

“Why University?”

Creating the future student digital experience at the University of Auckland.

Origins

CX
Problems

SDJ Scope /
Deliverables

SDJ

Value

Your
journey



THE UNIVERSITY OF
AUCKLAND
Te Whare Wānanga o Tāmaki Makaurau
NEW ZEALAND

Maree Shaw, Oliver Tipping

KEY STATISTICS 2018

5,556



Full Time Equivalent staff (FTE)



2,347
Academic



3,209
Professional

Gender
(FTE)



Female 3,106
Male 2,436
Diverse 1
Not provided 13

Academic staff by position (FTE)

Professor	14%
Associate Professor	14%
Research Fellow and Senior Research Fellow	14%
Senior Lecturer	24%
Lecturer	8%
Professional Teaching Fellow	13%
Other teaching and research roles	13%



Student : academic staff ratio
(EFTS : AFTE)

18.1



33,805

Equivalent Full-Time
Students (EFTS)



Student enrolments	2016	2017	2018
Equivalent Full-Time Students (EFTS)	33,118	33,366	33,805
By course funding level (EFTS)			
Non-Degree	530	504	513
Degree	24,720	24,694	24,875
Taught Postgraduate	5,033	5,242	2,965
Research Postgraduate	2,819	2,914	5,441

Gender
(students)



Male 18,192
Female 24,525
Diverse 42

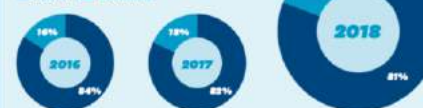
Workload (students)	2016	2017	2018
Full Time	26,478	26,632	26,954
Part Time	15,388	15,670	15,805
Total	41,866	42,302	42,759

Ethnicity (students)	2016	2017	2018
European	16,035	15,587	14,985
Maori	3,183	3,116	3,078
Pacific Island	3,609	3,620	3,704
Asian	16,683	17,607	18,621
MELAA	1,389	1,460	1,559
Other	907	912	812
Total	41,866	42,302	42,759

Age group (students)	2016	2017	2018
18 or less	2,042	1,950	2,085
19 - 20	11,566	11,510	11,567
21 - 23	13,645	13,993	13,967
24 - 29	7,363	7,590	7,829
30 - 39	4,028	4,126	4,304
40+	3,222	3,133	2,987
Total	41,866	42,302	42,759

Residency (students)

Local Overseas



Residency (students)	2016	2017	2018
Local	35,183	34,876	34,739
Overseas	6,683	7,426	8,090
Total	41,866	42,302	42,759

International Students (headcount)



Top 10 countries	2018
China	3,870
United States	630
India	536
Malaysia	450
South Korea	236
Indonesia	193
Iran	153
Hong Kong	132
Vietnam	125
Japan	117



**NEW ZEALAND'S
TOP RANKED
UNIVERSITY***

*QS World University Rankings 2018

#1 IN NEW ZEALAND
for 37 of the 41 subjects
in which we are ranked*

*QS World University Rankings by Subject 2019

Student
First
Project

Our Jargon

Student First Project

In 2016-17, a project was formed to create a student-focused approach to student's digital experiences at the University of Auckland.

The project went beyond digital, also identifying key curriculum barriers to student success (e.g. programme design).

Key outputs

- Student journey maps
- Student Digital Strategy
- BSc & BA programmes redesigned

Journey maps

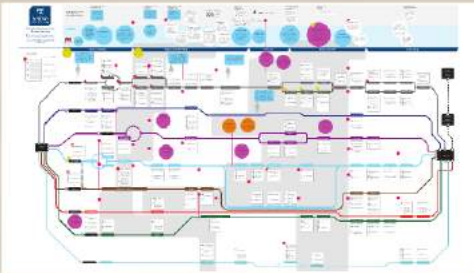
Student Digital Strategy

SDJ programme formation

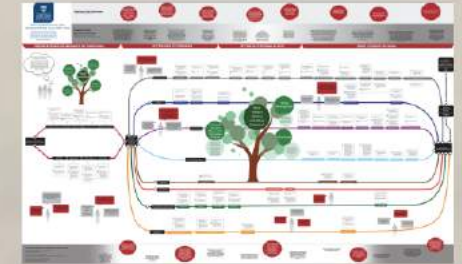
Student journey maps

8 complimentary journey maps created to highlight the intertwined Customer Experience (CX) for our diverse students across different stages of the student lifecycle.

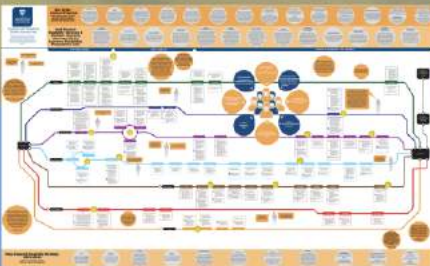
These are four examples.



