



AUT



2021 IMPACT REPORT

Student Services and Administration

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 whanau,

It feels like yesterday when we started the year together during the Waitangi Day Big Breakfast. Our leadership team prepared and served a meal for our people, and it was delightful to see us mix and mingle, kōrero and sing waiata, and learn about our wharenuī, and for a moment, COVID-19 felt like a distant memory.

We were challenged when a snap lockdown came into effect during Orientation week, and we responded by quickly adjusting our orientation schedule so we could welcome our new students in person. We had a taste of normality over Semester One, but whilst the lockdown was short-lived, it foreshadowed what was to come later in the year, an extended lockdown spanning over three months. Despite the lockdowns, we pushed forward and achieved several big wins over the year.

We completed Te Āhuru student accommodation and recreation centre, which bubbled with students and activities before the extended alert level. We can now accommodate an additional **600** students in our new residential halls. All AUT students can enjoy our state-of-the-art recreational facilities, including four activity rooms, cardio rooms, multi-purpose sports courts, common areas with games, and a large screen for viewing sports, events, or films.

COVID-19 has created financial barriers and increased stressors for our students. We provided **\$1.2M** in financial assistance to students in hardship, this supported 1,816 students to continue studying at AUT. This included **531** students based on the South Campus who were studying across multiple campuses and **45** students with impairments impacted by the cancellation of shuttle buses to the North Campus.

Speaking of students with impairments, I'm proud to announce that after years of enhancements and dedicated case-management support, our students with impairments' academic success rates surpassed our non-impaired student success rates in 2021.

The AUT Edge Award celebrated its fifth anniversary. The award recognises community involvement, leadership and employability as valuable life experiences for future employment. Over **300** students have completed the award and dedicated over **42,800** volunteering and **26,900** leadership hours to their local communities.

We successfully delivered the largest graduation ceremony in AUT history. Spark Arena was selected as the new venue due to the number of graduands attending. Over **3,800** graduands, including **85** doctoral candidates, were granted their qualifications as they crossed the stage. Seven ceremonies were held across three days and attracted over **20,000** friends and whānau, the largest audience we have accommodated.

There's a lot to look forward to in 2022. Our partnership with the Ministry of Health and Education has expanded our services, including Rainbow support, health coaching and peer to peer services. We welcome our new Vice-Chancellor, Professor Damon Salesa, who has spearheaded Ki Uta Ki Tai, and we look forward to our continued contribution to our student's success.

Our response to challenges and our achievements in 2021 could not have been realised without the contributions of Student Services & Administration whānau. We moved together at speed to bring to life many of the initiatives highlighted throughout this report. Thank you for your continued support and hard work – you are very much appreciated.

Ngā manaakitanga,

Joanna Scarbrough
Group Director, Student Services and Administration



AUTSA PRESIDENT



“To be honest, my biggest goal in life is to be the light at the end of the tunnel for someone else. I feel like I was gifted by an alright humour to make people laugh when they are upset or just be that therapy friend. I genuinely love people, and I love talking, so it works!”

Sara Youssef
Bachelor of Business
#OurVoicetAtAUT

RESPONDING TO COVID-19

With Auckland moving down alert levels in February, Student Services and Administration (SSA) adjusted the Orientation schedule by moving events to enable students to participate in person. Over **3,470** students attended our Orientation programme, with the North Campus orientation attracting over **1,200** students – our largest attendance on this campus.

We responded quickly to the announcement of alert level four in August by shifting all services online, including counselling, academic support, employability, and student advising and enquiries. Our teams in medical centres and student accommodation remained on campus to continue operations. A webpage showing locations of interest was established, and all students received an alert through the AUT App when they were updated.

The medical centre followed the Ministry of Health guidelines for operating, including upholding physical distancing measures and utilising personal protective equipment (PPE) for staff. Doctors and nurses completed over **616** COVID-19 tests for students and triaged patients remotely through phone and video conferencing.

We worked with our partners in ICT to develop the COVID-19 notification form on Student Hub Online (SHO) for students to inform AUT if they are isolating, have had a COVID-19 test or are waiting on results was updated. Integrations between the form and Dynamics 365 were developed so that a case record in the Student Support queue could be triaged to student advisors who contacted students to offer support.

Residents in AUT student accommodation were provided with three complimentary meals a day during lockdowns, catered by AUT Hospitality, in lieu of community food options usually available to them. All residents were provided daily welfare checks from Residential Assistants (RA's) using a new app we developed to ensure we could accurately monitor their timely completion. Additionally, a rent rebate was offered to students who chose to leave their student accommodation in alert level four. Accommodation charges were refunded to students if they vacated their room for more than two weeks.

We kept the entire residential community updated and informed of changes to alert level rules. These rules required advice from the Tertiary Education Commission (TEC) for specific application to student accommodation. Residents who vacated student accommodation were still provided welfare checks, communications, and support in anticipation of changing alert levels.

Communications to all students were sent following the announcement of alert level four advising them about changes to learning and teaching, support options, extensions, and updates on new cases and locations of interest.

A vaccination campaign was designed and delivered to reduce stigma and shame about changing opinions about the vaccine, connect students to professionals for advice, link them to government advice, locations to get a vaccination, and support such as free taxis. The six posts within the vaccination campaign received **383** post engagements and **32,437** post impressions on social channels.

The campaign also drove students to a video of AUT's Professor Steve Henry and Royal Society Fellow who shared insights about vaccinations, which received **23,700** views.

We processed laptops and data pack requests by students who required equipment to continue their studies from home. In addition, we provided financial assistance for living costs.

A collaboration between Buttabeen Motivation and AUT South Campus saw the distribution of food hampers to 120 AUT Pacific families in need. Brandon Jackson and Fay Nelisi from the Student Hub diligently coordinated the identification of current and new AUT Pacific students who needed support.

We reached out to our impaired student community who had an academic accommodations plan to confirm their support while studying remotely. Sign-language interpreters (SLIs), readers, and notetakers attend online classes with impaired students. Furthermore, SLIs provide interpreted communications and recorded lectures.

AUTSA provided engagement and entertainment opportunities by activating the United Apart Facebook group. The group provides activities and quizzes for students to participate in.

We collaborated with the Library, Gym and AUTSA to deliver a 'lockdown style' mid-semester activity programme to keep students healthy and engaged over the mid-semester break. A wide range of offerings covered resilience, employability, learning support, recreation, meditation concerts, open mic nights, and gym classes.

