It's now simpler for students to view and track their grades, semester by semester.
 - Correspondence: Official AUT correspondence is now located in a single, easy-to-access inbox.
- **New AUT App homepage**

To enhance students' experience at AUT and raise awareness of the functionality available to them, a new home page was developed by the AUT App team in Strategy and Planning. The previous homepage included news and events with the ability to click through to the main menu to find additional features. The new homepage surfaces upcoming classes and bookings, news announcements, events, AUT Wallet balances as well as the AUT community chat. This new homepage works towards progressing the objectives of the communications roadmap to increase student engagement.
- **Course and programme amendment form**

An online version of the course and programme amendment form is now available via My AUT and the AUT App. The online form replaced a two-page downloadable form that the student would usually take to the Student Hub for assistance. The Student Advisors would scan the form and forward to the relevant faculty. The online form integrates with CRM and when submitted routes directly to the relevant faculty CRM queue. This automation ensures a user friendly, personalised, quick to complete form that the student submits directly to faculty, improving the student experience. Faculty then engage with the student to discuss programme and course possibilities and apply retention policy and processes.

ENGAGING OUR APPLICANTS

Improvements

Two significant improvements were made to the applicant experience and international student support:

1. A **step-by-step guide** was implemented on the AUT website to provide applicants with a clear understanding of the application process and reduce repetitive enquiries to the Student Hub. An applicant can follow a journey tailored to their specific student type and programme level providing clarity on expectations, each stage of the application journey, and enrolment processes. An **applicant support hub** was created alongside the guide offering in-depth answers to frequently asked questions.
2. New content was created specifically for international students, offering comprehensive information to ensure a smooth transition to studying at AUT, including **guidance on arrival, life in Auckland, cultural norms, safety** and **working in New Zealand**.

Applications

In the past year, AUT's admissions process experienced a dynamic shift due to the shift in application volume. The initial months saw application volumes that were slightly higher than those of previous years. However, as the year progressed, we observed a steady increase in the numbers of people applying to AUT.

Domestic admissions

Domestic application numbers which initially were lower than usual, eventually rose to match the levels of previous years.

- A total of **37,895** domestic applications were received and processed for the 2022 and 2023 admission years, marking a **7%** decrease from 2022.
- The number of individual applicants was **23,956**, very similar to the 2022 calendar year, indicating a stable interest in AUT.
- The conversion rate from applicant to enrolled applicant remained steady at **43%**.
- Notably, **76%** of eligible domestic applicants received an offer within one business day, an improvement from **69%** in 2022.

International admissions

International application numbers started off strong and maintained an upward trajectory, surpassing the levels of previous years. These numbers underscore the growing appeal of AUT to both domestic and international students, and the ongoing efforts to streamline the admissions process despite the increasing volume of applications.

- International applications saw a significant increase, with **30,243** applications received and processed for the 2022 and 2023 admission years, a **29%** increase from 2022.
- The number of individual international applicants was **20,565**, marking a **31%** increase from the 2022 calendar year.
- The conversion rate from international applicant to enrolled applicant improved to **12%**, up from **10%** in 2022.
- However, the percentage of eligible international applicants receiving an offer within one business day decreased to **55%** from **67%** in 2022, due to the significantly increased volume of international applications.

Student enrolment and fees

Automated international invoicing continued to be effective through 2023. Some notable statistics included:

- The proportion of manually invoiced enrolments increased to **36%** from **32%** last year.
- **145,806** domestic fee invoices were processed for \$180,611,087.
- **9459** international fees invoices were processed for \$130,751,820 with **5990 (64%)** bulk invoiced and **3469 (36%)** manually invoiced.
- **35,220** fees invoices paid by journal receipt payment from fees free, organisations debtors, staff nil fees process and postgraduate fee waivers for \$31,618,874.
- **9906** Online payments receipted for \$26,129,983.
- **9063** Direct credit and overseas transfers payments receipted for \$109,581,939.
- **3696** student refunds for \$14,630,238 were processed to either StudyLink, or students' bank accounts.
- **3393** international student medical insurance invoices processed and reported to Alliance Insurance for \$3,108,046.

ONBOARDING NEW STUDENTS

Orientation

In 2023, AUT's Orientation event, a key part of SSA's broader efforts to improve new student transition, saw a significant evolution. The focus was on enhancing the student experience, unpacking information, removing barriers to learning in the first week, and fostering community connections. A highlight of the year was the incorporation of Pōwhiri into the Orientation experience. With guidance from the Office of Māori Advancement and Māori staff, new students were provided a rich cultural experience, showcasing AUT's commitment to Mātauranga Māori and its place in Aotearoa.

SSA also strengthened connections with existing student communities, with a focus on showcasing AUT student life offerings. These included creating student life zones for clubs, support services, and the Student Representative Council. Collaboration with AUTSA expanded, with increased involvement in the Orientation event. A popular new addition in 2023 was the Faculty Admin Zone at the Orientation event, providing students with opportunities to resolve enrolment issues and seek course advice.

To support research postgraduates with varying start dates, all postgraduate students who started after the previous semester's Orientation event were invited to the current event. The Orientation format included dedicated days for postgraduates and international students, as well as undergraduate days across each campus. In Semester 2, the postgraduate and international days were moved to the start of the week to encourage earlier arrival of international students and provide further opportunities to attend Orientation days.

Orientation attendance and feedback

- During the first semester, **3,488** students attended orientation, marking a 44% turnout for the Orientation week. The second semester had a total of **652** students in attendance.

Feedback from students about Orientation

- Students rated their overall Orientation experience at **8.29/10** in Semester 1 and **8.7/10** in Semester 2. A significant majority of students felt welcomed at AUT, with **89%** in Semester 1 and **92%** in Semester 2 expressing this sentiment. When asked about their likelihood to recommend Orientation to other new students, the average score was **8.58** in Semester 1 and **9.01** in Semester 2.
- Student Ambassadors played a crucial role in facilitating the Orientation experience, earning an average score of **8.39** from attendees in Semester 1 and **9.03** in Semester 2.