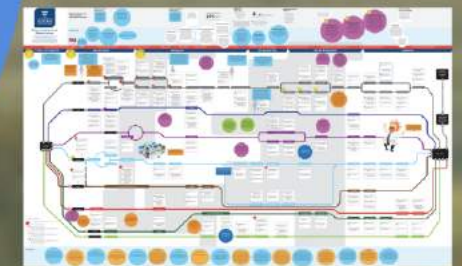
Undergraduate journey map



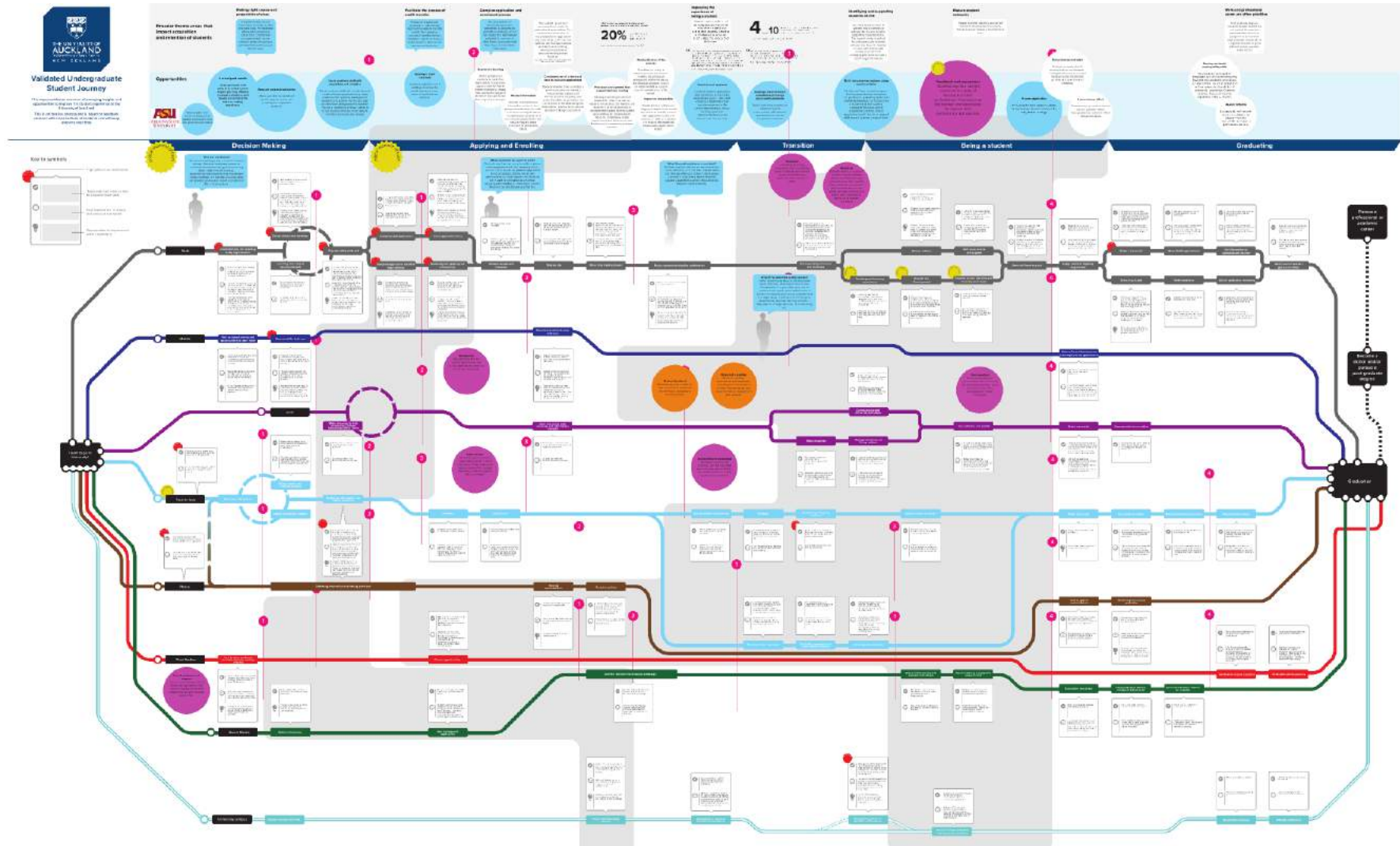
Māori Students journey map



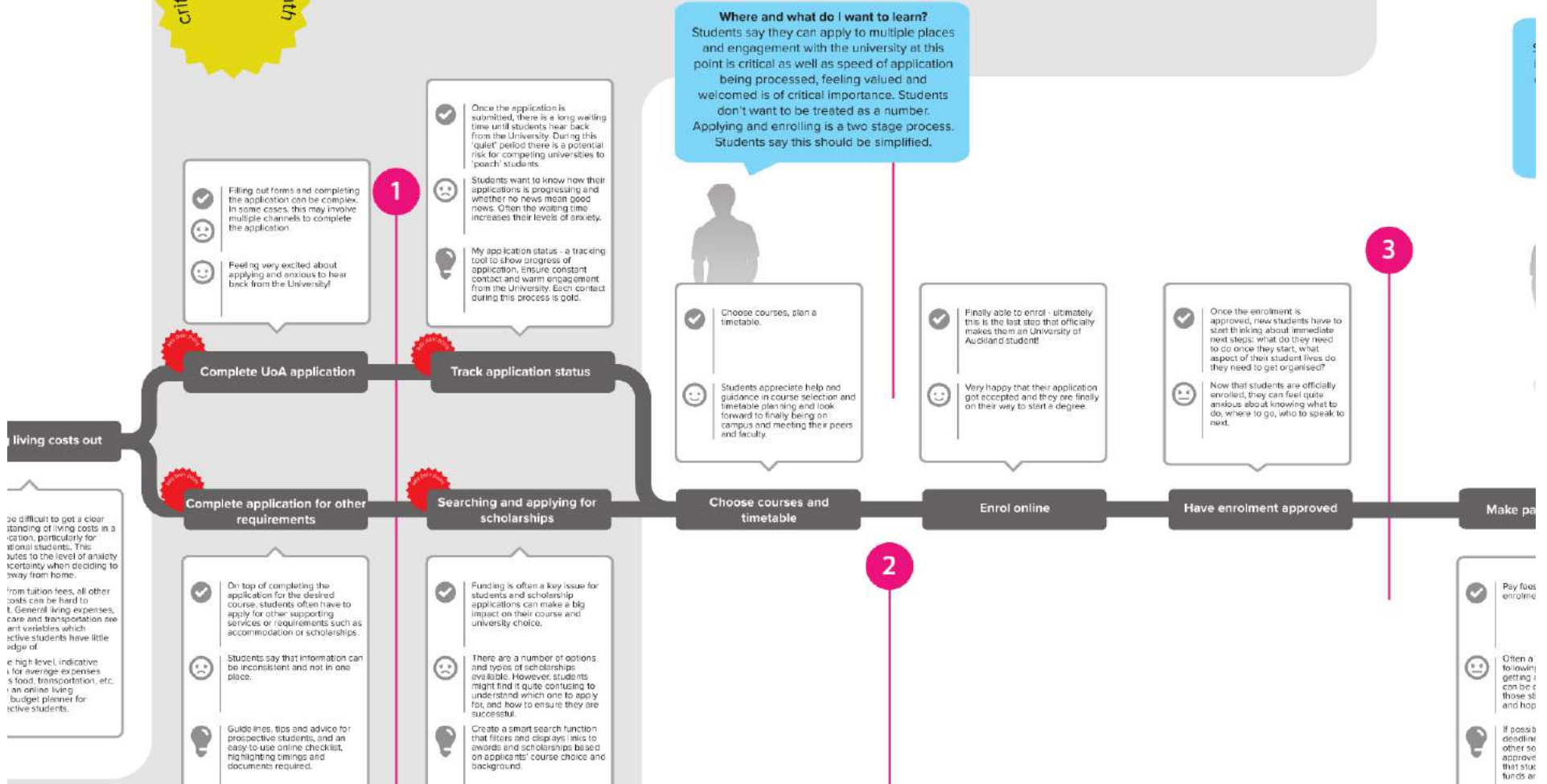
Students with disabilities journey map



BSc Students journey map



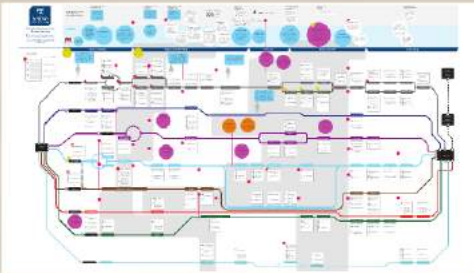
Applying and Enrolling



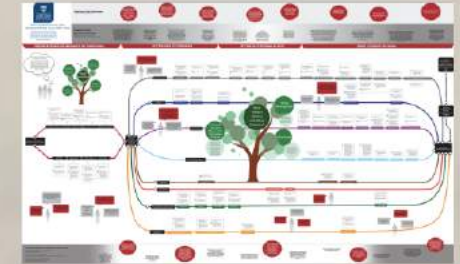
Student journey maps

8 complimentary journey maps created to highlight the intertwined Customer Experience (CX) for our diverse students across different stages of the student lifecycle.

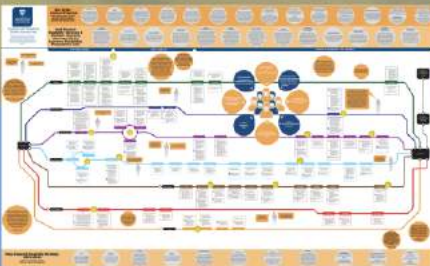
These are four examples.



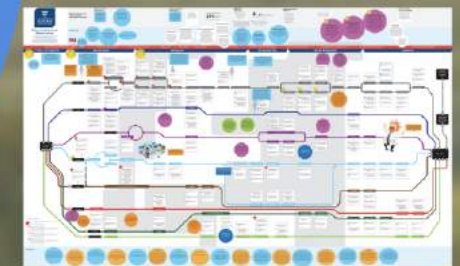
Undergraduate journey map



Māori Students journey map



Students with disabilities journey map



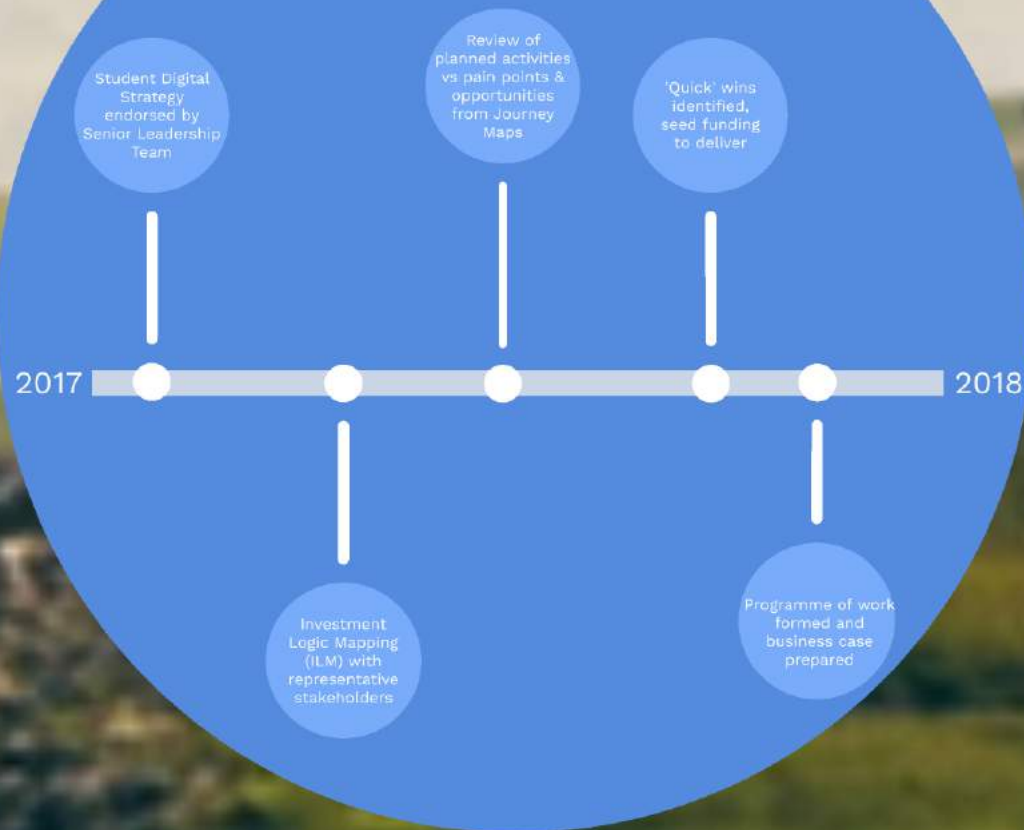
BSc Students journey map

Student Digital Strategy 2017-2020

To place the student journey at the centre of our strategic decisions and to develop a University-wide personalised student experience which supports learning, inspires students to reach their full potential and enhance the Auckland student experience.



