

Student Success: Delivering Through Partnership

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Liz Bishara is Faculty Manager of the Faculty of Business and Law at Auckland University of Technology.

The Faculty has approximately 6,500 EFTS and her role encompasses operational and human resource management, administration within the Faculty, the functions of admission and enrolment and support for the delivery of the student experience. Liz is currently the AUT Institute Co-ordinator for ATEM.

Joanna Scarbrough Joanna Scarbrough is the Group Director, Student Services at Auckland University of Technology.

Joanna has extensive management experience in the University sector and is committed to enhancing the student experience to support student success. She co-founded the AUT FYE Intervention and Monitoring programme which supports her belief of pro-active and monitored student support. Her commitment to customer service and student-centred approach to all activities has seen her lead projects to develop an integrated student centre for the University. Joanna has held this position for the past 18 months; previously she was the Manager of Registry Services and the Student Information Centres

This presentation is set amongst a period of change and evolution within AUT University, as it sought to manage a competitive admission environment.

In 2004 following an Admission Integration Review a strategic direction was set; to partner central teams and faculties more strongly in the processing of admission requirements and to establish synergies across the University and develop a model of integrated delivery of the student experience. This review responded to key drivers:

- Operating within a constrained resource environment
- The importance of deploying a framework for knowledge exchange
- Establishing a matrix of responsibilities to create consistent practice and alignment

In today's world of heightened understanding about the student experience and how it contributes to success and retention, AUT's Student Services and the Faculty of Business and Law have formally partnered to create an environment that supports the student journey, from enquiry to graduation, by recognising that the student is the customer.

This presentation will provide an overview on how to add value by bringing new approaches in student support through the provision of high quality academic services outside the classroom and harnessing existing core competencies through an agenda of partnership. The presentation will outline what benefits partnership brings to supporting the student experience; how to achieve a formal connection and how putting students' at the centre, equipping them with everything they need to maximise their own journey provides the framework for success.

Key learning from this project remains current- while the Tertiary sector in New Zealand is currently operating within a capped environment, business education remains competitive. Ensuring we create the right blend.