- The bespoke Orientation view on the AUT App continues to be a central part of the Orientation experience, with average ratings of 8.50 in Semester 1 and 8.89 in Semester 2. The 'Welcome to AUT 2023' news announcement on the AUT App was the second most viewed announcement ever on the App, with 6,716 views.

This is what some of the student in attendance had to say about their experience:

"As an international student, attending the orientation lessened my anxiety. I met new people, the student ambassadors were amazing, learned more about the uni, and I learned some information about the faculty that I am part of. Those things made be excited to start the semester/trimester." – AUT student

"I went into orientation very nervous about studying and how everything would work. But the chance to see the campus and meet people in the same pathway made this much easier." – AUT student



ONBOARDING NEW STUDENTS

Transition

In 2023, the transition programme, 'Getting Started: Your First Eight Weeks at AUT' underwent a significant evolution in its communication delivery. Enhancements included:

- A new fortnightly 'Getting Started' newsletter
- Greater use of push notifications on the AUT App to target specific cohorts
- Refreshed website content
- Four new videos, curated by Student Ambassadors, highlighting the key transition themes of 'Student Life' and 'Specialised Student Support'.

Over an eight-week period, AUT's Student Ambassadors used social media and the AUT App to promote services and facilitate a variety of events. These included campus tours, micro-orientation events for late-arriving international students, and meet-ups for the Rainbow community and students with disabilities.

Creative workshops were also held, and a notable event was the North Campus hangi experience, a free lunch designed and delivered by a student project team, feeding over 240 students. The programme culminated in AUT Worldwide, a new cultural festival aimed at fostering engagement among international students across all campuses.

This year, the Student Readiness Survey (SRS) was distributed to both undergraduate and postgraduate students, with the links and connections to services tailored for each cohort. Just under **3,000** new students completed the survey for Semester 1 and 975 for Semester 2. Each survey was followed by a proactive outreach campaign to students based on their responses



STUDENT ACCOMMODATION



AUT's Student Accommodation in 2023

In 2023, AUT's student accommodation saw a significant shift in numbers. The return of international students led to a considerable rise in occupancy at the city campus accommodation villages, WSA and WQ. WQ, in its third year, achieved its highest intake, largely due to the addition of over 300 AUT scholarship residents.

WSA experienced a year-on-year increase in occupancy by 35% in Semester 1 and 44% in S2. WQ also saw a slight increase in Semester 1 and a significant increase of about 18% in Semester 2, leading to over-capacity.

Conversely, the Akoranga Student Village (ASV), saw a decrease in resident application numbers which was attributed to several factors, including affordability and the shift to partially online academic course modules, leading to unexpected early withdrawals. As a result, ASV's occupancy decreased by approximately **14%** in both semesters.

Continuous improvement achievements and initiatives

Throughout the year, various continuous improvement achievements and initiatives were delivered, alongside the preparation for the accommodation audit (referred to above).

Some notable initiatives included:

- A comprehensive knowledge repository covering all accommodation processes and practice guides.
- A resident journey map designed to illustrate resident life and events, integrating resident support during transitioning in, building community, maintaining community and transitioning out.
- The establishment of a Resident Advisory Group at all three villages to improve resident voice, providing invaluable feedback from the resident perspective.
- The implementation of QR codes at all three villages for online resident visitor's check-in procedure at the front desk to uphold privacy.

STUDENT ADVISING

Student Advisors

In 2023, our Student Advisors continued to provide comprehensive support to students across various channels, including email, phone, in-person, and the AUT App. They offered extensive case management services, encompassing academic advice, welfare assessments, wellbeing support and connections to both AUT and community services.

In addition to financial assistance and disability support, they also provided support to international students and actively facilitated connections between students and the diverse communities on campus, such as rainbow, international, and disability groups. Students have the flexibility to walk into any Student Hub to schedule a meeting with a qualified social services advisor, or they can book in advance through the AUT App or MyAUT.

42,103

Calls were answered by the Student Hub

6,211

Cases were managed by student advisors and **94%** were resolved

51,264

Emails were received by the Student Hub

14,146

Walk-ins were received by the Student Hub



FINANCIAL ASSISTANCE



Financial assistance

In 2023, Student Services distributed over **\$1,145,000** to support **1,985** students through **3,469** financial assistance cases.

AUT Wallet upgrade

SSA has improved its financial aid system for students in urgent need of food. Student Advisors can now instantly provide meal vouchers to students' AUT Wallets for use at AUT food outlets. This is an upgrade from the previous system, which only offered less accessible supermarket vouchers.

The existing financial record on CRM has been expanded to facilitate this change, allowing for automatic credit allocation to individual students' AUT Wallets. This initiative, a collaboration between Student Services, Administration, Strategy and Planning, and ICT Services, went live in August 2023 and compliments the ongoing provision of supermarket vouchers and direct bank payments as long-term financial aid solutions.

Improving financial assistance process

In response to feedback from students and staff, a working group was established in January 2023 to address challenges in the financial assistance application and assessment process. The goal was to make financial aid more accessible for those facing hardship.

Following a series of workshops, a draft proposal with recommended changes was shared with stakeholders. Once approved, the group began designing the changes, which included a new online form – the Financial Emergency and Hardship Form, revised business rules to aid advisors in assessments, and updated website content.

A prototype of the online form was developed and tested in feedback sessions with stakeholders and students, leading to several refinements. The working group met multiple times to further refine the business rules to assist student advisors in decision-making.

Transport assistance

Financial assistance for transport was offered to students travelling across multiple campuses to study. The financial assistance is offered in each semester, with eligible students receiving an email communication with the application form link.

In 2023, the fund, which was previously available only to South Campus students, was expanded to include all multi-campus students. This expansion benefited over **950** students through the year, with more than **\$123,800** in funds distributed.

SPECIALISED SUPPORT

Specialist support for students

AUT 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.

International engagement

In response to the evolving complexities of post-COVID 19 immigration processes for international students, AUT identified a need to have a dedicated role residing in the Student Hub to case manage the visa process for students. A Student Immigration Advisor role was created reporting to the International Student Support Manager. The primary objective of this role is to offer expert advice and support on Immigration New Zealand's student visas, post-study visas, and the interplay between studying and work. The impact of this role was immediate, with the Student Immigration Advisor starting to take appointments with students in their first week.