SDJ Programme formation





Our Jargon

- SDJ - Student Digital Journey programme
- AFA - Application for Admission software & related business processes
- ATS - Apply to Study (the new name of the AfA)
- MVP - Minimum Viable Product
- UX - User Experience Design
- CX - Customer Experience

“Why University?”

Creating the future student digital experience at the University of Auckland.

Origins

CX
Problems

SDJ

SDJ Scope /
Deliverables

Value

Your
journey



THE UNIVERSITY OF
AUCKLAND
Te Whare Wānanga o Tāmaki Makaurau
NEW ZEALAND

Maree Shaw, Oliver Tipping

Our CX problems

Verbatim student feedback

"There is no help in deciding what to do and what it might end up in as job, I didn't get help in school"

"I didn't have any guidance and ended up taking courses I didn't really know much about and ended up dropping a couple of them"

"The process is very manual and disjointed, look something up, find out from someone else, apply here, enrol there"

"University systems are very old school"

"I was shocked when I came to University, I thought systems would be up to date"

"Technology at high school was actually better"

Technology

Student
Services

Technology

Important: The Postgraduate Diploma in Forensic Science involves one year of full-time study, or four years part-time study, after you have completed the requirements for the BSc. Closing date 1 November.

Click here for more information on this programme.

Important: If you are a non-University of Auckland applicant you will need to provide copies of transcripts for all qualifications completed including any that you are currently completing by 1 November.

Items/Issues	Comments
Forensic Science Statement of Interest Form	All applicants to the Postgraduate Diploma in Forensic Science (PGDipForensic) are required to complete the Forensic Science statement of interest form and to submit it through the Applications for Admission website (Student Services Online).
Curriculum Vitae	All applicants to the Postgraduate Diploma in Forensic Science (PGDipForensic) are required to submit an updated CV through the Applications for Admission website (Student Services Online).

Programme specific question

- Reason for all completed tertiary qualifications. Including qualifications being completed this year (Degree/Diploma, Institution, Year graduated).
- If you are still studying what are the current courses you are studying?
- What is your current status or form of employment?
- Please provide the name and address, with email and facsimile details, if available of a person whom you can contact on your University or your relevant experience.
- Please provide the names and address, with email and facsimile details, if available of 2 people who are prepared to act as referees.

 **Immediate Programming Selection**

You are ineligible to apply to this program for the following reasons:

To apply to a Cognito, BAUCore you must select a minimum of two plan from each programme in your consent.

Please select another programme or if you believe you have received this message in error please email stadeninfo@bauchland.ac.nz or phone 0800 61 92 68 (or +64 9 308 2389 if calling outside of New Zealand).

REGISTRATION OF VOLUNTEER FOR LIMITED ENTITLEMENT

All applicants are required to complete this form and submit it through the Application for Admission website (Student Services Building 4th floor)

How do you intend to fulfill your commitment to the college?

☐ Participate in college or community service

☐ Member of Student Executive Council

Last Name: _____ FIRST NAME: _____

Community of Enrollment is member of: _____

STATEMENT OF ACADEMIC

Attach resume for applying to the Institute, Science, Engineering



UNIVERSITY OF
AUCKLAND
RESEARCH
INSTITUTE

Application for Information: Supplementary Information

☐ Information
☒ Information
☐ Information
☐ Information

*This page contains links to any supplementary information/resources you request your application.
 There are currently no links for this application. It is applied once you have submitted your application.

Programme specific requirements

Supplementary information

Please provide a list of links to any supplementary information/resources forms must be provided if you are opted to apply
 as part this can be done through your 'MyAuckland' email for, for which will display on your application. Submitting links
 will not increase members ability to view your application.

Supplementary Information
None

None
 All applicants need to arrange at least 24 hours confidential release reports.

Pages are currently being reviewed in our database. Do you have a release report?

English Language Competence

The English Language Competence page refers to the entry requirements.

*Submitting at an university where you have been for a state has been open your right?

☐ Yes ☐ No

*If you do not have English, you will be required to complete a language test. Do you have a language test?

☐ Yes ☐ No

*Do you complete a test? The English application will be reviewed on a confidential basis.

References

All applicants must arrange at least two references. Confidentiality Release, references must have agreed to provide a confidential release report
 to support your application. These references are your own work. They should not be given for you, sometimes, and be formal with
 your application. Submitting your references might increase a member's ability. Each reference must be a formal letter, signed and dated
 in full of your references should be sent to current or your work before and after. These references must be completed by people who can
 provide the same information as the University of Auckland. Submitting references must be completed by people who can provide the same information as the University of Auckland.

Download the **Reference Release Form** and forward it to staff of your university. You should be able to complete this form and send it to the University of Auckland. The University of Auckland will be able to complete this form and send it to the University of Auckland. You must ensure that the University of Auckland will be able to complete this form and send it to the University of Auckland.

[Download](#)

Personal statement

Please submit your personal statement in your own words. Submitting for the University of Auckland will be able to complete this form and send it to the University of Auckland.

Important: The Postgraduate Diploma in Forensic Science involves one year of full-time study, or four years part-time study, after you have completed the requirements for the BSc. Closing date 1 November.

Click [here](#) for more information on this programme.

Important: If you are a non-University of Auckland applicant you will need to provide copies of transcripts for all qualifications completed including any that you are currently completing by 1 November.

Item Name	Comments
Forensic Science Statement of Interest Form	All applicants to the Postgraduate Diploma in Forensic Science (PGDipForensic) are required to complete the Forensic Science statement of interest form and to submit it through the Applications for Admission website (Student Services Online).
Curriculum Vitae	All applicants to the Postgraduate Diploma in Forensic Science (PGDipForensic) are required to submit an updated CV through the Applications for Admission website (Student Services Online).

Programme specific question

- * Please list all completed tertiary qualifications, including qualifications being completed this year (Degree/Diploma, Institution, Year Graduated).
- * If you are still studying what are the current courses you are studying?
- * What is your current status or form of employment?
- * Please provide the name and address, with email and facsimile details, if available of a person who can comment on your University work or relevant experience
- * Please provide the names and address, with email and facsimile details, if available of 2 people who are prepared to act as referees

Add answer

Add answer

Add answer

Add answer

Add answer



Invalid Programme Selection

You are ineligible to apply to this programme for the following reasons

To apply to a Conjoint: BA/BCom you must select a minimum of one plan from each programme in your conjoint.

Please select another programme or if you believe you have received this message in error please email studentinfo@auckland.ac.nz or phone 0800 61 62 63 (or +64 9 308 2386 if calling outside of New Zealand).

Continue

ned up.
provide the

REGISTRATION OF INTEREST FOR LIMITED ENTRY PROGRAMMES

All applicants are required to complete this form and submit it through the Applications for Admission website (Student Services Online) by **1 November**.

Please indicate which programme(s) you apply for:

☐ Postgraduate Diploma in Forensic Science

☐ Master of Science (Forensic Science)

Last Name: _____ First Name: _____

University of Auckland ID number (if known)

STATEMENT OF INTEREST

Brief reasons for applying to the Forensic Science Programme

t or
opetite



Application for Admission: Supplementary Information

* denotes mandatory fields



This page contains links to any supplementary information required to support your application. Forms are accessible to you now but can only be uploaded once you have submitted your application.