Results of the mid-semester break programme:

914

Students participated in or accessed Bright Side programming

139

Students participated in employability workshops

785

Students reached through sport and recreation activations

250+

Students joined the AUTSA live music concert

100

Students joined workouts and challenges through the AUT Gym

27

Students participated in Studio55's 'Making from home' campaign

OUR WAY OF WORKING

At the end of 2020, we re-organised ourselves to give certainty during uncertain and changing times. We established several new roles to respond to the Code of Practice and help us respond to the impact of the epidemic.

Over 2021, we added specific skill sets in programming, campaign management, diversity and inclusion, and adaptive technologies to our workforce to progress initiatives and advance student support.

We're proud of AUT for fore fronting the independent review and establishing the Culture-Change and Transition Group (CCTG) to improve safety in the workplace. **Forty-seven percent** of our people leaders attended the bystander intervention for people leaders' workshop, with remaining leaders and non-managerial staff booked in for workshops in 2022.

We progressed weaving te ao Māori and mātauranga Māori into how we work and demonstrated our commitment to Te Tiriti o Waitangi. The Waitangi Day big breakfast was organised to bring the Division together to learn pepeha, te reo Māori, and share stories in the whareniui. Our leadership team worked together on the value of servant leadership by preparing a meal and serving our people. The Waitangi Day big breakfast set the tone for the rest of the year - that in celebration or challenge, we'll always come together as whānau.

Before alert level four, we delivered two Te Tiriti o Waitangi workshops to staff as part of a seven-week pilot programme. The programme was designed in collaboration with the Office of Māori Advancement - to build understanding of Te Tiriti o Waitangi, a reciprocal relationship of gifting and receiving mana through discussion and personal reflection. Fifty staff members participated, including a mix of senior leaders, managers, and professional staff.

The celebrations during Matariki were special for the Division. It was a time to reflect on the past year, celebrate the present, and plan for the year ahead. Our people practiced and performed an emotional waiata in the Sir Paul Reeves building to honour our loved ones and those who have come before us.

In 2021, we established our bespoke SSA onboarding programme Te Whānau o te Ara Whāriki. Mātauranga Māori was embedded throughout the programme as all presenters recited their pepeha, and waiata was sung throughout the programme. The onboarding programme included overviews of services, shared meals, and networking opportunities. Both new and seasoned staff participated and found value in connecting with others and learning about new areas of the Division, as well as absorb and experience the values of SSA. Feedback from the onboarding programme was positive with:

- **70%** of participants agreed that the onboarding programme helped them understand how their role contributes to Divisional goals,
- **90%** gained information that will help them refer students to other services,
- **85%** gained information that would help them collaborate with other services,
- **80%** gained a better understanding of services across the Division.

We supported the inaugural diversity event at AUT, DiversAUT. **Jessie Lewthwaite**, Student Inclusion Manager (Rainbow) spoke to challenges growing as a member of the Rainbow Community, we also held sessions to build awareness of refugees and displaced people. SSA staff brought food items, which were gifted to the Mangere Refugee Centre. Our very own **Sakina Ewazi**, Graphic Designer and Photographer, was featured in a TVNZ interview. Sakina shared her journey into New Zealand following the rescue of the Norwegian freighter Tampa, which contained over 400 passenger refugees stranded at sea.

To honour our commitments under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the 'Code of Practice'), we established a student feedback community to hear their thoughts on the way we deliver pastoral care. Students from the feedback community contributed to the designed experience of Canvas. Additionally, they shared their thoughts on medical services in AUT, and their challenges of studying during the August lockdown.

We integrated that feedback into our business planning and self-assessment processes. We also created a report accessible to all SSA containing all commentary in the University Experience Survey. The Student Voice Dashboard, which was created in 2020 to surface all commentary from AUT social channels, was showcased to, and well-received by, various stakeholders across AUT.

In previous years, students told us that they received too many AUT emails. It was pleasing to see in the 2020 University Experience Survey analysis that satisfaction with outgoing communication increased by **3.80%** and the frequency of positive sentiments about communications increased by **8.49%**.

To further support student satisfaction, a communications channel strategy was developed to help the University utilise the right channel for specific messages. With the retirement of Blackboard, we trained over **190** Faculty staff to use George Talk to segment communications by demographic and programme enrolments via Student Hub Online (SHO) and the AUT App.

Our service managers delivered compelling student experiences and embedded our values into our services. We concentrated on leveraging our staff competency framework to prepare ourselves for the ever-changing landscape of work. Our model to deliver on design of student services is to form teams with well-rounded capability and leadership - communities of practice. Several communities of practice formed in 2021 including the SSA Service Community of Practice, the COVID-19 task force, and the applicant conversion team.

OUR WAY OF WORKING



Staff achievements

Person	Title	Achievement
Luka Karalus	Student Advisor	Graduate Diploma in Arts in Social Sciences
Liz Bishara	Director, Student Hub	Association for Tertiary Education Management (ATEM) Vice President Aotearoa and Interim Chair of Aotearoa Branch Co-presented: Progress on delivering inclusive tertiary education with Sarah Williams from TEC at the Delivering Disability Services national conference
Eleanor Morley	Student Advisor	Poster Presentation: ANZZSA The Potential of Te Whare Tapa Whā to Build Psychosocial Resilience in Tertiary International Students
Bruce Meyer	Manager, Student Recreation	Elected Member of Federation International Sport Union) Sport Development Working Group UTSNZ Board Member – International Sport Committee Chair
Nick Jarrold	Sport Activity Coordinator	Graduated Top Scholar Award in Bachelor of Sport and Recreation
Kiani Smith	Sport Activity Coordinator	Netball New Zealand Watchlist Squad 2021 (development squad)
Serena Tiaiti	Manager, Career Engagement	Appointed National Executive for the Career Development Association of New Zealand (CDANZ)
Jade Bradley, Emma Spires & Anna Hancock	Employability Specialists	Presented at the National Association of Graduate Career Advisory Services (NAGCAS) conference about student engagement initiatives and the AUT talenthub

DEMONSTRATING ADMINISTRATIVE EXCELLENCE

We advanced our insight generation and business performance processes to better tell our story to AUT, Government and external stakeholders. Our monthly activity reports and Student Matters reports are published on AUTi and shared with the Vice-Chancellor's Office and Academic Board. A corresponding monthly Student Matters email is shared with AUT people leaders.

