MINUTES OF THE STUDENT COUNCIL MEETING · 24/07/2023

Location: **B109-G07** | 6.00PM - 8:00PM

PRESENT: Noor Randhawa **(AUCSA)**, Sarah White **(AUCSA)**, Talisa Gan-Setu **(SciSA)**, Anna Sue **(AUGSS)**, Kirti Raju **(ESSA)**, La-Marie Fernandez **(Co-President, SUPA),** Ivan Zhang **(SOMSA)**, Juliette Lim **(NZOSS)**, Jenny Luo **(AUMSA)**, Celesti Tan **(AUPHSA)**, Hala Barakat **(UoA Council Rep)**, Alan Shaker **(President, AUSA)**, Qun Ma **(WVP, AUSA)**, Mahek Nagar **(ISO, AUSA)**, Folau Tu'inukuafe **(EnVP, AUSA)**, Amol Kumar **(Treasurer-Secretary, AUSA),** Varsha Ravi **(EVP, AUSA)**, Layba Zubair **(WRO, AUSA),** Marguerite Sandleback **(QSC Rep, AUSA).**

IN ATTENDANCE: Rebecca White (Senior Academic Analyst, Academic Quality Office), David Fulton (General Manager, AUSA), Sanit Kumar (Infrastructure Services Portfolios Manager), Anne-Marie Parsons (Associate Director, Campus Life)

LATE: Lachlan Pearce **(AUES),** Rhea Yin **(President, AULSS)** *via zoom*,

APOLOGIES: Madeleine Roe **(APSA)**, Luke Fowlie **(NASA)**, Julia Stjarnhage **(PGSA)**, Alex Cox **(ADSA)**, Atakura Hunia **(MSO, AUSA)**, Kelly Misiti **(PGO, AUSA)**, Theo van de Klundert **(QRO, AUSA),** Charmaine Yu **(AUPSS)**, Francine Mula **(MISA)**, Temi Adelaken **(AUSA Student Voice Manager)**, David Tuifua **(PISO, AUSA),**

Meeting opened at 6.00pm

1.   PRELIMINARY MATTERS (TIME & DURATION) - 6:05

1.1.   Welcome, Opening Karakia and Introductions

1.2.   Approval of leave.

1.3.   Declarations of Interest.

1.4.   Previous Minutes.

Supporting Documents:

1.4a. [Student Council Minutes 30/05/2023](#)

2. WIFI UPDATE - 6:10 - 6:35 *[25 MINS]*

- *Presented by Sanit Kumar (Infrastructure Services Portfolio Manager) to provide an update on the WiFi issues students are experiencing on campus. This issue was brought to the University's attention through the Student Council in Semester 1. This will mainly be an update from Sanit, and a chance for our Student Council to ask him any further queries or concerns.*

- Formal apology and acknowledgement from Sanit regarding the wifi.

- Brief history provided: UoA embarked on a large wifi programme in 2015, the main focus was making sure that most of our campuses were covered with wifi. There were certain pockets that were not getting coverage so the goal was to resolve this through the plan.

  - How do we make sure wifi signals are available in various locations - wifi available to all accommodation blocks - new infrastructure that was built.

  - 4000 excess points - if you have internet at home, there is one access point, there is 4000 spread across the university campuses - large footprint

  - Largest wifi set up in NZ

- Every 5-7 years there is a refresh of the back end systems that support wifi - this is subsequently followed by updating the access points. New generation access points are installed for faster connectivity and to also put in place some business capability features such as wayfinding, space utilisation etc.

- Trends noticed - more and more devices

  - This year was a massive increase in the number of devices. More than 5-10%

- Put in place - for the start of semester, how do we improve this service?

- Leading through to April

  - 3 major pieces of work were carried out to ensure there was constant improvement

    - Devices on wireless - huge demand, streaming etc.

      - Increasing capacity to the internet

    - The way users authenticated connecting to the wireless system, log in etc. there are multiple systems that this log info is captured against, which allows for entry into using the wifi

    - Improving our fire-walling capability - to up the cybersecurity

- Scaling and size of our environment have needed the implementation of level 3 support teams to deal with bug fixes etc. There are escalations in place to ensure this happening at a rapid pace
- Multiple efforts have been taken to ensure there is insight into the user experience - we want to be able to get to the problem first instead of being told the problem. Migrated to a single dormitory system - more work to be done in this space. Working closely with CISCO - rest assured, the network team is keeping a close eye.
  - Provide some of this visibility to students as well.
- New generation access points have been rolled out through Carlaw Park Stage 3 - 80% of business school is done as well.
- Team is trying to ensure health and safety is maintained so in parts that need scaffolding to do work, they have done work during the breaks or have held off whilst students are on campus.
  - This work spares across multiple years.- needs a lot of parts of the university coordinating to ensure this rolls out seamlessly.
  - Larger plan in terms of roll out does exist.
- 55 Symonds street, suffering with a lot of wifi issues - multiple work has taken place to ensure the wifi in that building is stabilised. They have carried out a wifi survey, giving them insight into each floor and their accessibility and connectivity.
  - Poorly built building
  - Building has fire proof doors - hard to penetrate signals through those doors
  - Introduction of SSIDs
  - Where else can access points be placed apart from merely corridors etc.?
  - Spark 5G dongles to the students - some students that have requested
    - Worked closely with Campus Life to give them a direction of who needed the dongles
- Questions were raised regarding why the University was unprepared for this given two years of covid etc.
  - Transition period where we have old wireless access points, and now we have introduced new wireless access points. A lot of bugs in the new system.
  - During the period of Covid 2021, an IT challenge we had was the shortage of IT equipment to place orders etc. arrival dates were not predictable. Wireless system's update.