Programme specific requirements

Supplementary information

Important: Once you have submitted your application the following supplementary items must be provided. If you are asked to upload an item this can be done through your "Things I need to do" list which will display on your Application Summary page within two to three working days of submitting your application.

Item Name	Comments
Referee	All applicants need to arrange at least two confidential referee reports.

If you are currently based overseas or out of Auckland - do you have a Skype user name?

English Language Competency

For English language requirements please refer to the [entry requirements](#).

- * Did you study at a secondary school in New Zealand for at least two years and gain eight Level 2 NCEA UE literacy credits (four credits in reading and four credits in writing) or the CIE equivalent? ☐ Yes ☐ No
- * Did you complete a Level 7 or higher qualification from a New Zealand or Australian tertiary provider? ☐ Yes ☐ No

Referees

All applicants must arrange at least **two** Referee Confidential Reports. Referees must have agreed to provide a confidential referee report to support your application. Please choose your referees carefully. They should have known you for some time, and be familiar with the way you relate to people. Suitable people might include a teacher, employer, work colleague, club leader, sports coach or church leader. At least one of your referees should be able to comment on your work habits and/or performance. Note that the Faculty may make telephone contact with some referees to ask for further information. Referee Reports must be completed by people **who are not relatives or close friends**.

Download the attached **Referee Report** and forward it to each of your referees. Ask them to complete the form and mail, fax or scan and email the report to the University as instructed on the form. Do not send referee reports yourself. They must come directly from the referee or they may not be accepted.

[Download](#)

Personal statement

Please complete this section yourself in your own words. Applicants for the Huarahi Maori pathway or for the Foundation Certificate Tohu *Teuana Mahioranga* may wish to complete this section in Maori.

Technology

Important: The Postgraduate Diploma in Forensic Science involves one year of full-time study, or four years part-time study, after you have completed the requirements for the BSc. Closing date 1 November.

Click [here](#) for more information on this programme.

Important: If you are a non-University of Auckland applicant you will need to provide copies of transcripts for all qualifications completed including any that you are currently completing by 1 November.

Item Number	Comments
Forensic Science Statement of Interest Form	All applicants to the Postgraduate Diploma in Forensic Science (PGDipForensic) are required to complete the Forensic Science statement of interest form and to submit it through the Application for Admission website (Student Services Online).
Curriculum Vitae	All applicants to the Postgraduate Diploma in Forensic Science (PGDipForensic) are required to submit an updated CV through the Application for Admission website (Student Services Online).

Programme specific question

* Please list all completed tertiary qualifications, including qualifications being completed this year (Degree/Diploma, Institution, Year Graduated).

* If you are still studying what are the current courses you are studying?

* what is your current status or form of employment?

* Please provide the name and address, with email and facsimile details, if available of a person who can comment on your University work or relevant experience

* Please provide the names and address, with email and facsimile details, if available of 2 people who are prepared to act as referees

Add sentence

Add answer

ADD SUBJECT

114



REGISTRATION OF APPLICANT FOR LIMITED ENTRY PROGRAMS

All applicants are required to complete this form and submit it through the Application for Admission website (Student Services/Enrolling & Re-enrolling).

Has an institution which you graduated from an applicable:

☐ Single-track entry program to a two-year program

☐ Program of transfer (transfer students)

Last Name: _____ First Name: _____

University of Toronto ID Number (if known): _____

STATEMENT OF INTEREST

and reasons for applying to the Transfer Admission Program

- Tools and systems are complex and not joined up.

E.g. The experience of the enrolment process/ system for students enrolling in programmes with high numbers of electives.

- Legacy technology with limited skills for support or enhancements. Speed of change too slow and appetite from both customers and the business very high.

 **New Zealand Programme Selection**

You are ineligible to apply to this programme for the following reasons:

To apply to a Co-opEd BA/BSc you must select a minimum of one plan from each programme in your portfolio.

Please select another programme or, if you believe you have received this message in error please email studentinfo@auckland.ac.nz or phone 0800 81 82 83 (or +64 9 309 2366 if calling outside of New Zealand).

[Continue](#)

[illegible]



Student Services

- Silo-ed approach across service delivery, data and technology (e.g. Academic to professional services such as health services or accommodation)
- Overlap but limited connection between services
- Primarily a centralised model, but de-centralised services still exist across critical value chains and processes (e.g. advisement for conjoint students)
- A new Student Services Strategy has been in formation for 18 months

“Why University?”

Creating the future student digital experience at the University of Auckland.

Origins

CX
Problems

SDJ Scope /
Deliverables

SDJ

Value

Your
journey



THE UNIVERSITY OF
AUCKLAND
Te Whare Wānanga o Tāmaki Makaurau
NEW ZEALAND

Maree Shaw, Oliver Tipping

Student Digital Journey Programme (2018-2019)

Vision: To deliver a personalised, seamless digital experience that empowers future, current and past students to navigate their journey with the University of Auckland.

Formed to build a new technology platform that:

- Consolidates multiple applications to deliver a seamless user experience.
- Responds to students' consumption of technology, with a focus on mobile.
- Enables future students, applicants, current students and agents to interact with the University in a more efficient, meaningful and personalised way.

Team

"Agile"
delivery

Cross-functional delivery team



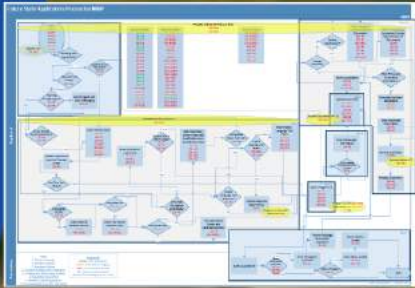


Cross-functional delivery team



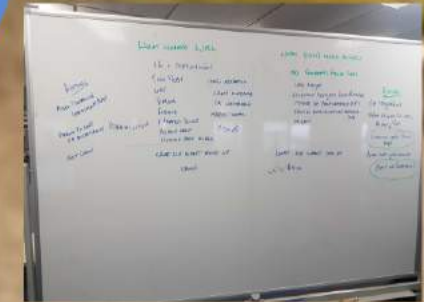
"Agile" delivery

- Organisation in early adoption of Agile and digital transformation
- Existing governance used to traditional approaches and defined timelines
- Limited collective agreement on delivery methodology and approach
- Definition of roles and responsibilities
- MVP not your traditional MVP
- New, large delivery team

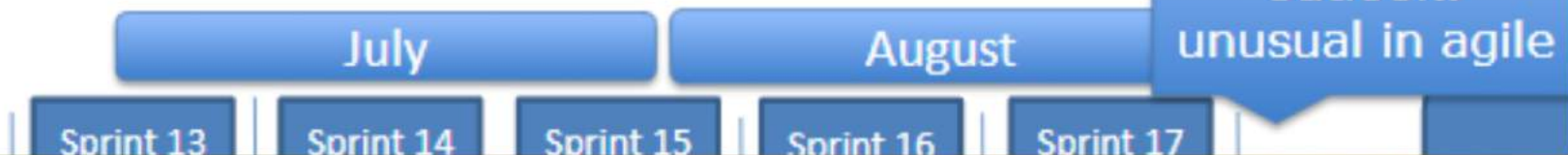


	Q1 2018	Q2 2018	Q3 2018	Q4 2018
Release 1 (R1)	Release 1 (R1)	Release 1 (R1)	Release 1 (R1)	Release 1 (R1)
Release 2 (R2)	Release 2 (R2)	Release 2 (R2)	Release 2 (R2)	Release 2 (R2)
Release 3 (R3)	Release 3 (R3)	Release 3 (R3)	Release 3 (R3)	Release 3 (R3)
Release 4 (R4)	Release 4 (R4)	Release 4 (R4)	Release 4 (R4)	Release 4 (R4)