Efforts were also made to foster relationships with key stakeholders across the university. This collaboration led to the International Student Support Manager and the Student Immigration Advisor conducting immigration workshops specific to cohorts in the School of Education. These workshops aimed to assist international students in their transition from student visas to work visas, demonstrating our commitment to supporting our international students at every stage of their journey.

AUT Worldwide

In 2023, AUT hosted AUT Worldwide, a cultural celebration designed to empower cultural representation and raise awareness of existing cultural communities within AUT. The event, a response to the Ministry of Education COVID-19 Response and Recovery Fund's initiative to support international student wellbeing, focused on fostering connections between international and local students and their communities.

AUT Worldwide was held across all three campuses, acknowledging the diverse campus-based communities at AUT. The event was promoted through various channels, including fortnightly newsletter updates, targeted communications to international students, AUT App event and news pieces, promotion on AUT TV screens, social media accounts, poster campaigns, and peer-led outbound campaigns. Highlights of AUT Worldwide included the hangi experiences at South and North Campus, providing students the opportunity to be involved in the process of hangi and offering a cultural insight into the significance of hangi/kai through a Mātauranga Māori lens.

Additionally, AUT hosted a cultural day, an event designed to uplift our existing cultural communities and provide an opportunity for international students to celebrate their own cultures. The event featured performances by student clubs and external artists, a night-market style food court, and cultural activities such as henna tattoos, Middle Eastern treats, Arabic calligraphy, Karak Chai, Pacific lolly lei making, kava tasting, and cave drawings.

The event received overwhelmingly positive feedback from attendees, students, AUT staff, and external vendors. The event's vibrancy and musical atmosphere were particularly appreciated, making the campus feel alive and fostering a warm community spirit. The event also sparked interest in additional food offerings on campus and increased participation in future AUT Worldwide events.

The AUT App received **674** registrations at the cultural festival, with international students making up nearly **27%** of the overall registrations, a significant increase given that they constitute just over **10%** of the overall student population. On the day, the event maintained over **1000** active connections for most of the time, peaking at **1287**.



SPECIALISED SUPPORT

Student connect

In 2023, the peer-to-peer engagement initiative, Student Connect, delivered several outbound campaigns. The team, comprising current AUT students from diverse study disciplines and backgrounds, utilised their first-hand experience of the AUT brand to connect with target cohorts through outbound phone calls, texts, emails and one-to-one virtual appointments.

One of the most impactful campaigns was the outbound welcome call, where the team connected with new students to welcome them to AUT and assist with any issues before they attended Orientation and started their first week of the semester. Another significant campaign was the international students wellbeing check-in. This campaign involved reaching out to all new international students over the semester to check on their progress and help during their student journey.

These outbound calls were strategically made at crucial points of the semester and coincided with focused activations and engagement activities targeted at international students. The campaigns were well received, particularly by international students, as they provided a platform for students to ask questions, resolve issues, and learn more about what is happening across the university.

In 2023, Student Connect made **26,000** outbound calls to **17,000** current students and applicants, marking an increase from previous years. It is anticipated that there will be a greater number of applicants and student retention campaigns for 2024.

Disability support services

The Disability Support Service has seen a significant increase in the number of students it supports, as well as the depth and breadth of the support provided. The team worked with faculties and academic staff to provide both on-campus and online learning in accessible formats – to meet the many learning styles of students who experience disabilities and challenges.

The team supported over **1,500** students with impairments, created **472** accommodation plans, and provided **\$159,000** in funds to **171** students. This was a significant increase of **62%** compared to the previous year. With the ability to support students to obtain diagnosis, we saw significant growth in the neurodivergent and rainbow cohorts.

Celebrating New Zealand Sign Language (NZSL) Week

To commemorate NZSL Week, a series of instructional videos was created in collaboration with Disability Support Service and Deaf students Natasha Cloete and Rahui Lee. These videos, which were released daily throughout the week, demonstrated how to sign various phrases that could be used around campus. The initiative aimed to educate our staff and students about NZSL and promote its use in daily interactions.

In addition to the videos, a dedicated webpage was created that shared information about Disability Support Services, Te Mātāpuna Library and Learning Services, and NZSL and Deaf Studies. This online resource was complemented by in-person events, including a Deaf World event at Te Āhuru Recreation Centre and meet-and-greet sessions with the AUT NZSL student club.

Leveraging Adaptive Technology in Disability Support Services

Adaptive technology plays a crucial role in ensuring inclusivity and equal opportunities for all students. Under the guidance of the Adaptive Technology Coordinator, students learn to use a variety of resources designed to accommodate their specific needs and provide tailored solutions to overcome any barriers that might hinder their academic pursuits. These resources include accessible learning materials, assistive software like screen readers and speech recognition, and hardware like adjustable desks and adaptive keyboards. We also offer communication tools with accessibility features.

Disability Action Plan

Disability Support Service has been actively involved in the Disability Action Plan (DAP) gap analysis, contributing to the university's participation in the DAP and its early implementation within SSA. We sought feedback from Deaf students on the draft DAP, which led to further recommendations being added to the plan. Some of these recommendations included introducing a disabled staff and student advisory group, evaluating opportunities to recruit staff to support specific groups and assessing opportunities for external accreditations. This collaborative approach ensures that the DAP is comprehensive and addresses the needs of all students.

SPECIALISED SUPPORT

Rainbow inclusion

2023 has been a transformative year for the Rainbow Student Support team at AUT. With a new structure in place and the transition from RUOK advisors to Peer Advisors, the team's capacity to support the rainbow community had significantly strengthened. Each Peer Advisor was assigned a specialised area – social media, wellbeing, or community – based on their strengths. This autonomy greatly enhanced their impact on AUT's rainbow community.