We've continued our practice to leverage data from AUT systems to create meaningful analytics that enable us to respond quickly to students' needs. This included enquiry and case statistics for the Student Hub, Disability Support academic accommodation plans. We provided analytics on the use of Studiosity by impaired students and a visualisation of the academic schools served by the peer mentors. We surfaced information about the financial assistance provided to students to understand if we were reaching target audiences. Additionally, we generated analytics for students who received a welfare check in student accommodation and support residents requested.

Applications, fees, and enrolments

Technical automation was designed and developed to process provisional offers of places for our domestic school leaver cohort. The automation enabled standard provisional offers based on University Entrance and other programme specific requirements. It also accessed the NZQA's website to analyse NCEA level 2 results for preferential admission for specific programmes and issues provisional offers based on this assessment. The automation converts applications to offers in one day, contributing to **80%** of offers made in one day for domestic applications, and a **10%** increase for international offers made in one day. In addition, this automation enabled the reallocation of staff to concentrate on non-standard and more complex application assessments. Its impact is significant, with **83%** of school leavers' applications automatically reviewed and offered a place.

We supported the financial viability of AUT through our ongoing management of student fees collection. **86%** of students (**3,078**) who entered the debtor management process had their fees successfully resolved compared to 70% in 2020:

- **156,663** invoices were processed valued at **\$180M**
- **7,866** international invoices were processed valued at **\$89M**
- **3,920** student refunds valued at were processed

In 2021, we improved efficiencies to meet students' needs when multiple teams contributed to the outcome. We worked with our partners in ICT to design processes and systems to automatically generate required actions based on accountability and speciality, including our enquiry management processes.

To undertake placement in certain programmes, students must comply with Government legislation including police and reference checks. Our centralised compliance team engaged with **1,656** students including over **12,408** interactions to complete this. As a result, **1,238** students were cleared to start their placement for clinical schools.

Code of Practice

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 will come into effect from January 2022 and we're ahead of the game. We recruited a full-time Assurance Manager to ensure that all twelve Code outcomes are leveraged to enhance organisation wellbeing safety practices. This year, we completed a gap-analysis of the interim Code against the new Code of Practice and completed auditing requirements as directed by legislation. Several reports were also completed to keep professional bodies updated on our progress on enhancements.

Internal administration

We're well supported by our team of administrators, who provide high-quality administration support for our Directors and the Division. To make life easy for us, the Portfolio Administration team support events and organise catering, maintain our stationery and assets, and navigates the complex world of cost codes. They provide support when we recruit new people, help us maintain our community site on AUTi, and support database maintenance, financial payments, and disability resources.

The finance team provided ongoing support across the full remit of functional areas within SSA during a financially challenging year for the University. Their key responsibilities include financial stewardship, business partnership, and decision-making support to all the leadership and operational management teams. This also included collaborating and advocating on behalf of the Division in their dual role representation across the greater AUT Finance team.

System enhancements

Arion

There were several improvements to Arion related to administration business processes. These included:

- Functionality to manage the Ministry of Health's 'My Vaccine Pass' information which students could upload through the AUT App.
- Support for te reo Māori characters in a several fields, including qualification titles, course and programme descriptions, particularly relevant to academic transcripts and qualification parchments.
- Functionality to enable students to review, update and declare the accuracy of information on Arion Web ('Registration Details Check').
- Continued improvements to the automated invoicing process for international students.
- Introduction of capability to automatically calculate the award of honours degrees.
- Introduction of enhancements to support the international agent and agent commission business processes.

DEMONSTRATING ADMINISTRATIVE EXCELLENCE

Dynamic 365

Several enhancements were made within Dynamics 365 and the Microsoft Power Platform that supported the University to advance support for students. These included:

- Workflow automation of financial assistance for South Campus students who travelled between multiple campuses. Processing of eligibility and payment was automated to reduce manual handling, with exceptions managed by the Student Hub for resolution.
- User experience enhancement including changes to email classification, case views, and financial assistance records.
- A workflow was created for the Returning International Students (RIS) engagement and intervention so that international students were case managed to return to New Zealand.
- Email, enquiry and cases volumes for the Student Hub and Disability Support Services were surfaced from Dynamics 365 and presented through Power BI reports. These reports are integrated within Dynamics 365 for ease of access and management reporting. Additionally, Power BI reports were created for financial assistance, the offshore re-entry workflow, and COVID-19 notification process to support timely resolution of student needs.

The SSA Service Community of Practice reduced the workload for development teams in ICT and Strategy and Planning by completing analysis of business processes and technology requirements before requests were submitted. Additionally, several AUT teams were onboarded to Dynamics 365 to improve their student enquiry management, including:

- AUT International
- Student Administration – Graduation, Enrolment and Engagement teams
- Library
- Business, Economics and Law programme staff
- School of Hospitality and Tourism
- Student Connect Engagement team
- Student Feedback channel
- Future Students team for Secondary Schools

Student Hub Online and the AUT App

An enhanced, personalised dashboard for students on SHO was launched. Like the AUT App, students now have a single web view of their grades and progress to completion across all courses they are enrolled in. Students can stay updated with the latest news and events on offer, book study rooms and computers, and book appointments with student support staff that integrates automatically with their class timetable. In addition, students can find available jobs and internships and talk to other students in the community chat.

Student Hub Online is also home to Watch and Listen, where they have access to a range of podcasts and videos created by AUT staff and partners on maintaining wellbeing, studying success tips, getting oriented with AUT, and AUTV – which celebrates students' initiatives.



ENGAGING OUR APPLICANTS

Due to border closures, AUT saw an overall decrease in international conversion rate of applicant to enrolled student and EFTS count for 2021 (**2,459** international EFTS enrolled, a decrease of 27% compared to 2020). The Government approved a border exception for 1,000 international tertiary students, degree level and above, who commenced their study in New Zealand, but were caught offshore when border restrictions were implemented. The exception allowed students to return to New Zealand in stages from April 2021.

In response, AUT established a fee-credit to support those students to return to New Zealand, which equates to 50% of their MIQ costs. AUT was allocated 155 spaces and faculties prioritised eligible students. SSA worked in collaboration with AUT International and case managed students whilst liaising with the Ministry of Education (MoE) and Immigration New Zealand (INZ). We successfully assisted **108** students to return to New Zealand in 2021. This also included personal support plans for international students as they entered managed isolation and quarantine (MIQ) and their transition back on campus.