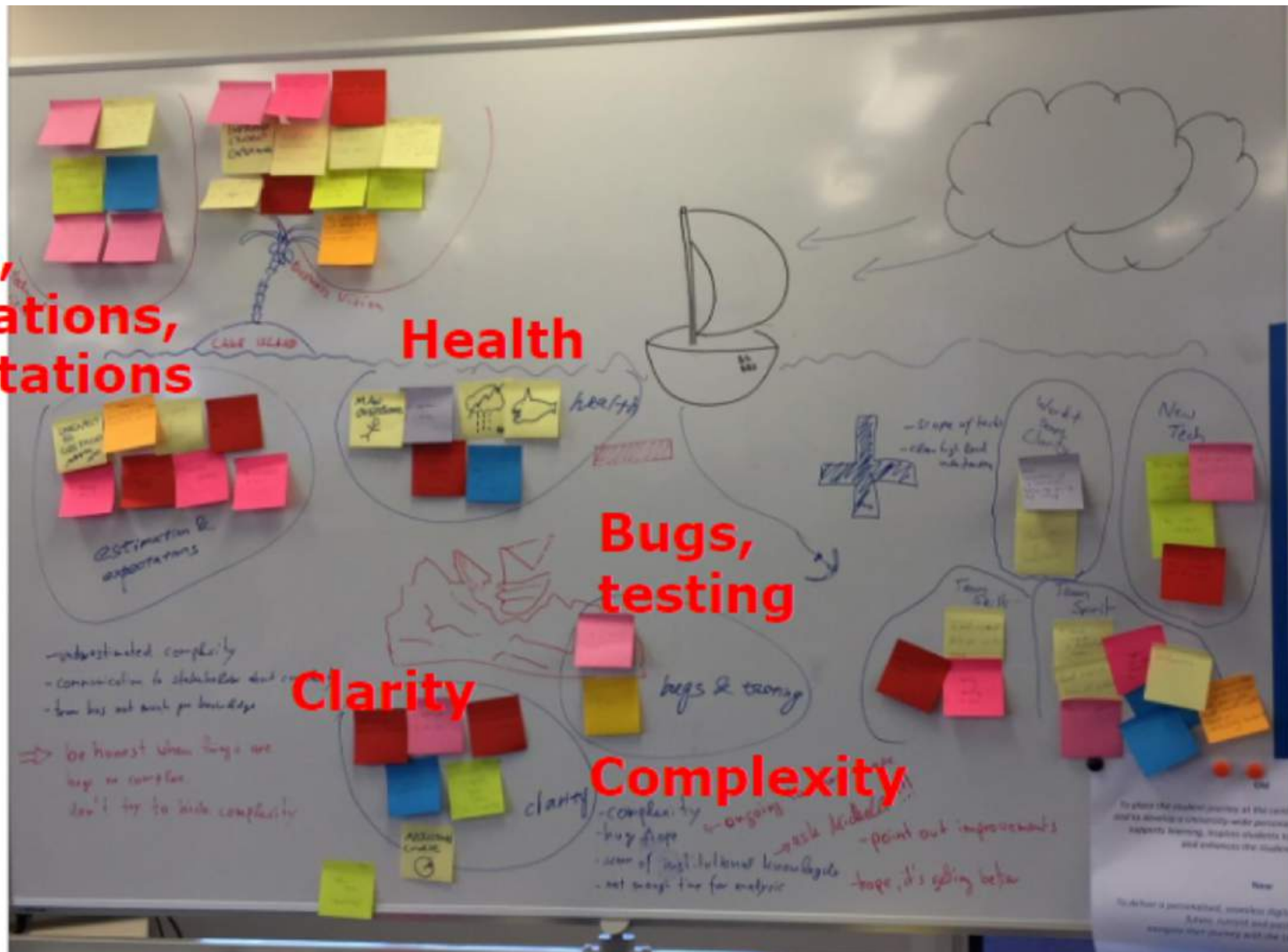
	Now (Q1 2018)	Soon (Q2 2018)	Later (Q3 2018)
Iteration 1	Iteration 1	Iteration 1	Iteration 1
Iteration 2	Iteration 2	Iteration 2	Iteration 2
Iteration 3	Iteration 3	Iteration 3	Iteration 3
Iteration 4	Iteration 4	Iteration 4	Iteration 4



What remains to be done



**Scope,
Estimations,
expectations**



WHAT WORKED WELL

16 + DUTY HOURS

TECH DEBS

IONIC MIGRATION

UAT

GRACE WHITEHEAD

SIMON

SA WHITEHEAD

FIDING

MALU'S COMMS.

CARAMEL SLICE

TSHIRTS

AGONY MAP.

HIDING PROGS IN AFA

WHAT WE WANT MORE OF

ORANGE

WHAT DIDN'T WORK SO WELL

NO CONGRATS FROM SOME

LOST RANGEL

VIOLENCE AGAINST FOODS PLANTS

MISSED OF PERFORMANCE API

TESTING ACCESSIBILITY ON MICROSD.

NO CARD

WHAT WE WANT LESS OF

RAIN

ACTIONS

GET MANDARINS

TEAM EFFORT TO NAIL

AGONY PDS

LOOKING INTO STYLE
BUG





PURPLE MAP WITH TESTING

PART IN PONDHOUSE

ACTIONS
MORE DUTY HOURS
DEPLOYMENT PLAN

AGONY TO MAP
ON ACCESSIBILITY

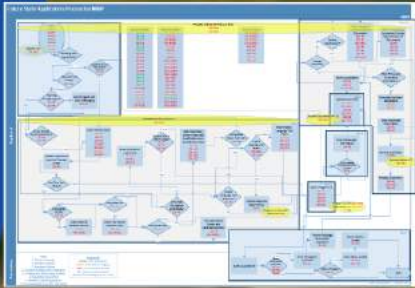
GET CARD

	Q1 2018	Q2 2018	Q3 2018	Q4 2018
	Minimum Viable Product (MVP)	Release 1 (R1)	Release 2 (R2)	Release 3 (R3)
	New application 'system' for international BSc applicants	New simplified application 'system' for all UG applicants, degree tracking and basic 360-degree view of the student	New simplified application 'system' for all PG applicants, degree mapping and student analytics	New simplified application 'system' for doctoral applicants
	<ul style="list-style-type: none"> Admission questions based on applicant type Upload academic documents View available scholarships and accommodation Indicate intention to study at ELA 	<ul style="list-style-type: none"> 'Prospecting game' for UG applicants Digital orientation experience Degree tracking (progress) End-to-end student journey Application fees 	<ul style="list-style-type: none"> 'Prospecting game' for PG applicants Retention analytics Personalised communications Integrations with careers API Enhanced 360-degree view 	<ul style="list-style-type: none"> Doctoral admission questions based on applicant type Enhanced 360-degree view Enhanced personalised communications

	Now (2 months)	Soon (~2-4 months)	Later (Sept onwards)
	Iteration 4	Iterations 5-6	Iterations 7-8
	<ul style="list-style-type: none"> • New application system: additional programmes added • Canvas activity reporting 	<ul style="list-style-type: none"> • New application system: all undergraduate and sub-doctoral postgraduate degrees • What-if functionality 	<ul style="list-style-type: none"> • New application system: non-formal award programmes • New agent application centre • Prospecting game
	<ul style="list-style-type: none"> • Application system supports: <ul style="list-style-type: none"> ○ An additional 15 UG programmes ○ Programme questions and documents ○ Further Programme Admission Requirement (PAR) fields ○ English language test history • Reporting on student activity in canvas (pilot continues) • Digital personalisation 	<ul style="list-style-type: none"> • Application system supports: <ul style="list-style-type: none"> ○ All UG and PG programmes (excluding non-formal award) ○ Supplementary programme information ○ Further Programme Admission Requirement (PAR) fields • 'What-if' degree planning in SSO for current students • Reporting on student activity in canvas • Digital personalisation • Personalised communications • Student engagement support 	<ul style="list-style-type: none"> • Adds non-formal award programmes • Improved agent application system • Prospecting game for school leavers • Application fees • Student engagement support • Personalised communications • Student retention support • 'What-if' degree planning for prospective students

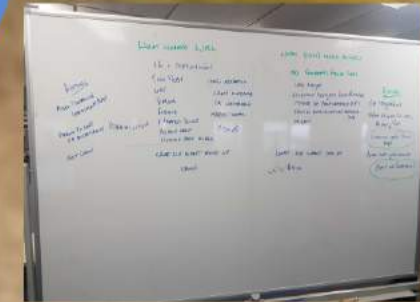
"Agile" delivery

- Organisation in early adoption of Agile and digital transformation
- Existing governance used to traditional approaches and defined timelines
- Limited collective agreement on delivery methodology and approach
- Definition of roles and responsibilities
- MVP not your traditional MVP
- New, large delivery team