- Notably, with support from AUT marketing, the AUT rainbow TikTok page was launched; a platform that has resonated with our students, with one video garnering over 268,000 views.
- In the wellbeing space, the team now have the administrative capability to upload the rainbow attribute from Arion to CRM, simplifying reporting.
- Community support was bolstered through various events, raising the AUT rainbow brand's visibility. The largest internal event, the Queer Market, attracted over **1,000** visitors, and the flagship pride event at Big Gay Out was the most visited tent at the festival.
- The team's focused on strengthening ties with wider teams, participating in group therapy sessions led by the Student Counselling and Mental Health team on DBT and emotion regulation, enhancing the wellbeing supports delivered through the Rainbow Support service. Collaborations for Mental Health Awareness Week and rainbow-specific trainings on networking and workplace readiness were also formed. This year, the school of science piloted a joint lab safety and rainbow awareness training mandatory for all lab users. Following positive feedback, this will be implemented every semester.
- AUT's reputation in the Rainbow space has never been stronger. The team lead in support for the Pride Academy, sponsored by Microsoft and KPMG, and in Rainbow Scholarships awarded, and achieved the Pride Pledge this year, making AUT the only university with both the Pride Pledge and Rainbow Tick accreditation. The team had been approached by several universities and tertiary institutes for training on Rainbow Inclusion.
- AUT launched the world's first Rainbow Research Portal, now a model for other universities worldwide. Over **100** staff members have completed Allyship training through the year with another **114** undergoing our Rainbow specific awareness training.

Student conduct

In 2023 the Student Conduct team highlighted their commitment to a safe and inclusive environment. The team provided guidance and support to students with behavioural concerns, with a focus on early intervention. A multi-disciplinary team managed students with complex needs using the Support to Study Code.

Over 100 staff members received training on managing concerning behaviour, with most training tailored to specific schools or faculties. The year saw an increase in students with complex needs, often accompanied by wellbeing issues, academic progress challenges, and grievances with the University.

Case Study:

LJ, an undergraduate student, faced academic progress issues in 2022, straining his relationship with AUT. His increasingly inappropriate emails led to a referral to the Student Conduct Manager and subsequent placement under Level 2 of the Support to Study Code due to wellbeing concerns. This allowed effective management of LJ's behaviour and facilitated his access to wellbeing support.

Studiosity

Studiosity, an online assistance service accessible via Canvas, continued to be a valuable resource for AUT students in 2023. Offering after-hours support at no cost, Studiosity provided guidance on academic writing and foundational content. Students can use this service up to six times per semester.

In 2023, usage of Studiosity remained steady, with over **3,700** students engaging with the service throughout the year. The service facilitated **13,384** interactions, of which **12,773** were focused on writing feedback, while the remainder were through live connections. This consistent usage underscores the value and impact of Studiosity in supporting AUT students' academic journey.

HEALTH AND WELLBEING

Medical services

The AUT Student Medical Centre, a member of Auckland Primary Health Organisation (PHO), continues to provide a comprehensive range of medical services. The team of dedicated doctors, nurses, health coaches, and health improvement practitioners are committed to the well-being of our students. Domestic AUT students who choose us as their primary healthcare provider get access to free appointments.

The Medical Centre offers:

- Expertise in various areas including general medicine, accident care, sexual health, immunisations, long-term condition education and management, and acute mental health services.
- Assistance with cervical screening, contraception advice, smoking cessation support, special conditions applications, drivers and diving medicals, and immunology reports & vaccinations for program placements.

In 2023, the team made concerted efforts to connect with students beyond the clinic, introducing them to the services and encouraging enrolments. An immunisation drive was initiated, hosting multiple pop-up events for both international and domestic students, offering vaccinations against Measles, Meningococcal disease, and the seasonal flu. Despite fluctuating numbers, it is anticipated that there will be a positive impact on enrolments with the reopening of our North campus clinic in 2024.

The Centre's commitment to excellence was recognised at the **2023 PHO awards**, where it was honoured with two awards:

- Outstanding Services for Rangitahi
- Outstanding CVD Risk Assessment for Tane Maori, aged 30-44

Feedback from the students have been overwhelmingly positive with 88% of respondents rating their experience with the reception team as above average to excellent, 81% recommending the services to a friend, and 87.5% rating their overall experience at the centre in the good to excellent range.

Updating enrolment form

The Student Medical Centre Practice enrolment form was successfully deployed in September 2022 to meet the requirements of the Primary Health Organisation (PHO). The online form now includes the terms and conditions agreed to by the student, along with their electronic signature.

The Centre worked to align the PHO's audit requirements for Medical Centres with AUT's data security standards. After thorough development and compliance additions, the updated form was successfully launched on 24 May 2023. It is now conveniently accessible via the Student Medical Centre's website.

As of Dec 23, 871 students (distinct) have submitted the Medical Centre Practice enrolment form.

Medical Centre Medtech Evolution upgrade

The Student Medical Centre including three campuses and 21 staff members completed a system upgrade including upgrading the patient management system to MedTech Evolution and introducing Manage My Health (MMH). These technologies enabled the Centre to streamline processes and have a significant improvement in how they service patients.

Benefits for patients included an enhanced process for e-subscriptions, improved functionality for remote and online appointments, the introduction of a secure messaging system, and patients being able to book and manage their appointments online.

Counselling and mental health

- 2023 saw a record number of students accessing counselling and mental health support, a 40% increase over the past four years. Group therapy work returned to Student Counselling and Mental Health (SCMH) team with the introduction of a DBT skills training programme, 'Growing Skills for Managing Emotions'.
- Learning from the COVID experience, the team continued to offer online appointments, reducing cancellations, and increasing accessibility.
- The team improved their first appointment process by introducing a webform for students, reducing reliance on emails and phone calls and helping the team gain a better understanding of the types of support students were seeking. As of December 2023, **697** students submitted the Student Counselling and Mental Health enquiry form.
- Throughout the year, the team made several staffing and service changes to enhance the service quality and continuity. The team reintroduced internships for counselling psychology and counselling, diversifying the team and developing the rainbow drop-in area on the City Campus. A more flexible approach to staff availability across our three campuses was also introduced.
- A new Senior Mental Health Advisor improved the team's work quality, helping to refine the triage processes and develop specialised group work. There was also increased collaboration between SC&MH and other support services under the 'Unicare' model, leading to more integrated support for students. This collaborative work will continue to develop in 2024.