Communications to applicants were reviewed to ensure messages were catered for both overseas and onshore students. As international conversion was a priority for the University, we collaborated with the AUT International team to support this activity, including providing them with training on Dynamics 356 and applicant engagement processes.

- **45,426** domestic applications for the 2021 and 2022 admission years were received and processed by the University Admissions Office during the 2021 calendar year, a very slight 0.2% decrease from 2020 (45,525).
- **43%** domestic conversion from applicant to enrolled applicant.
- **80%** of eligible domestic applicants received an offer within one business day – up 3% from compared to 2020.
- **17,042** domestic EFTS enrolled, an increase of 3.3% compared to 2020.
- **20,443** international applications for the 2021 and 2022 admission years were received and processed by the University Admissions Office during the 2021 calendar year, a 25% decrease from 2020 (27,563), as the impact of the COVID-19 border closure took effect.
- **9%** international conversion from applicant to enrolled applicant, down 8% from the previous year (17%) due to the ongoing impact of COVID-19.
- **64%** of eligible international applicants received an offer within one business day – compared to 2020 (54%).

We support the organisation's viability by supporting applicants with information with their decision to study at AUT. Stay on Track, a collaboration between SSA and Brand and Marketing teams was delivered. The event was designed to drive new applications for 2021 and **26%** of event attendees (133 attendees) applied for an AUT programme, many of whom received an offer and were accepted on the same day. Throughout the year, our people delivered **1,985** outbound calls, answered **2,887** enquires, and sent eDMS to **50,059** applicants.

At the end of the year, we activated a conversion project to contact over **3,000** applicants with a conditional offer or offer firm to encourage them to study at AUT. These applicants were sent an outbound communication, contacted by one of our peer advisors, a text message and offered to book an appointment with an advisor to discuss their application.

The New to AUT scholarship was launched in June. This scholarship is for undergraduate and postgraduate students who joined AUT for the first time in Semester Two, 2021. New to AUT recognises the impacts of COVID-19 for prospective students entering the tertiary study. It aimed to reduce the burden of living and travel expenses while completing full-time study. Applicants who identify as Māori, Pacific or impaired were prioritised, as identified by the Ministry of Education. The scholarship guaranteed accommodation at AUT's Mayoral Drive student accommodation facility, Te Āhuru, which offers a safe and secure location with an on-site pastoral care programme and a 24/7 concierge. The first is a 90% contribution towards the total cost of rent for Semester Two, 2021 and the second is a 20% payment towards the total cost of rent for Semester One, 2022.



ONBOARDING OUR NEW STUDENTS



Orientation

Over **3,470** students attended our in-person Orientation events on each campus in Semester One, 2021. 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. The student transition programme continued for six weeks after Orientation. This included information on navigating AUT's digital tools, how to achieve study success, staying connected and maintaining wellbeing, and how to access employability services and opportunities.

The Semester Two Orientation was held in July. Over **1,800** students were invited and over **420** attended across the week, including a new student pōwhiri, faculty sessions, and introductions to student services. A digital orientation programme was offered to students who could not attend on campus, including a live stream of the welcome from the Vice-Chancellor and Orientation team.

Onshore international students were also invited to an International Student Day at AUT's Marae, Ngā Wai o Horotiu. The event included a pōwhiri, Māori culture activities, a workshop on safety and wellbeing, employability, and a BBQ hosted by AUTSA.

The Student Readiness Survey was disseminated to the incoming cohort before orientation as part of new students' onboarding process. Over **3,200** students (over 60% of the incoming cohort) responded to the survey in 2021, which provided an assessment on their preparedness for university study. Students who responded with concerns about their confidence to undertake academic study and participate in university life were contacted by a trained peer advisor who connected them to support options.

“Having people who are experiencing the same thing made it helpful. When you walk into the AUT gates it is nerve racking but knowing you aren't the only one is so helpful and knowing that others are probably just as nervous as you as well.”

Sophia
Bachelor of Health Science

STUDENT ADVISING

The new CRM workflow and enquiries process will form the basis of a referral model between us and faculties, which will be developed in 2022 in consultation with applications support and faculty. The goal is to streamline processes and provide consistency in CRM usage to deliver more timely responses to students.

Student Hub

Our student advisors respond to enquiries across all channels including email, phone, in-person, and through the AUT App. We also employed 14 professional qualified advisors (PQAs) who have backgrounds in youth and social services work to join our student advising team to support students and identify challenges or barriers that could impact their academic studies and overall university experience. These advisors provide comprehensive case management for students, including academic advice, welfare assessment, wellbeing support, and connection to AUT and community services. They also offer financial assistance, disability support, international student support and play an active role in linking students with the diverse communities available on campus, including Rainbow, international, and disability groups. 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.

68,952

Calls were answered by the Student Hub

8,164

Cases were managed by student advisors, and **96%** were resolved

79,000

Emails were responded to by the Student Hub

We triaged and allocated our student support cases in consultation with the PQAs, which meant we could identify students' support needs or challenges and match the student with an appropriate student advisor for assessment and support. In addition, faculty staff that referred students for support were contacted within one business day of the referral being received, so that they knew the student was being looked after.

We continued to provide financial assistance to students and in 2021, we distributed over **\$1.2M** to support **1,127** students. In response to the extended alert level in August, we worked with AUT Finance to increase the number of payment cycles from once per week to three to reduce the wait time for students to receive assistance.

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 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 in 2021. 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, and over **\$231,000** was distributed to support these students.



SPECIALISED SUPPORT

AUT is committed to providing specialist support for students who are Māori, Pacific, international, are from a refugee background, have an impairment, scholarship recipients, student residents, 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.

Student Accommodation

As well as supporting residents throughout COVID-19 alert levels and managing positive case residents. We achieved several big wins for accommodation in 2021. We designed the accommodation app, making welfare checking and administration more efficient. We adopted CRM for case management and to process early exit refunds. Finally, we continued to honour our promise to the community and Code of Practice by installing security gates at ASV to protect our students. Despite a turbulent and ever-changing year, we achieved our goal to deliver the best resident experience to AUT students.

International Engagement

An International Student Celebration event hosted by the PVC International, Professor Guy Littlefair, was held for all international students to acknowledge their continued effort during COVID-19. This included the welcomed return of some of our students from overseas as part of the border exception cohort. A second event was held for international graduands and new students who started Semester Two, to commend students who had completed their course of study to graduate at AUT's Winter Graduation and welcomed new international students who had chosen to start their learning journey at AUT.