	Q1 2018	Q2 2018	Q3 2018	Q4 2018
	Release 1 (M1)	Release 2 (M2)	Release 3 (M3)	Release 4 (M4)
	New application "System" for internalised B2B applications	New application "System" for internalised B2B applications	New application "System" for internalised B2B applications	New application "System" for internalised B2B applications
Features	<ul style="list-style-type: none"> Admission questions based on teacher's input Customisable content for each user Integration with external systems Integration with external systems 	<ul style="list-style-type: none"> Propagating general for all applications Integration with external systems Integration with external systems Integration with external systems 	<ul style="list-style-type: none"> Propagating general for all applications Integration with external systems Integration with external systems Integration with external systems 	<ul style="list-style-type: none"> Customisable content for each user Integration with external systems Integration with external systems Integration with external systems

	Now (Q1 2018)	Soon (Q2 2018)	Later (Q3 2018)
	Iteration 1	Iterations 2-4	Iterations 5-8
Features	<ul style="list-style-type: none"> New application "System" for internalised B2B applications Integration with external systems Integration with external systems Integration with external systems 	<ul style="list-style-type: none"> Propagating general for all applications Integration with external systems Integration with external systems Integration with external systems 	<ul style="list-style-type: none"> Customisable content for each user Integration with external systems Integration with external systems Integration with external systems



“Why University?”

Creating the future student digital experience at the University of Auckland.

Origins

CX
Problems

SDJ Scope /
Deliverables

SDJ

Value

Your
journey



THE UNIVERSITY OF
AUCKLAND
Te Whare Wānanga o Tāmaki Makaurau
NEW ZEALAND

Maree Shaw, Oliver Tipping

Scope



Experience principles

New application system

Tool for future students

Data platform

Degree planning

Key milestones

Experience principles

Smart & personalised

- Separation of what is required to assess an application versus what can wait until an offer (e.g. ID photo)
- Conditional questions - only display relevant questions
- Easier to find institution and qualification names in drop downs, with auto-suggest functionality

Clear & simplified

- Better grouping of questions to reduce cognitive disruption and overall task completion time
- Simplified language/ phrasing throughout
- 'Help' links/tooltips throughout to provide assistance/self-service
- Visibility of accommodation

Quick & familiar


- Improved mechanism for an applicant to save and return to the application at a later time
- Document upload to reduce overall application processing time
- Meets WCAG AA web accessibility standards, uses UoA design system to ensure consistency and seamless experience across student experience
- Device-agnostic: designed to be used seamlessly on any device (mobile, tablet, PC)

New application system

- Easier to use: improved flow, language, help and tips
- Quicker to use: ability to skip steps (e.g. personalised based on data), only asks for info needed to assess the application
- Improved functionality: save and return, auto-complete, drop-down menus, accessibility standards
- User testing: future and current students, key cohorts
- Continuous enhancement: based on feedback, queries

www.auckland.ac.nz then click "Apply"

[Return to previous page](#)


**The University of
AUCKLAND
NEW ZEALAND**

Application for Admission

*** Required fields**

You have been directed to this page to review and update your details. Please provide any missing information or indicate what you know about your information, then click "Next" to proceed.

Your name

All applicants must provide verified evidence of their legal name, date of birth, and citizenship, such as a certificate of birth, passport, birth certificate, marriage certificate, divorce certificate, certificate of citizenship, or change of name by deed poll.

Full legal name:

Surname: Please ensure the name reflects the legal name on passport or birth certificate

Title (?) <input type="text"/>	First name (?) <input type="text"/>
Middle names (?) <input type="text"/>	
Last name (?) <input type="text"/>	

Preferred name

Use this section to indicate other names

Do you have a preferred name that is different from your full legal name?

☐ Yes ☒ No

Add a previous legal or maiden name?

☐ Yes ☒ No

Your contact details

Contact phone +44 - United Kingdom (?) 3132644300 (?)

Country Code Area code Number Ext

Mobile phone (?) (?)

Send text msg

Mailing address

Country (?) United Kingdom (?)

Address line 1 (?) Oxford Rd

Address line 2 (?)

Address line 3 (?)

Tel/Fax (?)

City / Town (?)

State (?)

Postcode (?)

Change address

Home address (?) Same as Mailing address (?)

☐ Same as mailing address ☒ Add new address

Let all your email addresses in order of priority. Click on the arrows to establish your order of preference.

Important note: If you are a student, an official university email correspondence will go to your student email account (username@university.ac.nz) or your staff email account. If you have one, either may request access, you can opt out automatically forwarding to your personal email account. For more information click [here](#). In the portal before you can set your preferred email address for all other email communication.

Type	Email address	
1. Other	alexgao@gmail.com	Remove
2. Work		Remove
3. Personal		Remove

Your demographics

Gender (?) Male (?) Female

Date of birth (?) 1 / 1 / (January) 2000 (?)

Citizenship (?) United Kingdom (?)

Please specify your Permanent Residence status (?) New Zealand (?) Australia (?) Neither

Note: If you hold residence status in both New Zealand and Australia, then please select "Both Countries". Click here for more information.

Ethnicity (?) British/Irish (?)

You can select more than one ethnicity

Your disability information

Do you live with the effects of a mental health condition, specific learning disability, long-term medical condition, or other disability or impairment? (?)

☐ Yes ☒ No

Do you need some form of assistance from Disability Services? (?)

☐ Yes ☒ No

Next



Hi, Name

To start a new application for study, we need a few details. This will auto-save so you can come back to it at any time.

Is **you** a New Zealand citizen, permanent resident or resident?

☐ Yes
 ☒ No
 [Help](#)

What is your country of residence?

Will **you** be applying using an agent?

☐ No
 ☒ Yes
 [Help](#)

Search by keyword or reference id

Postal Address (no PO Boxes)

Contact phone number

Next

Footer

THE UNIVERSITY OF AUCKLAND

NEW ZEALAND

Application for Admission: Academic History

1

2

3

4

5

Academic History

Programme Selection

Supplementary Information

Review

Submission

The academic history information collected on this page will help the University of Auckland determine whether or not you meet the University Entrance Standard and entry requirements for a specific programme.

Academic History

English language qualifications

What is your first language?

English

Secondary school history and qualifications

Important: It is essential that all secondary school study that you have attempted, completed or are completing is entered in this section. Failure to do so could result in a delay in the processing of your application. Remember to include your NSN if you have studied NCEA and your Candidate Code and Centre Code, if you have studied CCE.

Was the last secondary school you attended in New Zealand?

Yes No

In what country was this school?

United Kingdom

Name of school:

Academy College

In what year did you last attend this school?

2017

Please list ALL of the formal secondary school qualifications you have attempted, completed or are in the process of completing.

Year	Country	Qualification Name	NSN / Candidate Number
2017	United Kingdom	GCE/CSE A-Levels	will update

Add qualification

Foundation Level study

Important: Generally Foundation and Certificate of University Preparation programmes, sometimes referred to as bridging programmes, are designed to help students achieve the academic preparation or background necessary to move into tertiary study. Some approved Foundation Programmes, when successfully completed, provide an alternative pathway to achieving University Entrance. If you would like further details on which Foundation Programmes may be considered for University Entrance please call 0800 61 62 63 or email admission@auckland.ac.nz for further details.

Have you completed, or are in the process of completing, Foundation Level Study at an institution other than the University of Auckland?

Yes No

Important: It is essential that all foundation level study that you have attempted, completed or are currently completing is entered in this section. Failure to do so could result in a delay in the processing of your application. Your University of Auckland foundation level study, including New Start, is kept on record so you are not required to enter it here. This study will not be displayed in this application.

Tertiary study

Have you attended the University of Auckland?

Yes No

Do you hold, or have you partially completed, a tertiary qualification at an institution other than the University of Auckland?

Yes No

Additional information

Important: The information collected on this section is for statistical use by the Ministry of Education and The University of Auckland. It will not be possible to identify any individual whose information has been used to produce those statistics. Your answers will not affect your entry to the University or to a particular programme.

What is the highest qualification held by your parent or caregiver?

GCSE/Ordinary Grade

What was your main activity or occupation in New Zealand as at 01 October in the year before your intended enrolment?

Overseas

Important: If the main activity or occupation you wish to select is not showing in the drop-down list your Academic History details may not be up-to-date. For example, if you are a University student and you are unable to select this option you may not have provided the relevant information in the Tertiary Study section of your Academic History to indicate you were a University student. To review the information that you have previously provided in your Academic History please save and exit this page and select the 'Update Academic History' button on your application summary page.