HEALTH AND WELLBEING

This is what some of the students and their whānau had to say about the support received:

'I am deeply thankful for the help I received, I didn't only received advice, but I was also heard for the first time with my own voice, about my full struggles that I have been enduring for years. I was also thankful that my counsellor was able to understand me, and assure me that it is normal. What I mean about normal is the way I really think and feel, as I would often dismiss myself with how others think of how I should act and not supposed to act. I am also thankful for the help in clearing my mind and sorting my decisions out, that are available to me.

Currently, with my chosen decision about my studies, I definitely did felt better, I still have stresses, but it wasn't as extreme as I felt last week where I was at the end of my straw. I can see a bit better now of my future, It still isn't looking clear and still is a bit blurry, but I think I am making progress by being able to look forward for the future, rather than thinking If I would still make it to the future.' – AUT Student

'After my appointment I have felt a weight lift off my shoulders when I'm able to talk to someone about my feelings and emotions, it has helped me a lot from these sessions to equip me with the skills and tools.' – AUT Student

Workshops facilitated:

- AUT Uni Prep – SCMH team was involved in programme support and delivery on South Campus in January and February 2023
- Stress management, perioperative practice, students stress management and preparing for placements
- Anxiety workshop – physiotherapy students – anxiety and stress management
- Workplace support management school – workshop for student on workplace stress and strategies for dealing with anxiety
- Postgraduate toolkit sessions – managing stress and worry, navigating relationship, perfectionism, procrastination and motivation
- Perioperative – stress management
- Mental Health Awareness Week – promotions and displays central

1,799 students sought counselling support through the year with **5,498** counselling appointments. These included **2,901** face-to-face, **1,312** online and **1,285** triage appointments. **83** students were supported for Puawaitanga with **293** appointments. We're proud to report the following from our students:

- 98% of students reported they felt respected and understood
- 94% of students worked on the goals they wanted
- 94% of students felt their counsellor/MHA was a good fit for them
- 91% of student reported sessions were helpful in dealing with their issues
- 87% of student agree the service was easy to access.



HEALTH AND WELLBEING

To promote positive health and combat stigmatisation of mental unwellness, a series of wellbeing promotion campaigns was delivered.

Unicare

In 2022, AUT introduced UniCare within Student Hub, a programme designed to assist students with mild to moderate mental health concerns. In 2023 trained Student Advisors took charge of managing and responding to referrals. They conducted welfare checks and bridged the gap between students and specialist services, ensuring no one was left behind.

The Student Hub, AUT's central point for student support, witnessed an uptick in referrals for students with mild to moderate wellbeing needs particularly from academic staff as a result. The Student Hub team of dedicated social workers managed the increase in referrals contacting both students and referrals within a 24-hour window.

As the year progressed, Student Hub team noticed an escalation in the complexity of student cases. The team encountered growth in areas such as addictions and substance abuse, eating disorders, and students needing emergency accommodation due to the escalating cost of living.

To accommodate the increased demand for wellbeing work, the team expanded the number of hauora/wellbeing appointments offered by the kaiārahi across all three campuses. This ensured that the team could meet the diverse needs of the students. Along with this three case review groups were established that meet fortnightly. These sessions serve as a platform for advisors to review their wellbeing practice, share knowledge, and ensure that the team continues to provide consistent and culturally safe support to students.

Wellbeing promotion

A revised wellbeing section on Student Hub Online has been created to reflect the Te Whare Tapa Whā model of wellbeing. This expansive information source for students covers topics including sexual health screening, drug and alcohol awareness, sleep, nutrition, exercise, mental health support, faith and culture, connection to whānau and communities, managing stress, bullying and harassment, sex and healthy relationships, consent, and financial wellbeing. It also connects students into relevant services and learning opportunities.

In addition, a new communicating consent learning module was designed and made available for students to complete. It covered topics including sex education, consent, New Zealand's laws, respectful boundaries, and how to be an upstander. Communicating consent can be accessed from AUT's website. This was designed in collaboration with teams including Disability Student Support, Rainbow, Counselling and Mental Health, Student Liaison, Health Coaches, Student Hub, AUTSA, Office of Māori Advancement and Office of Pacific Advancement.



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.

Bright Side continued to offer its blend of guided self-development programmes and preventative, holistic group and one-to-one health coaching. **1,079** student engagements with Bright Side programmes covering topics from managing stress, building confidence, healthy relationships, developing positive mindset and resilience and personal financial relationships.

Some highlights of learning outcomes for Bright Side personal development programmes:

- **170%** increase in awareness of specific tactics that can create social change and sustainability
- **65%** increase in confidence in using personal values to support self when assessing new or existing relationships
- **66%** increase in awareness of strategies that alleviate stress
- **72%** increase in the ability to harness personal creativity and imagination
- **109%** increase in awareness of strategies to overcome self-limiting beliefs
- **94%** increase in awareness of tools to create pathways and make decisions that align with my vision in life
- **119%** increase in awareness of resources to enable effective financial planning
- **100%** increase in understanding of tools that to support mental health

This service was enhanced in 2023 by the addition of several tailored events in response to students' needs.

226 student residents attended workshops covering topics such as sex and respect, financial well-being, overcoming study stress and managing emotions.

105 international students attended tailored events including a community lunch and conversation circles to support their wellbeing.

96 students attended embedded faculty workshops – Wellbeing and resilience workshops were run by our guides for our Tourism and Hospitality students, and for our Early Childhood Education students. These were attended by 96 students.

Procrastination workshop – Bright Side and Disability Student Support ran a very successful collaboration in Semester 2 which addressed the issue of procrastination.

Feedback included the following quote:

“Amazing!!! I loved it. I had such a big ah-ha moment. It has drastically changed how I view and approach getting past moments of procrastination. I am so grateful.”

327 engagements with health coaches – this included the expansion of Kete Kōrero (group health coaching) kaupapa. Kete Kōrero was hosted on South Campus for the first time, with particular success in engaging Pasifika males. Topics for Kete Kōrero in 2023 included finding presence, mindfulness movement, the seven types of rest, sleep hygiene, cultural identity, bringing business ideas to fruition, Matariki vision board, and canvas painting.