| 3. | **ACADEMIC QUALITY OFFICE - REBECCA WHITE   6:35 - 7:00 *[25 MINS]*** |

- ➢ *Rebecca White from the Academic Quality Office will be sharing the 2022 Learning and Teaching Survey results.*
  - ***Supporting Documents: [Learning & Teaching Summary Results](#)***

➢ Social atmosphere was picked up on by the Student Council to understand what the University was doing to improve the social atmosphere
  ○ There was a report done just before Covid started (Rebecca has shared the [report](#), please be aware it is outdated and a lot has changed since then) - it resulted that there was a combination of things that resulted in this.
  ○ What resources or efforts have gone into changing that?
➢ The survey was conducted at September of 2022 which is before student hubs merged - Faculty staff do recognise that students are not happy with the support they are receiving
  ○ We were not in person then but now we are. Bit more on par now since more people are on campus in person.
  ○ Data has dipped a bit, but the social atmosphere has genuinely been the lower one always.
➢ Student Council does not see the alignment with the strategy and the areas that need improvements - WVP suggests focus groups to better understand how we can align these two
➢ Faculty reporting as well because there are big differences across the faculty - the combination of these two data sets is where the analysis has been conducted.

➢ *She shared the communications approach for the 2023 Learning and Teaching Survey.*
➢ *Additionally, she presented the Census vs Sample approach to Learning and Teaching Survey. They are considering adopting a census approach (all students invited) rather than a sample approach (a representative sample of 10,000 students invited) to the Learning and Teaching Survey. There are advantages and disadvantages to both, and we would like to know which approach the AUSA Student Council finds better.*
➢ ***Supporting Documents: [Survey vs Sample Approach](#)***
  ● Census approach instead of a select sample
  ● Should this continue this way?
  ● Survey fatigue
  ● Students are more likely to fill out surveys where they think they are the niche selected group invited to take part in the survey.
  ● Even though conducting it as a census opens it up to the gen pop which would mean open to more students but does not necessarily mean more students will complete it. Timing of this will be crucial. Proposed timing by AQO was 19th September
  ● Considering possibilities to open up the survey slightly earlier - during mid-sem break.
  ● Survey sample would work better in a census approach because there will be responses regardless.
  ● Avoiding the failures of SET.
  ● Other incentives for students to consider when taking the survey:

- 3000 budget for prizes
  - Better to have 2 x $200 prezi accounts and $50 prezi accounts
  - Comms approach
    - Uni social media team to fo fb and ig announcements and to share this with faculty comms and marketing staff
    - Student social media reps to do a tik tok video
    - AUSA class reps system
    - Canvas to-do notification
    - Items in the post-grad newsletter, whats on, UoA newsletter,
    - Uniguides Instagram page
    - Uni Accommodation - collaborate with RAs
- FMHS - everything is city-centred, survey not tailored to Faculties - to be taken by Rebecca as a suggestion to look into.

4. SSFR2/PCCP & THE RESULTANT FUNCTION IMPROVEMENT PLAN - 7 - 7:45 *[45 MINS TOTAL]*

- *Presented by Anne-Marie Parsons, Associate Director of Campus Life.*
  - *Supporting Documents: **Future Directions & Key Recommendations***

- SSFR 2 - SSFR 1 just finished
- Function Improvement Plan
- 2021 and 2022 - there has been review of student functions like student engagement and student services - this was to ensure the university was abiding by the code of pastoral care.
  - This is all encapsulated in the Function Review Plan
    - Uni organised into faculties, and services divisions. There are things like functions that travel across the university to serve a particular function - e.g. finance, IT, student engagement support, student services (student hubs, academic advice)
      - These are all benchmarked and compared with international universities.
      - This is super important for things like finance - not so easy to benchmark against things like student engagement and services - students diversity, campuses etc. are different.
      - Pastoral care, accommodation, counselling services - student support
      - Student engagement
    - Importance of the Pastoral Care Code of Practice is front and centre at this Functions Improvement Plan - Uni has to comply with it. There are some areas in the code of practice which are more aspirational which we are working towards. It comes through very strongly that the university must

organise their pastoral care and student supporting services must be conjoint throughout the university.