Save and Exit

Next

THE UNIVERSITY OF AUCKLAND

NEW ZEALAND

Application for Admission: Academic History

1

2

3

4

5

Academic History

Programme Selection

Supplementary Information

Review

Submission

The academic history information collected on this page will help the University of Auckland determine whether or not you meet the University Entrance Standard and entry requirements for a specific programme.

Academic History

English language qualifications

What is your first language?

English

Secondary school history and qualifications

Important: It is essential that all secondary school study that you have attempted, completed or are completing is entered in this section. Failure to do so could result in a delay in the processing of your application. Remember to include your NSN if you have studied NCEA and your Candidate Code and Centre Code, if you have studied CCE.

Was the last secondary school you attended in New Zealand?

Yes No

In what country was this school?

United Kingdom

Name of school:

Academy College

In what year did you last attend this school?

2017

Please list ALL of the formal secondary school qualifications you have attempted, completed or are in the process of completing.

Year	Country	Qualification Name	NSN / Candidate Number
2017	United Kingdom	GCE/CSE A-Levels	will update

Add qualification

Foundation Level study

Important: Generally Foundation and Certificate of University Preparation programmes, sometimes referred to as bridging programmes, are designed to help students achieve the academic preparation or background necessary to move into tertiary study. Some approved Foundation Programmes, when successfully completed, provide an alternative pathway to achieving University Entrance. If you would like further details on which Foundation Programmes may be considered for University Entrance please call 0800 61 62 63 or email admission@auckland.ac.nz for further details.

Have you completed, or are in the process of completing, Foundation Level Study at an institution other than the University of Auckland?

Yes No

Important: It is essential that all foundation level study that you have attempted, completed or are currently completing is entered in this section. Failure to do so could result in a delay in the processing of your application. Your University of Auckland foundation level study, including New Start, is kept on record so you are not required to enter it here. This study will not be displayed in this application.

Tertiary study

Have you attended the University of Auckland?

Yes No

Do you hold, or have you partially completed, a tertiary qualification at an institution other than the University of Auckland?

Yes No

Additional information

Important: The information collected on this section is for statistical use by the Ministry of Education and The University of Auckland. It will not be possible to identify any individual whose information has been used to produce those statistics. Your answers will not affect your entry to the University or to a particular programme.

What is the highest qualification held by your parent or caregiver?

GCSE/Ordinary Grade

What was your main activity or occupation in New Zealand as at 01 October in the year before your intended enrolment?

Overseas

Important: If the main activity or occupation you wish to select is not showing in the drop-down list your Academic History details may not be up-to-date. For example, if you are a University student and you are unable to select this option you may not have provided the relevant information in the Tertiary Study section of your Academic History to indicate you were a University student. To review the information that you have previously provided in your Academic History please save and exit this page and select the 'Update Academic History' button on your application summary page.

Save and Exit

Next

THE UNIVERSITY OF AUCKLAND

NEW ZEALAND

Are you currently studying?

Yes

Search by name or reference #

Add your qualifications

Search by institution or name

Add another qualification

If you have a PDF of your academic transcript from another University or College, use our import tool:

Document Upload

Next

Footer

THE UNIVERSITY OF AUCKLAND
Application for Admission: Select Programme

1 Academic History 2 **Programme Selection** 3 Supplementary Information 4 Review 5 Declaration

Use this page to select the programme you wish to apply for. Depending on the programme requirements, you may be requested to provide additional information.

Select programme

Programme type:

Scholarships

Do you hold or have you been offered a scholarship or award from the University of Auckland? ☐ Yes ☒ No

Are you expecting your tuition fees to be paid by a scholarship organisation (other than the University of Auckland)/institution or provider on your behalf? ☐ Yes ☒ No

Agency/Provider/Partner Information

Are you using the services of a recruitment agency or provider or applying through an exchange partner? ☐ Yes ☒ No

Important: Agencies and providers are official representatives for the University of Auckland. They may provide information, certification of documents and assistance with your application for admission. Exchange partners are overseas universities that the University of Auckland has an exchange agreement with.

Copyright © The University of Auckland. All rights reserved. | Site map | Accessibility | Copyright | Privacy | Feedback | Feedback on this page

THE UNIVERSITY OF AUCKLAND
Application for Admission: Select Programme

1 Academic History 2 **Programme Selection** 3 Supplementary Information 4 Review 5 Declaration

Use this page to select the programme you wish to apply for. Depending on the programme requirements, you may be requested to provide additional information.

Select programme

Programme type:

Programme name:

Important: You can major in more than one subject, however, it is not possible to complete a double major with Biomedical Science, Biotechnology, Data Science, Ecology, Food Science and Nutrition or Medicinal Chemistry.

[Click here for more information on this programme.](#)

Major / specialisation

Major or specialisation:

Major or specialisation:

Important: [Click here for information on fees.](#)

Start term:

Campus:

Scholarships

Do you hold or have you been offered a scholarship or award from the University of Auckland? ☐ Yes ☒ No

Are you expecting your tuition fees to be paid by a scholarship organisation (other than the University of Auckland)/institution or provider on your behalf? ☐ Yes ☒ No

Agency/Provider/Partner Information

Are you using the services of a recruitment agency or provider or applying through an exchange partner? ☐ Yes ☒ No

Important: Agencies and providers are official representatives for the University of Auckland. They may provide information, certification of documents and assistance with your application for admission. Exchange partners are overseas universities that the University of Auckland has an exchange agreement with.

Copyright © The University of Auckland. All rights reserved. | Site map | Accessibility | Copyright | Privacy | Feedback | Feedback on this page

THE UNIVERSITY OF AUCKLAND

2a. Which programme/s are you applying for?

2c. Choose your Major(s)

[Add another Major](#)

Note: this may impact on cost and duration of study.

2b. When do you intend to start studying?

[Add another programme](#)

2c. Do you intend to study at the English Language Academy? ☒ No

Footer

and return,
onus,

nt students,

sed on

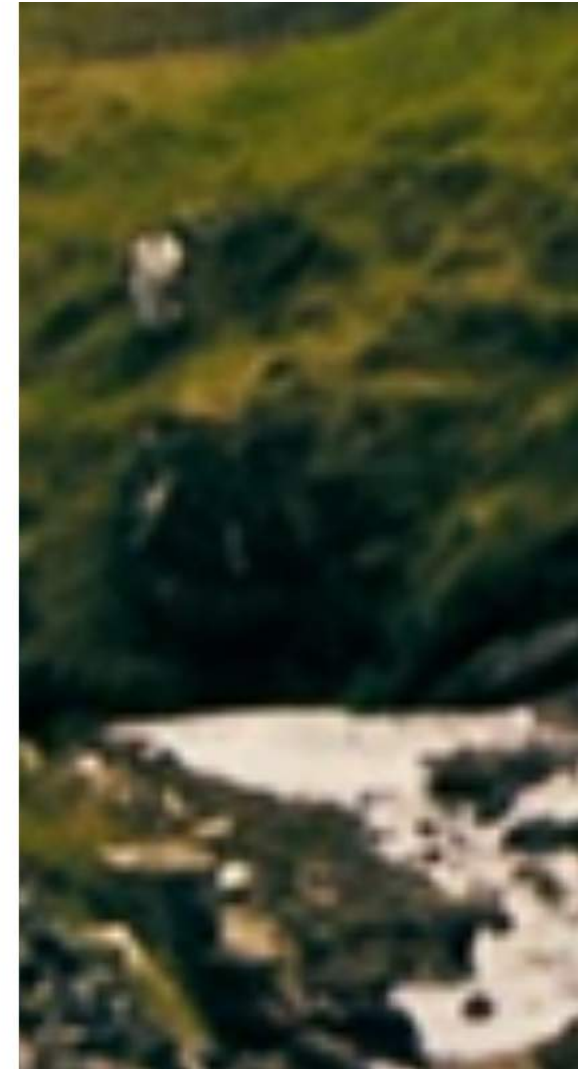
n click "Apply"

This screenshot shows the 'Application for Admission - Supplementary Information' form. It includes a header with the RUCS logo and navigation tabs. The main content area has a 'Supplementary Information' section with a 'New' button and a 'Save' button. Below this, there are sections for 'Academic History', 'Programme Selection', and 'Supplementary Information', each with a 'New' button and a 'Save' button.