Sport & recreation

AUT students had a successful year at all levels of competition. While club sport was also impacted by the pandemic resulting in a reduction in teams, students who were involved developed an increased sense of belonging within AUT and associated community club systems, further expressing interest to assist in club management in 2024. AUT had success in the University and Tertiary Sport NZ (UTSNZ) area placing 3rd overall and were the first NZ university to host a FISU international tournament.

Individual student achievements

The AUT Blue Awards recognise AUT students who are excelling in their chosen sport, or area of art and culture, while maintaining a high level of achievement in their studies. There were **31 Sport Blue Awards** presented to students in 2023.

- AUT Junior Sportsperson of the Year – **Izzy Gaze**
- AUT Māori Athlete of the Year – **Briana Irving**
- AUT Female Athlete of the Year and AUT Sports Scholar – **Sylvia Brunt**
- AUT Male Athlete of the Year – **Jaden Movold**
- Creative Group of the Year – **Tate Miller** and **Jeremy Dreyer** for Identity Dance Company
- Creative Individual Performance of the Year – **Tia Barrett**

Team-based student achievements

- AUT hosted the Oceania 3x3 basketball tournament which was the first international Sports tournament hosted by AUT. AUT women placed third in the Oceania region
- AUT Club Football also had a very successful year, collecting two titles along the way as League One Winners and securing the Championship Plate
- AUT secured a UTSNZ Championship best of third place overall in both the Shield and Spirit standings
- UTSNZ Women's 5x5 Basketball team finished third. The Men's 5x5 Basketball finished fourth. Trinity Peau and Zach McKenzie were selected in the tournament teams
- UTSNZ Futsal – Amer Akbar secured the Golden Boot for the men's competition Hannah Reddy shared the golden boot title with a University of Auckland student in the Women's competition
- Ultimate Frisbee team finished fourth at the National Tertiary Ultimate Champs, matching their placing from 2022
- UTSNZ Women's Volleyball placed first with Libero Anaya Cole taking home the MVP title
- UTSNZ Rowing had great success in the Women's Championship Single Scull securing gold

SPORT & RECREATION

Te Āhuru - AUT Recreation Centre

Te Āhuru - AUT Recreation Centre had a successful year in 2023, welcoming a significant increase of new students who participated in a range of casual and structured activities. The Te Āhuru Recreation Centre saw such sustained engagement that it has become a second home for many students.

The year was marked by over **52,000** student entries into the facility and the successful delivery of more than **786** events, both staff-initiated and student-supported, with a total of **3,168** ad hoc or structured bookings. The recreational sports program, which the Centre took over, saw an impressive engagement of **3,688** students.

In 2023, the Centre expanded its offering to include more games, music, and e-sports equipment. This led to a 100% increase in free equipment loans to students from the previous year, with a total of **5,939** individual items borrowed.

Some of the highlights through the year included:

- **Pet therapy:** Over **100 students attended** a pet therapy session during study week, providing a much-needed stress relief
- **Wheelchair basketball workshop:** This successful collaboration between disability students, placement students, Disability Sport Auckland, and Wheelchair Basketball NZ was a great success. The event was led by students and para-sports advocates Jaden Movold, Connor Gibbs, and Gabrielle Wright, along with special guest speaker Daniella Egle-Bast.
- **Recreational 3x3 basketball tournament:** Organised by part-time staff member and student, Connor Mills, this event **attracted 18 teams and over 40 students**, making it both a competitive and socially enjoyable event.
- **Photography competition and exhibition:** This competition received **35 submissions** and concluded with a gallery presentation night where prizes were awarded in various categories.
- **Recreational sports:** The pick-up sports at Te Āhuru Recreation Centre recorded over **3,297 attendees** and formed the core of the recreational sports program in 2023. The demand was so high that we initiated weekend pick-up games, which were often full.
- The diverse range of student-led or supported activities provided essential leadership opportunities and contributed to student growth and a sense of belonging at AUT.



BUILDING ENGAGEMENT THROUGH COMMUNICATIONS

Communications

Through 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 include Orientation and transition, Graduation, NZ wide cultural and language celebrations, and generating engagement with AUT services and opportunities throughout the student journey. In 2023, notable campaigns included the Student Medical Centre campaign, Getting Started, NZSL Week, AUT Worldwide and the enrolments project.

In 2023, SSA continued to work with Brand and Marketing Services to continuously improve the availability and access to all necessary information for current students. This ongoing agenda has seen SSA reviewing, restructuring and reducing the number of websites relevant to current students by merging the student standalone website with the main AUT website. This saw an increase in overall traffic for the year to **1.3 million page views** (up from 1 million last year). The traffic to the student life section increased and the student-directed homepage is now available as an option on the main AUT website. We reduced the average time on page from 25 minutes (prior to consolidation) to 1.5 minutes – suggesting that students are finding what they are needing to know faster and quicker. SSA also continued to work with Strategy and Planning to enhance the AUT App experience for students with the launch of a new app homepage which increased user engagement with features that were previously not prominently displayed.

75 one-off and campaign-related Marketo eDMs were created and deployed this year and **26 student update newsletters** were curated. This included tailored newsletters to the Semester 2 Orientation cohort for their first eight weeks at AUT. The newsletters received a combined average open rate of **73.8%** which is well above industry standard. Close to **300** news announcements were either created or moderated on the AUT App which saw **84,000** views; **461 events** were created with over **15,500 registrations** to attend.

Merge of Student Hub Online and AUT website

In response to student and staff feedback Student Hub Online and the AUT website were merged. This simplified the number of information channels available to students and reduced duplication of content across channels. It also acknowledges that a student may simultaneously be a prospect, applicant and current student.

Student feedback

AUT is committed to seek and respond to student feedback, and students continue to have the opportunity to provide their concerns and complaints through various channels and forums. One such channel is the online student feedback channel managed by SSA. Following a recent enhancement through utilising Microsoft Dynamics 365 Service (CRM), all student concerns and complaints received via that channel are recorded as a 'case' and can be reported via a dashboard. The Student Feedback Case Management dashboard provides a real-time overview of all concerns or complaints received, the type of cases, and the number of days it took to resolve. This enhancement will also enable SSA to analyse the type of concerns and complaints received to determine trends and improvements.