To further improve the experience for international students, we also introduced a buddy system. Over **90** new international students volunteered to be a part of the programme, and 14 senior international students who completed the AUT Edge or Beyond AUT leadership award volunteered to be a buddy. The purpose of the buddy system is to facilitate connection among the group and provide peer support. Buddies set up weekly contacts with their group of students to give advice on student life, help highlight available services, and step students through the six-week student transition programme. Weekly themes included:

- Establishing a personal connection between buddies and student groups and ensuring they are comfortable with the digital connection required as an AUT student.
- Finding out who, where, and what support buddies need to help them on their study journey
- Safety messages from AUT Security, NZ Police, and our medical staff for buddies to be mindful of heading into the mid-semester break

Rainbow Inclusion

Over 1,400 enrolled students in 2021 identified and ally with the Rainbow community. Last year, we saw a 9% increase in enrolments from students who identify as Rainbow, and a 19% increase from 2019/20. This year, we appointed a Student Inclusion Manager (Rainbow) and Student Advisor (Rainbow) who are responsible for working directly with students, as well as raising staff awareness and understanding of the needs of our Rainbow community. We also expanded our service offering to recruit Rainbow peer advisors to build and foster our Rainbow community at AUT.

Every year, we rally behind the annual Big Gay Out, 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.

Students of Concern

2021 was challenging for our students of concern. Over **500** students were referred from across the University to our Student of Concern team. We're proud of our organisational response to students of concern and the range of support options available to keep them well, including security staff trained in mental health first aid, financial assistance, free counselling support, and emergency accommodation to name a few.

This year we revised our Code of Practice: Support to Study and AUT Academic Calendar for 2022. Support plans were created, and most of our referrals were retained and successful in 2021. Additionally, we engaged external services to assist our students, including Shine (specialist service provider for survivors of domestic abuse), funding appropriate external therapy, links to online resources.

We supported students with re-applications where we deemed that part-time study was more appropriate for the student. We supported students to remain in AUT accommodation with financial assistance and agreements that ensured students' safety and wellbeing. Lastly, we worked with the Primary Person of each academic school to find solutions to support academic outcomes.

The University engaged with our Support to Study framework. We delivered training to an additional **459** staff in supporting students of concern, adding up to **1,063** staff trained in the last three years. Additionally, a total of **200** AUT students attended workshops delivered by the Student of Concern team. Topics included safety on campus, safety in student accommodation, and responding to bullying and harassment.

SPECIALISED SUPPORT

Let's hear from a student with an impairment

"AUT Student Services helped me with my anxiety about studying at a university level. Not only do I have a neurological disorder but dyslexia as well. I last studied over 25 years ago, and I literally had more brain cells back then than I do now!

My inspiration for studying again was in two parts. One: I could not see myself taking it easy, sitting on a disability benefit for the rest of my life. Two: I wanted to prove to myself and to my two children that their father was more than a neurological disorder.

I had some doubts and anxiety about being a student again, considering I would be twice as old as my fellow students, amongst other things. But after a meeting with disability student support services, my doubts began to disappear. The more contact I had with the Student Services team, the more optimistic I became about my goal of studying again.

I had missed the July intake, but I was keen to get started. The Student Services team put me onto the adaptive technology advisor, who set me up with tools to make studying with my impairments easier. Being able to interact with Student Services and be trained with tools to help my study was like taking an anxiety pill. To this day, Student Services continue to do a tremendous job at easing my anxiety. Without question, they are the first people that a student contacts, they are the face and voice of AUT. Even more so over the last year, they may be the only voice a student hears during lockdown, making student services the first point of contact on the front line of education from AUT.

The Student Services team have contributed to my success and goal to obtain my degree, and I'm positive they will continue to be a part of my learning until I complete my degree.

Student Services eased my anxiety about studying without the pills.

Thank you for your continued support and service"

Mike

Bachelor of Health Science (Psychology)

Disability Support Services

We supported our students with impairments by managing **1,428** cases and 964 academic accommodation plans and conducted **41** learning assessments. We provisioned adaptive technology to **773** students, supported **18** students with a sign-language interpreter, and delivered notetaking for **175** students. We tidied up our processing of academic accommodation plans in Dynamics 365 and improved the way we work with data and insights – we can now see all case volumes and status of academic accommodation plans instantly.

SSA recruited an Adaptive Technology Coordinator within the Student Hub. This role provides advice and support on accessibility options for students with disabilities. The role also advised on accessibility standards for students and liaised with students, faculties, and publishing houses to produce study materials in alternative accessible formats. A series of workshops and guides were published and promoted on Student Hub Online. The page was published in September, and by November, there were **178** unique page views for the main page and **209** unique page views for the subpages, including **63** on the workshop pages.

The cancellation of shuttle buses between City and North Campuses impacted **45** students with impairments who have classes across the two campuses, due to the design of the walkway between AUT's North Campus and the Akoranga Bus Station. AUT's Estates team are taking active steps to improve the accessibility of this walkway by mid-2022. Travel vouchers for alternative travel options were made available to ensure current and future students did not face accessibility issues when travelling between campuses to attend classes.

ACADEMIC SUPPORT



Learning Communities

In 2021, we supported **908** students with face-to-face and online peer mentoring support and hosted **4,179** mentoring sessions. The last two years were tough for learners. We've noticed increases in academic apathy, and a drop in discipline, resilience, and motivation to study in our learners. In response, we focussed on academic resilience and instilled this capability in our peer mentors to share with learners.

We established Pair with a Peer Mentor, a new strand of academic support that connects returning and new students with a peer mentor whom they can meet regularly to get into the rhythm of academic study.

We completed an analysis of the proportion of students we support per AUT school. Using this insight has enabled us to have conversations with faculties and schools about how we serve their students.

Ask a Peer Mentor - What has mentoring meant to you in the past year?

"Peer mentoring has been a hugely important part of my own learning journey. I have always had a belief that to really understand something you need an opportunity to explain it to someone else. Peer mentoring has provided me opportunities to not only help others but in doing so, also clarify my own understandings. In helping others to understand, I have no doubt that it has helped me to extend my own learning and has only enhanced my ability to achieve well in all my courses.