- In the past when analysis has been done about how we can better support students - a report from Canterbury about a students passing (TW: suicide) - many parts of the uni were aware but there was no joint up approach so they were all unaware that this student was struggling.

- How can we organise ourselves across the institution to work together to support our students?
- Creating a system of care
  - Whole institution approach
  - Connecting our organisational units and different services
    - This means that there are a number of different mechanisms that connect different parts of the university.
  - Appropriate sharing of information
  - Holistic response based on student needs based on the student
  - Proactive support utilising data
    - There is a lot of data across the uni -
    - What data is used, when it is used,to ensure we can proactively reach out about students.
  - Seamless processes, referrals and transitions
  - Roles and responsibilities
  - Training and support
- Future Direction : 7 areas in FIP
  - Better support Maori students
  - Strengthen what is happening at the Faculty level.
  - The goal is to not centralise - what it is aiming to do is strengthen what happens at a faculty level - primary place where students engage - if pastoral care is required this is where they are likely to see that.
  - Streamlining central service provision to improve student access - take out all that navigation and have a front door tool about health, wellbeing and safety services - they want that front door to be campus care.
  - Creation of a dashboard
  - Invest more in student voice and co-curricular experience
- 51 action items from the FIP below - student council to critically analyse that - please read and raise. Furthermore, if you would like to be particularly involved in any area.
- Simplicity System - appropriate sharing of information, visibility across the system.

- Service delivery model - clarity around roles and responsibilities - have been trained and supported to do that piece of work.
- Real emphasis on using data more intelligently and reporting to students what is happening with such data, and reporting to higher ups as well.
- Goal is that it is a much simpler system to navigate.
  - *Supporting Document: [Master FIP Action Items](#)*
    - Right sizing resources across different faculties and administrative - description of roles are updated etc.
    - General idea that across the faculties - the amount of resources, what people do, how many services are available for extra-curricular and engagement activities. This FIP goal is that there is a consistent level of support and opportunity across all faculty. High quality service from a pastoral care perspective - this cannot be said currently.
      - E.g. The Graduate School of Management has less than 500 students and there are 5000 students in the Faculty of business. 12 FTE that do students support for GSoM but 5 for the whole faculty.
      - E.g. Science has the most number of students across all of the faculties - but compared to the number of students they have, they do not have enough people in their support team.
      - Resource - means people.
      - Holistic well-being and preparedness assessment
        - New students in UG sem 1 4000 students completed it.
        - Getting support as early on in their student journey
      - Staff members can go onto their career tools page - and do a training called Better Connections - this is around supporting the wellbeing and safety of students - the Pastoral Care training for staff.
        - Is there an area that staff need training in? Particularly at the Faculty Level.
      - Co-locate Te Papa Manaaki Care, Disability Services, Counsellors and other student engagement services etc.
      - Establishing a same day response team - duty appointments (Health and Counselling Services) different as this same day response team will be a part of campus care. Not an emergency service but is a service that will be able to respond to students in distress at normal business operating hours.
      - Maori Support Centre - in the KEIC building - physical location that co-locates some services for some of the time. UoA is one of the two NZ unis that do not have a Māori Support Centre
      - More space available for mental health services at Grafton - speaking to the campus to see how they can expand that service.
      - Student Voice Framework and Policy being developed.

- Appoint Manager of Social Spaces and Events - invest an additional 100K in student spaces.
    - Student Council highlights the need to give Clubs more money.
- Orientation activities
- Engage x Spaces
- Money allocation
- Student CLubs report - needs to be brought back

5.   REMINDERS & OTHER MATTERS - 7:45 - 7:55 *[10 MINS]*

➢ An opportunity to bring up any other business.
  ○ Treasurer-Secretary of AUSA, Amol discusses club grants and funding.
    ■ Upset with how much faculty associations do not get enough spending from campus life
    ■ Response times of emails, inefficiencies and lack of organisation in terms of their response, lack of explanation when cutting down.
    ■ To send a survey to collect information from Faculty Associations regarding their financial status, how well they are supported within their families, sponsors etc.
➢ Gen-AI guidelines and advice to be circulated amongst Faculty Executives - provided by Rebecca.
  ○ **Advice for Students on Using Generative Artificial Intelligence**
  ○ **Guidelines on permitted use of software in assessment activities**
➢ MSD - Social Development
  ○ Conducting a review on the service experience of beneficiaries.
  ○ MSD wants to conduct a small focus group with students to learn more about their experiences accessing studylink - there is a $50 koha for those that participate. Reach out Engagement VP Folau or Education VP Varsha if you are interested in participating.
➢ Sports week
  ○ Badminton tournament, spin class etc. promo to follow
➢ Pastoral Care - stall outside AUSA

6.   08/08/2023 - NEXT MEETING

The next student council meeting will be held on Tuesday 08th August 2023, 6.00pm. Location:198-G07.

SIGNED AS A TRUE AND ACCURATE RECORD

Alan Shaker (Chair), President of AUSA