SUPPORTING STUDENTS TO ACHIEVE THEIR CAREER ASPIRATIONS

Employability & Careers

The Employability and Careers team ended 2023 on a high note, with deeper and broader industry engagement than the previous three years. The team welcomed new recruits, hosted successful career expos, and strengthened faculty relationships, and the team's efforts were recognised with an invitation to speak at the Australian National Association of Graduate Career Advisory Services (NAGCAS) conference.

The team made significant strides in helping students sign up for the AUT Edge and Beyond AUT programmes. A standout achievement was the work with the MFAT students, all of whom completed the awards and articulated the impact they were making. The relationship with AUTSA was also strengthened through student participation in the award and across the university.

The volunteer days were a success. The team partnered with Fair Foods and Recreate to support their communities, helping distribute 1207kgs of fresh food, equating to 3449 meals and saving 3.1 tonnes of CO2. The team also planted eight trees to aid Recreate's youth orchard project.

The team launched Rainbow 101; an initiative aimed at fostering inclusivity in the workplace by educating students about the rainbow community. The networking event with Alumni was a hit, with both students and alumni thoroughly enjoying the experience.

While the number of enrolments in the awards was lower this year, there was increased engagement in the second half of the year, and already enrolment cohorts are lined up for February 2024. The year concluded with five award sponsors, three of which were new:

- MYOB – Personal Growth
- EY – Leadership
- Gallagher – Overall Achievement, AUT Edge
- Marriott / Four Points Sheraton – Beyond AUT Overall Achievement
- SEEK Volunteer – Volunteering

These industry partnerships extended beyond award recipients, as these partners are keen to be involved in all aspects of the employability lifecycle. As part of the Universities Careers and Employability New Zealand (UCENZ) group, a new job board for NZUni Talent in partnership with Symplicity was launched. This improved platform offers students a superior way to engage with employers and provides an enhanced reporting capability.

Career Expos

Hospitality, Tourism, Events and Culinary Arts Career Expo (HTECA)

The HTECA was a success with over **200** students in attendance, representing approximately 15% of students enrolled in these schools. This figure is double the attendance of other career expos. Prominent industry partners included Marriott Hotels, Air New Zealand, Eden Park, Hilton Hotels, Sky City, and NZ Defence Force.

"We were very impressed with the level of engagement from students and now have 90 students register with an expression of interest for our program." – Disney

Community and Public Sector Career Expo:

This expo saw **109** students in attendance, many of whom were seeking work integrated placement opportunities. Most students were from the Bachelor of Arts programme at 33%, followed by Computer Science students at 11%. The event hosted organisations like EY, Ministry of Justice, Ministry of Education, DOC and NZ police after a multi-year hiatus.

Science Career Expo:

The inaugural career expo for Bachelor of Science, Medical Lab Science and Master of Science students was a success. The 13 employers present offered opportunities for each major and included Ministry for Primary Industries, Biosecurity NZ, Contact Energy, Fonterra, EY, Auckland Council, Watercare, Awanui/Labtests, Analytics and Research in Government, Assure Quality, Mint Innovations, Johnson & Johnson Medical Devices, and GSK. This marked the first engagement with AUT Employability for Contact Energy, Mint Innovations, Assure Quality, and J&J Medical Devices.

EM Get Work Ready

The second annual EM Get Work Ready event was held from November 7-16, with the first week in person and the second week online. The event was designed to coincide with students finishing assessments/exams and going on break. The event featured industry-led sessions on a variety of topics, including:

- Interview skills with Marriott International HRD, Payal Kulkarni
- CV perfection with PwC
- The art of networking, hosted by ANZ
- Making the most of SEEK, NZ's biggest job board
- LinkedIn usage, hosted by KiwiRail
- Internships and grad roles 101 with Graduate Market expert, Rachael Marsters

SUPPORTING STUDENTS TO ACHIEVE THEIR CAREER ASPIRATIONS

The Employability Lab team complemented these sessions with additional workshops and drop-ins, allowing students to apply what they learned in the industry-led workshops. Over 100 students attended these sessions, with several attending multiple workshops and events. The attendees represented all faculties, with the majority from DCT and BEL and included both undergraduate and postgraduate students.



CELEBRATING OUR GREAT GRADUATES

Graduation

In 2023, AUT's graduation team made significant strides, successfully hosting three graduation events and effectively closing the chapter on the COVID-impacted era. The team is set to return to the standard two-cycle pattern of winter (August) and summer (December) graduations in 2024. Additionally, monthly cycles were introduced throughout the year to expedite the granting of qualifications to students who completed their studies outside the standard timeframe.

Autumn Graduation

Over two days in March, six ceremonies were conducted at Spark Arena, with the assistance of **165 staff volunteers**. These events, which saw more than **2,614 students graduate**, served as a substitute for the traditional summer graduation events usually held in December, which were disrupted due to COVID. Notably, the graduation included five Deaf students and the first graduating cohort of the Bachelor of Architecture and Future Environments qualification.

Winter Graduation

The winter graduation ceremonies at Aotea Centre had **1,200 students attending** in person, supported by **150 AUT whānau volunteers** and **320 seated stage party participants** across five ceremonies.

Summer Graduation

The year concluded with the final set of ceremonies held at Spark Arena in December, attended by **2,708 students** across six ceremonies. Changes introduced by the Vice-Chancellor's Office and the graduation team in 2023 ensured that all ceremonies were around two hours or shorter.

In addition to the graduation events, AUT introduced a new Graduate Verification Service (GVS) in 2023. This service provides a fast and secure verification for employers seeking to validate the academic qualifications of graduates. It is part of the well-established and trusted My eQuals system and uses RapidID as a wholesale partner to fulfil academic qualification checks. The service, which charges employers for use, will enable administrative efficiencies for AUT for qualification verification and enhance job application processes for candidates and employers. AUT, along with other New Zealand universities, released GVS from December 2023.

In terms of academic records, **15,196 current transcripts** and **10,187 digital parchments** were uploaded to the My eQuals system. Additionally, **13 legacy transcripts** for study prior to 1995 were requested and uploaded and **10,581 physical parchments** (including reprints) were generated. In total, **7,746 qualifications** were granted in 2023, including **1,249 certificates of proficiency**. Of the eligible 9,064 invitees, **6,517 graduates attended** a 2023 ceremony. Furthermore, 148 offshore graduates were granted their qualifications in China and Vietnam.