Peer mentoring has provided me with opportunities to refine my teaching practice, to put my philosophy and pedagogy into practice, and learn ways to always put my student's needs front and centre. I have enjoyed helping others to navigate the complexities of student life and study and the reward of seeing them overcome their challenges. It has been especially rewarding for me to get to know students with diverse backgrounds and needs and together navigate ways to overcome challenges, and in doing so creating trusted friendships. I have learned just as much or more from my peers, as they have from our sessions."

Learning Communities Peer Mentor 2021

ACADEMIC SUPPORT

Studiosity

Studiosity continues to grow in usage year-on-year. The 24/7 on-demand academic support platform allows students to submit written assessments for feedback or connect with a tutor for content-specific support. Over **3,909** students accessed Studiosity this year, an increase of **13.5%** from 2020. We've improved performance reporting of Studiosity with a live Power BI report so we can generate insights on usage. An analysis was completed about how our impaired community used Studiosity. It found that **298** impaired students accessed Studiosity in 2021 and accessed it approximately **5.41** times on average over the year. When we offered impaired students unlimited access to Studiosity to support their learning after the announcement of alert level four, students with specific learning impairments (dyslexia/dyscalculia), head injuries, or were deaf, made the most of this offering. In 2022, we'll conduct in-depth research to understand the usage and impact of Studiosity on Māori, Pacific, and impaired students.

The academic support philosophy was made in consultation with several academic groups across the University. It's an umbrella statement that puts the whole university under a shared commitment to how we deliver academic support, and it's written in plain English for students to understand:

**“Being there with you on your journey at AUT,
creating great graduates.”**



Studiosity

HEALTH & WELLBEING

Medical Services

Help Auckland is a non-profit, specialist provider of sexual harm support counsellors who have been operating since 1982. To support students and enhance the prevention and education of sexual harm at AUT, Help Auckland provided an on-campus crisis counsellor for survivors of sexual harm. The crisis counsellor on-campus complemented Consent Matters – an eLearning programme launched in 2019 to educate students on issues concerning sexual consent. In addition, Responding to Disclosures of Sexual Violence – an eLearning programme for staff and student leaders was launched in October 2021, which equips them to appropriately respond to, and refer students who disclose acts of sexual harm or harassment committed against them.

The Auckland Primary Health Office funded two new roles within AUT's student medical centres. A Health Improvement Practitioner (HIP) and Health Coach (HC) to provide intervention and goal setting for students to improve their health, wellbeing, and quality of life. Working across the medical centres at North and City Campuses, the HIP and HC collaborate with existing AUT support services, including doctors, nurses, and mental health counsellors, to build students' confidence to self-manage their wellbeing needs.

“I was able to communicate with the counsellor easy, she gave me advice on what I was doing and allowed me to explain my situation and thoughts, to which she then gave her own inputs as well to complement or to tell me where I may make better choices.”

- AUT student



HEALTH & WELLBEING

Student Counselling

We observed a **22%** increase in counselling appointments (3,307) from students in 2021. Over **1,240** students sought counselling support, and we expanded our team of counsellors to minimise wait times for students. We documented counselling service processes, improved database queries to deliver performance reporting, and implemented feedback mechanisms. We're proud to report the following from our students:

- **98%** of students felt heard, understood and respected by their counsellors
- **96%** of students felt they worked on topics they wanted to work on
- **94%** agreed that their counsellor was a good fit for them and their situation
- **93%** felt the outcome of the appointment was helpful to them managing issues that came up for them

Our counsellors transitioned to working online throughout the three lockdowns and online appointment delivery was integrated as a permanent service provision.

Puāwaitanga is a phone and online service giving AUT students access to professional counselling support at any time of the day or night. Puāwaitanga is an independent service that students can access for free via <https://puawaitanga.nz>. In 2021, 174 students accessed Puāwaitanga, we saw a 33% increase in mental wellbeing as measured by pre and post evaluations.

The health crisis of COVID-19 and the Delta variant created a challenge for our doctors and nurses. They followed the Ministry of Health guidelines for operating, including upholding physical distancing measures and utilising personal protective equipment (PPE) for staff. Doctors and nurses completed 616 COVID-19 tests for students and triaged patients remotely through phone and video before seeing a patient.

We held a focus group with students to understand their medical support needs. This feedback will inform how we can advance healthcare support for students. The expansion of health coaching capability will be shared across the Division to better inform pastoral care initiatives.

Wellbeing Promotion

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 2021, we delivered:

Mana Tu, Mana Ora, Take Control of Your Wellbeing, included information about safe alcohol and drugs use, sexual health, and how to overcome feelings of loneliness and isolation.

Sex+Respect Week promoted sexual health and wellbeing support available. We hosted a condom packing and HIV/AIDS education and Family Planning services about contraception for our student residents.

Mental Health Awareness Week campaign delivered information about the five ways to wellbeing, managing stress, and the messages about getting through together from the Mental Health Foundation.

Pink Shirt Day, an anti-bullying awareness campaign was delivered with the Are You Ok? Advisors. A competition was run where students were encouraged to design a pink AUT shirt.

DiverseAUT celebrated AUT's diverse communities by hosting a Cook Islands lunch, Chinese fan and sword dance show, queer marketplace, and Bollywood movie and snacks night.

Make Your Move campaign empowered students to maintain their physical wellbeing. We organised free Zumba classes and workshops on healthy eating where students created their portion plate.

We also hosted several vaccination campaigns across campus and student accommodation in collaboration with Auckland, Waitemata and Counties Manukau District Health Boards. In 2021, we administered:

82

Vaccinations for measles, mumps, and rubella (MMR)

36

Vaccinations for meningococcal disease

34

Immunisations checks

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 second full year of operation, Bright Side Tupuranga Ake, continued to grow in 2021. We enhanced our offering to include a suite of five-week programmes in addition to our workshops, speaker events and self-directed online learning. The five-week programmes included:

- **Design Your Life** – to support students to create a vision of their life
- **Beating Busy and Self Doubt** – teaches how to manage stress and negative self-talk
- **Better Relationships and Healthy Sex** – to build understanding of relationship values and how to communicate in a relationship
- **Future Focus** – a personal leadership programme

We hosted two Social Impact panels events in the Bright Side space in 2021. The first was a conversation about gender, sustainability, child poverty and ethnicity featuring industry partners from EY, Child Poverty Action Group, and Young Sustainability Leaders. The second was on masculinity where we were joined by change makers who dedicate their lives to support New Zealand's men to reach their potential as positive, confident, caring members of a progressive society. Speakers included the CEO of the Spirit of Adventure, #Ballsy and Brojo, and AUT Professor Welby Ings.

