

Division of Health Sciences

Framework to Support Student Success

Working together in supporting students outside of Dunedin

Framework to Support Student Success

The Framework to Support Student Success (Framework) applies to students in the Division of Health Sciences who are located outside of Dunedin campus or who travel outside of the Dunedin campus for study, research or placements. This includes domestic and international, undergraduate and postgraduate students studying in the following Schools and Faculties: Bioethics Centre; Faculty of Dentistry; Otago Medical School (Dunedin School of Medicine, School of Biomedical Sciences, University of Otago, Christchurch (UOC), University of Otago, Wellington (UOW)); School of Pharmacy; School of Physiotherapy; Radiation Therapy UOW; and the Centre for Postgraduate Nursing Studies (Master of Nursing Science programme) UOC. The Framework is equally applicable to staff in the Schools, Faculties and Departments, and in the Central Service Divisions, who contribute to managing or delivering student support.

The Framework is based on four key concepts (Outstanding Student Experience, Effective Support Services, High Quality Infrastructure and Leadership). Together, these underpin the Framework's aims to:

- Ensure all students in the Division are supported to fulfil their potential
- Guide the Division's approach to the future development and provision of student support
- Guide the behaviours and actions of staff
- Inform the implementation plan.

Vision

To provide effective services and support to enhance student success.

Mission

To develop and implement innovative structures, collaborative practices and support services that positively impact student experiences, campus environment and student success.

CORE Values

Equity and Accessibility – the importance of equity is recognised by ensuring support services are available to all students across diverse locations.

Inclusivity – support provision, activities, and infrastructure enables students to develop a sense of being part of a Health Sciences, University of Otago community.

Commitment – our success in achieving our strategic goals depends on the commitment and contribution of our staff.

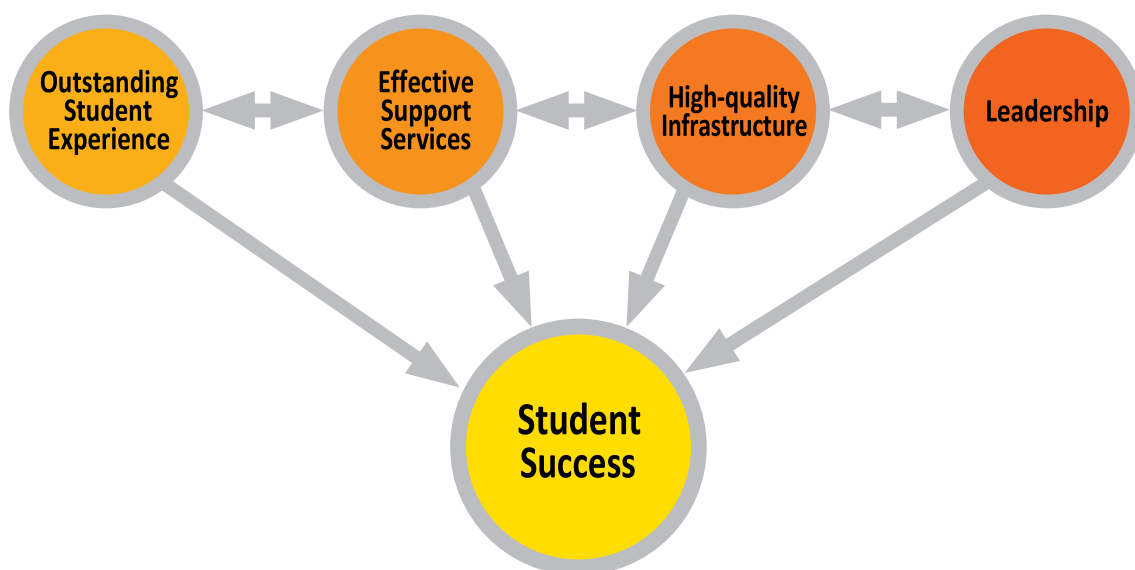
Collaboration and Cooperation – working environments that promote collaboration and cooperation between service divisions and staff across all our campuses are essential to success.

Consistency in Communication – having effective and consistent communication is vital, across the University, and to our students.

Fiscal Sustainability – a commitment to responsible fiscal sustainability of our resources and transparent decision-making.

FRAMEWORK to Support Student Success

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The purpose of articulating the Framework is to enable staff to see any support provision they are involved in within the context of the overall approach.

Strategic GOAL

OUTSTANDING STUDENT EXPERIENCE

This goal encompasses the opportunities and support available to students in the Health Sciences which contribute towards their outstanding experience.

AIM

To provide our students outside of the Dunedin campus with a learning experience that is supportive, stimulating and inspires success.