Key highlights:

- 7,746 qualifications were granted, including 1,249 certificates of proficiency
- 6,517 graduates out of an eligible 9,064 invited attended a 2023 ceremony
- 148 offshore graduates were granted their qualifications in China and Vietnam
- 15,196 current transcripts uploaded to the My eQuals system
- 10,187 digital parchments were uploaded to the My eQuals system
- 13 legacy transcripts for study prior to 1995 were requested and uploaded
- 10,581 physical parchments (including reprints) were generated



OUR PEOPLE

Staff training and engagement

Te Ara Whāriki SSA is committed to the development of its staff. Te Ara Whāriki Staff Training Matrix was reviewed, and a new SSA Foundation Training matrix was established defining mandatory, endorsed and highly recommended training to meet the Code's compliance and ensure skill levels remain in line with role requirements across SSA.

All new staff are invited to participate in the one-day Te Whānau o te Ara Whāriki Onboarding Programme. The focus for 2023 was providing a sense of how roles contribute to divisional goals, the types of support services available for students and a general understanding of SSA. Participant feedback indicated that the programme was successful in achieving these goals.

In addition, a key focus for 2023 was the professional development of mid-level managers. This cohort was supported through a fortnightly manager forum covering key areas of management practice for the purposes of fostering collaboration across SSA. This was complemented by a two-day SSA management development programme with a focus on forming a cohesive management group, developing managerial courage and building effective teams, fostering a collaborative culture, and helping managers consider their impact on services and goals across the Division. At the same time, a contested opportunity was also made available for six managers to attend the Association for Tertiary Education Management (ATEM) Leadership programme supported by the ATEM Mentorship programme.



OUR PEOPLE

Person	Title	Achievement
Alison Disberry	Admissions Assessor	<ul style="list-style-type: none"> Graduated with a Diploma in Science
Andy Feau	Student Transition & Retention Senior Manager	<ul style="list-style-type: none"> 2023 ATEM Middle Managers Programme
Anna Nelson	Disability Service Manager	<ul style="list-style-type: none"> Presented at the Dystonia Patient Network (DPN) conference Joined DPN board Facilitated the HRC Te Kāhui Uenuku two-day conference
Anna Williams	Director Student Employability and Recreation	<ul style="list-style-type: none"> Master Communication Studies, First Class Honours Deans Award for Postgraduate Excellence Completed 10 years' service at AUT
Bruce Meyer	Recreation Manager	<ul style="list-style-type: none"> Completed 20 years' service at AUT Service to Recreation Award – (UTSNZ & Sport NZ)
Danny Hadfield	NZ Sign Language – English interpreter	<ul style="list-style-type: none"> A+ MAOR506 Korero Opaki Beginners Māori Language
Dylan Winter	Recreation Activity Coordinator	<ul style="list-style-type: none"> Bachelor of Sport, Health & Physical Education
Elberta Chan	International Student Support Manager	<ul style="list-style-type: none"> A+ MAOR 505, Speaking Māori and A MAOR506, Ōpaki Kōrerorero Appointed as a member to ISANA NZ Trust Board Completed 30 years' service with AUT
Hans Tommy	Student Orientation & Transition Senior Manager	<ul style="list-style-type: none"> 2023 ATEM Middle Managers Programme
Jessie Lewthwaite	Student Inclusion Manager (Rainbow)	<ul style="list-style-type: none"> Appointed new Co-Chair of the Rainbow New Zealand Charitable Trust Chosen as the Rainbow Representative for the "Crowded Places" Initiative run by the Cabinet of the Prime Minister Completed a Graduate Diploma in Human Rights Co-chair of AUT's internal Rainbow Group that was formed at the formal request of the Vice Chancellor Nominated for Professional representative for AUT Council coming a close second Co-Chair of the Rainbow Tertiary Staff Network (CURA)

Person	Title	Achievement
Liz Bishara	Director Student Hub	<ul style="list-style-type: none"> ATEM Chair (Aotearoa Branch) ATEM Mentor Presented at the ICT Tertiary Conference presentation on: Enhancing student wellbeing and meeting obligations under the Pastoral Care Code by bringing to life support using Dynamics 365 and PowerBI
Mandy Pope	Recreation Activity Coordinator	<ul style="list-style-type: none"> Graduated with Bachelor of Industrial Design
Marcella Nielsen	Student Advisor	<ul style="list-style-type: none"> Postgraduate Diploma in Arts – Psychology
Moth Sutherland-Tupp	Student Advisor	<ul style="list-style-type: none"> Appointed to the NZ Cricket Aspiring Umpire Programme 2023-24 season – domestic debut
Nina Tapu	Student Advisor	<ul style="list-style-type: none"> Postgraduate Diploma in Communication Studies in Journalism
Paul Hucker	Admissions Operations Manager	<ul style="list-style-type: none"> Completed 30 years of service with AUT
Renee Lotoaso	Transition and Peer to Peer Coordinator	<ul style="list-style-type: none"> Presented at the 7 Experiences Summit on Events, Urban Tourism and Cultural Appropriation: A Critical Perspective
Rina Tui	Student Advisor	<ul style="list-style-type: none"> Postgraduate Diploma of Business
Rainbow Support team		<ul style="list-style-type: none"> Pride Pledge accreditation, the only NZ University with both the Pride Pledge and the Rainbow Tick.
Shannon Mcurk	Student Advisor	<ul style="list-style-type: none"> Certificate in Social Anthropology
Shinee Liu	Admissions Assessor	<ul style="list-style-type: none"> Completed 15 years of service with AUT
Student Medical Centre		<ul style="list-style-type: none"> PHO 2023 award for Outstanding Services for Rangitahi PHO 2023 award for Outstanding CVD Risk Assessment for Tane Maori, aged 30-44
Tanisha Alam	Student Advisor	<ul style="list-style-type: none"> Master of Science in Psychology
Tasha Francis	Student Advisor	<ul style="list-style-type: none"> Master of Health Science in Psychology