Ask a participant – What did Future Focus do for you?

“With the Delta variant looming at our borders, returning to complete my masters was a lot more difficult than I had anticipated. I was very thankful that AUT had set up Bright Side who, from the very beginning, established a very welcoming and homey atmosphere in the space behind Mojo cafe. The environment was unlike any kind of support I had experienced before.

I joined the Bright Side programme as a fledgeling returning graduate of AUT, wet behind the ears and unsure of what the future held for me. I knew that I could do better in my career and even in my life if only I knew how. When first I joined the programme, I discovered that the coaches were very down to earth and quite relatable. They had experienced the journeys we are going through and come out the other side much wiser and sharper. The programme facilitators were also extremely supportive and kind and knew how to conduct each session.

Through the weekly Bright Side sessions, I gained not only a deeper understanding of myself, but also of my peers around me and what it takes to be a leader in my own life. The knowledge and exercises were super engaging and before I knew it, I was lead right out of my comfort zone.

The entire experience was extremely enjoyable, and I felt that I was in a safe space where I was comfortable to share anything. I would do it all again if I had another opportunity!”

Jessie

Master of Engineering student and Future Focus participant

Workshops covered topics including meditation, journaling and resilience. We also increased our social media presence by launching the Hauora Series – an arrangement of tips and resources shared on social media.

Over **2,083** students participated in Bright Side Tupuranga Ake programmes, workshops, speaker events or accessed online self-directed learning (a 38% growth on 2020). The outcomes for students included increased resilience, balance, self-efficacy, and feelings of meaning and connection. Each of these contributed to our overarching outcome measure – hope. Attendees completed a pre and post self-assessment based on the Likert scale (1 – 7). Learning outcomes included but are not limited to:

- **19%** increase in confidence in their ability to listen, communicate and behave to build nurturing relationships
- **31%** increase in understanding how their childhood and life experiences influence their relationships
- **28%** increase in clarity of what causes stress in their life
- **35%** increase in feeling in control of negative self-talk
- **34%** increase in knowledge of strategies to alleviate stress
- **30%** increase in confidence to exercise personal leadership skills
- **33%** increase in awareness what limiting decisions are and confidence to overcome them
- **23%** increase in confidence to achieve their goals
- **19%** increase in confidence to bounce back from setbacks

AUT SPORT

Sport and Recreation

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 Recreation Centre was completed and officially opened by MP Chlöe Swarbrick. The recreation centre features:

- Four activity rooms (1 studio with sprung floors and mirrors, 3 studios with carpet and full AV systems)
- Cardio space
- Multi-purpose sports court
- Kitchen facilities
- Common areas for games and a large screen for viewing sports, events, or films

Over the course of the year, **463** recreational activities were delivered to over **1,100** students at our new Te Āhuru Recreation Centre. These included arts, performance, games, food, music, life skills, crafts, sustainability, and self-care. We collaborated with 16 AUT student clubs to support student-led activities and build meaningful relationships.

Te Āhuru Recreation Centre used social platforms to engage students in recreational activities through the alert levels. The team reached a monthly average 817 users Facebook and 1,131 on Instagram. The annual Battle of the Bridge was re-introduced between the City and North Campus accommodation sites. The students at North Campus took the trophy back to Akoranga Student Village (ASV) after winning a series of sporting tournaments.

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.
- **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.

SPORT & RECREATION

- **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, 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



Student 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. 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. In 2021, a channel strategy was designed in response to student feedback, the onboarding of Canvas as the new Learning Management System, and technical innovations achieved utilising Power Platforms by the Strategy and Planning team.

A key focus in 2021 was to reduce the number of emails received by students (as requested by students), generate targeted communications that were relevant and timely, and develop a sense of community. To support this, improvements included:

A fortnightly Student Update newsletter that was delivered to AUT students where teams who would previously send out individual emails could channel their updates. Thirty-two newsletters were distributed across the course of the year that provided students with information to support their studies as well as opportunities and events that were available to them. We also enhanced the newsletter to tailor content for international and domestic onshore students and delivered a series of monthly emails to our offshore international cohort to keep them engaged with AUT. The newsletters received a combined average open rate of **65.2%**.

The @autstudentservices was rebranded to @autstudents on our social media channels – Facebook and Instagram. We amplified the voice of our students through the new Our Voice campaign where students shared their experiences and provided advice for their fellow students. We also collaborated with the AUT student Film Club to develop and deliver AUT Weekly a short video highlighting the events that are occurring at AUT each week. We also supported cultural inclusion and understanding through celebrating events such as Te Wiki o te reo Māori by sharing stories and opportunities to engage with and celebrate our people.

Our Voice had a total of **10,117** post engagements and **64,910** post impressions on social media. AUT Weekly had a total of **1,650** post engagements and **58,771** post impressions on social media.

SUPPORTING STUDENTS TO ACHIEVE THEIR CAREER ASPIRATIONS

Employability & Careers

The AUT Edge Award celebrated its fifth anniversary. The award recognises community involvement, leadership, and employability as valuable life experiences for future employment. **3,244** students have started the AUT Edge Award since its inception in 2016 and **353** students have completed the award.

“Employability Lab is awesome! Recently got a summer placement/Internship with them and signed up for the Beyond Award. These are such cool opportunities!”

Like the AUT Edge Award, Beyond AUT enables the development of employability skills, encourages services to the community and empowers postgraduate students to undertake a leadership role outside of university. Over **537** students registered for Beyond AUT since its inception in 2019 and **38** students have completed the award.

