



University of Otago

STUDENT EXPERIENCE SERVICE

Our new streamlined services aim to be easy for students to use, faster and more personalised – to help foster our unique Otago student experience.

Student Experience is for all students and comprises:

- ▶ **Student Administration**
- ▶ **Student Development**
- ▶ **Timetable Services**

Student Experience staff are available on campuses in Dunedin, Wellington and Christchurch (staff time is allocated to Wellington and Christchurch). The service is part of the new Shared Services Division.

Reporting lines have already changed for many of these staff and more staff are being recruited.

Student Administration – a mostly back-office function located in the St David II building, behind the Centre for Innovation, in St David Street.

Student Administration covers the administration involved with:

- University and programme admissions and enrolment
- Course management
- Scholarship applications
- Assessment and progression
- Graduation
- Maintaining academic records

This service includes the administration functions from the **Graduate Research School** and **Scholarships Office**, which are currently located in the Clocktower building. As administrative functions from these areas join Student Experience, administration staff will be relocated to St David II.

The ultimate goal of Student Administration will be to use a case management approach to provide a personalised and efficient service. For example, in due course:

- For a school leaver, one staff member will administer the applications for University admission, programme admission and an entrance scholarship
- For a doctoral student, one staff member will administer the applications for University admission, programme admission and scholarships, along with course enrolment, progression and thesis submission
- Staff with expertise in overseas institutions and systems will not only process and assess applications from international students, but also applications from domestic students and permanent residents who have studied overseas

Student Administration will process applications and check all the necessary information has been supplied and is correct. Key decision points remain with offices, departments and divisions within the University. Some examples include: Schools' Liaison will have input with respect to discretionary entrance; panels and committees will make decisions regarding scholarships; academics will continue to screen and accept PhD students; and residential colleges will continue to select residents.

Student Administration may use the delegated power it has received from departments as the University seeks to recruit high-achieving postgraduate students, with the goal of engaging with those prospective students much earlier.

Students can access Student Administration at the main AskOtago hub, which has entrances from The Link and the Central Library.

Student Development – students will access this service in a variety of locations, including the new main AskOtago Central Hub located in the ISB, which has entrances from The Link and Central Library. Certain functions will be accessed on the ground floor of the Arts Building, and possibly another area near the Central Library.

The service provides the front-face of Student Experience, with the goal of providing holistic and student-centred services over time. Ultimately, Student Development will be:

- Providing general course advice, including about points, regulations and terminology
- Ensuring the papers each student wants to do are the correct combination for the student's intended programme
- Taking into account the student's previous academic achievement
- Knowing the range and availability of relevant papers
- Finding out the student's career aspirations or plans for further study
- Helping students develop and maintain a study plan
- Promoting opportunities for scholarships, postgraduate study and student exchange programmes
- Connecting students to support services within the University suitable for the individual student
- Working closely with divisions and departments to ensure accurate and appropriate course advice is given

Lead Advisors will have specialised portfolios and work closely with divisions. Lead Advisors will be centrally located but may spend time in different parts of the University as required. The service will **not** offer academic subject advice, comprehensive career advice or learning support because other specialist units already provide those.

The service focuses on students' participation, success, retention and completion of academic study, along with the general well-being of our students.

Staff aim to provide early, consistent and accurate course advice, while recognising that involves much more than meeting the requirements for major and minor subjects.

Staff will provide early targeted advice and support for students in their first year who are on conditional enrolment or identified as academically at risk – while linking them to any other support they may need.

Timetable Services – in the St David II building

This service:

- Schedules and rooms all teaching-related events (including lectures, tutorials, laboratories, film screenings and final examinations)
- Handles casual room bookings
- Will develop in future years to include exam timetabling

Student Experience