OBJECTIVES

To meet our aim, we will:

- ensure all Health Sciences students studying outside of Dunedin have equitable access to resources and support
- provide facilities and infrastructure outside of Dunedin that enhance the student experience
- foster inclusive campus (hub or site) communities that create a shared sense of connection and belonging
- ensure that student-oriented information is communicated effectively
- ensure an appropriate balance between Central, Divisional and user-pays funding of services

STRATEGIES

We will achieve our objectives by:

- securing Divisional Executive approval to ensure access to resources and support is equitable to all Health Sciences students
- ensuring a basic level of support (academic and non-academic) is available for all students regardless of location
- ensuring dedicated and inclusive social space is available for all students on campuses, in the regional hubs and in placement sites
- providing shared orientation activities in the campuses, in the regional hubs and in placement sites
- providing options for access to healthcare services (eg. GP, counselling etc.)
- ensuring Māori students, Pacific students, and international students have access to appropriate support
- ensuring the university adheres to its requirements under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
- ensuring facilities and infrastructure are fit-for-purpose for students from all programmes
- informing students about access to support and resources (including healthcare, travel and accommodation)
- developing consistency in information dissemination
- ensuring agreements (MOUs / Clinical Access Agreements) with DHBs and clinical providers are fit-for-purpose and up-to-date
- implementing software to support and monitor all students on clinical and experiential placements and facilitate more co-ordinated resource planning

Strategic GOAL

EFFECTIVE SUPPORT SERVICES

This goal encompasses fostering opportunities to support collaborative, new and innovative ways of providing support to all students outside of the Dunedin campus

AIM

To create the conditions for student services and service divisions to work efficiently and collaboratively in the provision of effective, timely and accessible support to all students studying or on placement outside of the Dunedin campus.

OBJECTIVES

To meet our aim, we will:

- develop collaborative operational practices across service providers
- improve organisational and operational efficiency
- improve communication practices across support services
- improve accountability and fiscal sustainability
- clarify roles and responsibilities of support services provided centrally relating to provision outside of Dunedin
- ensure that an appropriate centrally funded subvention is established to improve the 'Otago experience' outside of the Dunedin campus

STRATEGIES

We will achieve our objectives by:

- implementing an environmental scan of current support services in the regional hubs and placement sites to identify overlaps or gaps
- working with stakeholders to determine where a collaborative approach would improve accessibility to support services
- encouraging a culture of collaboration, innovation, flexibility and increased accountability in how support services are provided
- increasing resources for support services in locations with evidenced need
- improving the delivery, and consistency, of information about support services to students
- improving the clarity and consistency of communication across Central Services Divisions
- developing Service Level Agreements with Central Service divisions for the provision of support
- encouraging central resource service delivery planning for all campuses
- detailing the roles and responsibilities from the Central Services Divisions for support services outside of Dunedin
- maintaining a sustainable staffing profile which meets our evolving needs
- encouraging a culture of measurement and accountability in support service provision
- providing professional learning opportunities that will inspire all staff to contribute to the advancement of the Framework
- continuing to expand online delivery of student support service programmes

Strategic GOAL

HIGH-QUALITY INFRASTRUCTURE

This goal encompasses the quality, accessibility, and capacity of the built environments and IT infrastructure encountered by our students who study, or go on placements, outside of Dunedin.

AIM

To provide accessible, up-to-date, and appropriate facilities and infrastructure for learning, teaching and research in campuses, regional hubs and placement sites outside of Dunedin.

OBJECTIVE

To meet our aim, we will:

- provide accessible and appropriate learning environments in campuses and regional sites outside of Dunedin

STRATEGIES

We will achieve our objectives by:

- conducting an audit of all regional hubs and placement sites outside of Dunedin
- ensuring University resources are available for infrastructure improvements
- identifying and prioritising areas for improvement
- upgrading facilities and infrastructure on a (Division-wide) needs-based rolling schedule
- ensuring facilities represent optimal use of space and best practices in support provision
- ensuring all students and staff, regardless of programme, have access to suitable study, work, or social space
- advocating for the needs of non-Dunedin areas so that Central Services providers can understand needs and therefore respond to requirements
- ensuring that information on facilities improvements are regularly disseminated to all students and staff, including updating UOC and UOW websites

Strategic GOAL

LEADERSHIP

This goal encompasses the leadership required to ensure the success of the Framework.

AIM

To guide and support the vision of the Framework, ensure transparent and collaborative decision-making, collaboration and collegiality, and clear consistent communication.

OBJECTIVES

To meet our aim, we will:

- promote the Division's local-national presence
- make decisions in the interests of all students
- ensure governance is responsive to local needs
- support inclusiveness amongst our programmes
- recognise the value of interprofessional education
- foster a democratic, systematic and inclusive process for decision-making
- promote collaboration and collegiality across services
- encourage effective ways of working

STRATEGIES

We will achieve our objectives by:

- emphasising and celebrating local-national characteristics of our Divisional identity
- establishing a Divisional leadership role and Governance Group to identify resource levels required to support students, manage budget allocation process, and monitor performance
- ensuring that the multi-campus nature of Health Sciences is not disadvantaged by Dunedin-oriented central resource and service allocation processes
- ensuring both Divisional and Central Services Divisions' needs are considered in the decision-making process
- advocating for the needs of students and staff in non-Dunedin areas
- allocating resources equitably to students in all programmes
- clarifying the roles and responsibilities to support all students in non-Dunedin areas
- providing timely information to stakeholders
- establishing and maintaining relationships across all campuses, and support services
- encouraging collaborative ways of providing support services



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| Approved by | Health Sciences Divisional Executive 25 May 2017 |
| Plan Governance | Governance Group Framework to Support Success |
| Reporting requirements | Annual update to Health Sciences Divisional Executive (or more frequently as required) |

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