- **8,766** students were supported with career advice, decision making, CV checks and job search advice
- **429** students registered for AUT Edge and Beyond AUT Awards
- **7,070** volunteer hours were delivered by AUT Edge and Beyond AUT Award participants
- **4,387** students attended an employability workshop
- **219** students attended a leadership presentation
- **248** students attended a Match Ready workshop
- **1,708** students attended industry events
- **81** students were placed through the AUT talenthub
- **325** industry partners supported AUT, with over 30 who were new to AUT

Forty-six employability blogs were published on the AUT Employability site. For top posts, views ranged from **1,956** to **365** including:

- Create a great CV
- Personal statement/career objective, what are they?
- CV and cover letter resources
- How to find an internship
- First-hand tips from employers

We reviewed existing and created new employability workshops to support students' employability. Four new workshops were added to the collection of workshop offerings to seventeen. New workshops:

- Learn the soft skills New Zealand employers' value
- Design your CV using Canva
- Get ahead with University Graduate job sites – AUT talenthub and NZUnitalent
- Introduction to the workplace

AUT talenthub is a recruitment service for industry partners to source, screen, and shortlist AUT students for vacant positions, internships, and graduate placements. Formerly known as Internz, AUT talenthub was brought into SSA at the beginning of 2021 and we enhanced the shortlisting criteria to recommend high quality and right fit applicants for roles. After one year, we saw an increase of **18%** of applicants shortlisted for interviews and a **22%** increase in the number of successfully hired students compared to 2020.

The Semester One Employability Matters, saw over **200** industry events offered to students online and on-campus. These events included a business and law career fair; ICT and engineering career fair, volunteering expo, coding hackathon, panel discussions, CV workshops offered by industry, and graduate recruitment presentations. Industry speakers came from various sectors, including technology, business, law, science, health, policy, engineering, and the creative sector.

On the last day of Employability Matters, the fifth anniversary of the AUT Edge Award was celebrated to recognise the achievements of our **300** graduates who have completed the award – including **42,888** volunteering and **26,912** leadership hours dedicated to their local communities. Their phenomenal efforts were acknowledged by AUT staff, alumni, and industry sponsors from Seek New Zealand, MYOB and Chartered Accountants of Australia and New Zealand (CAANZ).

Later in the year, we honoured students who completed an AUT Edge or Beyond AUT award in 2021 at the annual Award graduation ceremony. The ceremony hosted over **100** students, guests and AUT staff to celebrate the occasion. Four students gained industry awards for recognition of leadership, volunteering, personal growth, and overall achievement. Another highlight for the evening was the team's commitment to te ao Māori, incorporating a mihi, karakia and three waiata to open and close the Awards celebration.

Skyler Watt, AUT Edge Award for Volunteering

Caitlin Baard, AUT Edge Award for Leadership

Xiaofan Gong, AUT Edge Award for Personal Growth

Samirah Ali, Beyond AUT Award Winner

SUPPORTING STUDENTS TO ACHIEVE THEIR CAREER ASPIRATIONS

Take Charge of Your Future

In Semester Two, we also delivered a symposium-style virtual event – Take Charge of Your Future. The event captured the interest of over 120 students wanting to learn from industry experts about recruitment and the impact of technology. Events included:

- a keynote speech from a mindset and resilience coach
- industry panel about the future of recruitment, and
- speed eNetworking

We captured career readiness information from applicants on their preparedness for work experience and career aspirations. Data was collected through the AUT application form to inform the development of support and designed interventions throughout a student's employability journey and how we can support successful graduate outcomes. In addition, we contacted students to provide advice and connect them to relevant resources, events, and workshops tailored to their career readiness journey. We expanded this to collect this information from second-year students annually to inform our employability offering.

We refreshed Career Hub, an online platform for employability resources and support to include three job sites, AUT talenthub, NZUnitalent and our International Jobs platform. Bringing these job portals together enables increased access and visibility of recruitment opportunities available to students.

The inaugural AUT Employability Ambassador programme was launched with eight students selected to increase awareness of employability services to students. The Employability Ambassadors support students by offering tips on how to create a good CV and LinkedIn profile, promote awareness of our employability and career services and highlight the Awards programme. We designed the voluntary programme to provide opportunities for AUT students to be part of a service community.

After their first year at university, students can apply to be an Employability Ambassador to gain transferable skills, develop work-readiness, build social and industry connections, and enhance students' university experience.



CELEBRATING OUR GREAT GRADUATES

Graduation

We successfully delivered the largest graduation ceremony in AUT history. The unprecedented size of this graduating cohort meant that the Aotea Centre was no longer suitable, and Spark Arena was selected as the new venue due to its greater capacity. Over **3,800** students, including **85** doctoral candidates, were granted their qualifications as they crossed the stage. Seven ceremonies were held across three days and attracted over **20,000** friends and whānau, the largest audience we have accommodated. This was unlike any ceremony we've delivered. We planned the event from the ground up – the stage was quite literally purpose-built for the ceremonies. We navigated the logistics of the new venue, coordinated the sequencing and movements of attendees, and organised over **170** staff volunteers to deliver an unforgettable experience for our students. After the ceremonies, we ushered in a whole new way of doing graduation, and in 2022 our approach to graduation will reflect this model.

The Winter Graduation ceremonies were held on 29 and 30 July and consisted of three ceremonies per day. Over **1,400** graduands attended the ceremonies full of vibrancy and emotion as our graduates crossed the stage. The Summer Graduation ceremonies in December 2021 were postponed to September 2022 and will include the graduates from the 2022 Winter ceremonies.

Several improvements were introduced this year, including a system for electronic registration for attending graduands, developed in collaboration with Strategy and Planning. As a result, the registration process was more efficient. It also improved the accuracy and timeliness of the final list of graduate names to be called out, enabling near flawless execution of the ceremonies.

A decision was also made to increase the number of tickets available to graduands for their guests. The final number of graduands in each ceremony allowed more seats for their family and friends. Increased ticket availability was well-received, with large audience numbers attending, leading to very moving participation and acknowledgement by families in the ceremonies.

Improvements were made in Arion to support graduation. Historically, the processes of granting non-certificate qualifications and physical ceremonial presentation were tied together. As a result, these qualifications could not be granted without having an immediate ceremonial presentation to accompany it. With the modifications to Arion, we can now grant qualifications independently of a ceremony. We will be implementing monthly cycles so that any qualification can be granted throughout the year.

- **10,305** qualifications were granted, including 3,204 certificates of proficiency.
- **6,872** qualifications were granted via ceremonial cycles and **3,433** qualifications were granted via monthly granting cycles.
- **3,800** graduates out of a possible **4,900** attended the March ceremonies.
- **1,400** graduates out of a possible **2,250** attended the July ceremonies
- **117** offshore graduates were granted their qualifications in China and Vietnam
- **14,744** transcripts uploaded to the My eQuals system
- **14,448** digital parchments were uploaded to the My eQuals system
- **49** Legacy Transcripts for study prior to 1995 were requested and uploaded
- **6,980** physical parchments were generated of which 3,882 as part of the December 2021 graduation cycle.