This screenshot shows the 'Application Description' form. It includes a header with the RUCS logo and navigation tabs. The main content area has a 'Description' section with a 'New' button and a 'Save' button. Below this, there are sections for 'Academic History', 'Programme Selection', and 'Supplementary Information', each with a 'New' button and a 'Save' button.

This screenshot shows the 'Application for Admission - Supplementary Information' form. It includes a header with the RUCS logo and navigation tabs. The main content area has a 'Supplementary Information' section with a 'New' button and a 'Save' button. Below this, there are sections for 'Academic History', 'Programme Selection', and 'Supplementary Information', each with a 'New' button and a 'Save' button.

This screenshot shows the 'Application for Admission - Supplementary Information' form. It includes a header with the RUCS logo and navigation tabs. The main content area has a 'Supplementary Information' section with a 'New' button and a 'Save' button. Below this, there are sections for 'Academic History', 'Programme Selection', and 'Supplementary Information', each with a 'New' button and a 'Save' button.



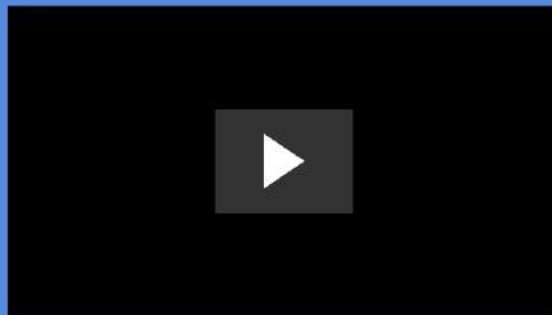
New application system

- Easier to use: improved flow, language, help and tips
- Quicker to use: ability to skip steps (e.g. personalised based on data), only asks for info needed to assess the application
- Improved functionality: save and return, auto-complete, drop-down menus, accessibility standards
- User testing: future and current students, key cohorts
- Continuous enhancement: based on feedback, queries

www.auckland.ac.nz then click "Apply"

Tool for future students

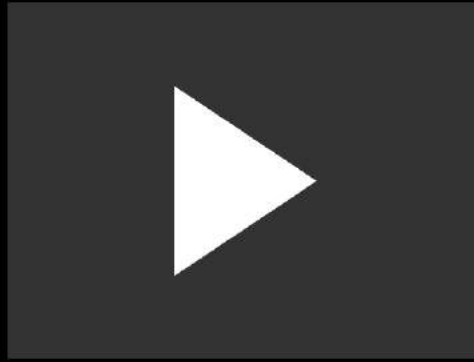
- Work in progress using gamification and data science to improve decision making and encourage exploration of the University experience and future careers.
- Modern technology platform to integrate technology for improved user experience as part of new University Digital Strategy.



School student feedback during UX testing:

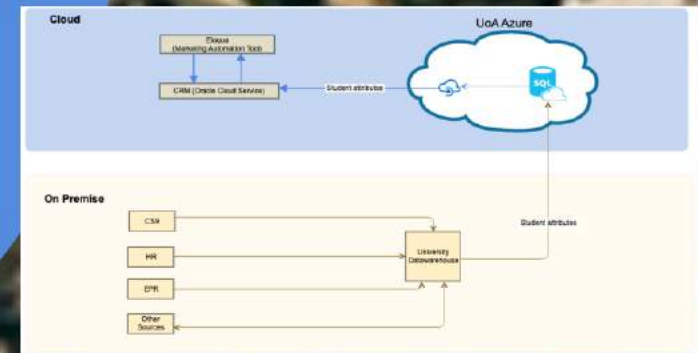
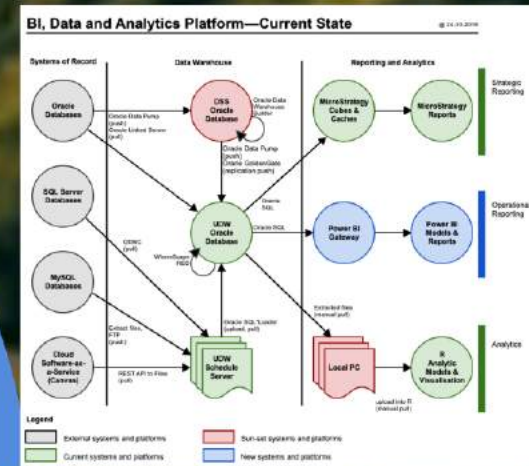
"I wasn't sure where to find the information and I've been hesitant to talk to someone. Something like this would really help me in my decision process."

It might be a little late for me now, but if this was me in Year 10, I think it would have helped me form my long-term goals."



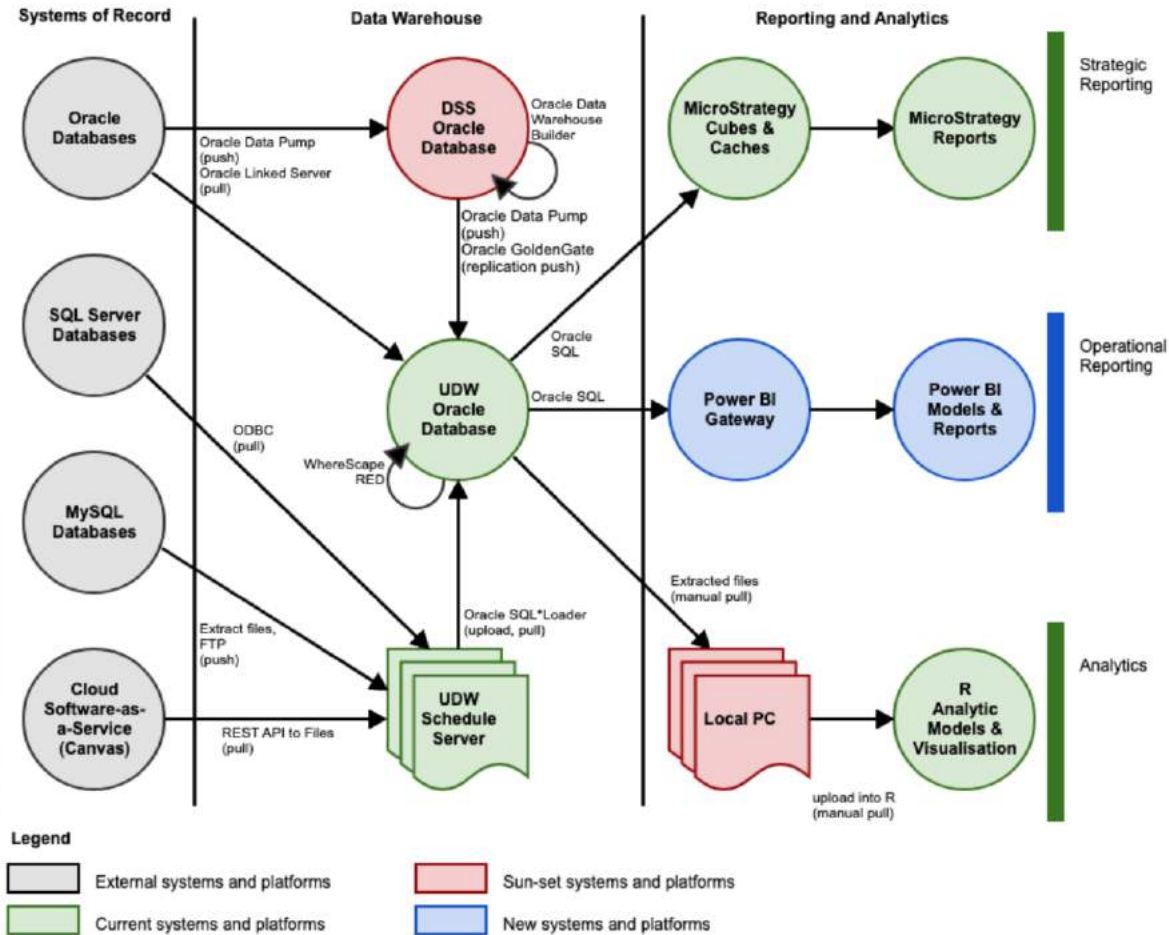
Data platform

- Built a cloud-based data and analytics platform
- Started with over 50 data attributes for students, from various University systems
- Enabled us to deliver progress and performance tracker to students and other upcoming work
- Fundamental for student retention and engagement support in the future

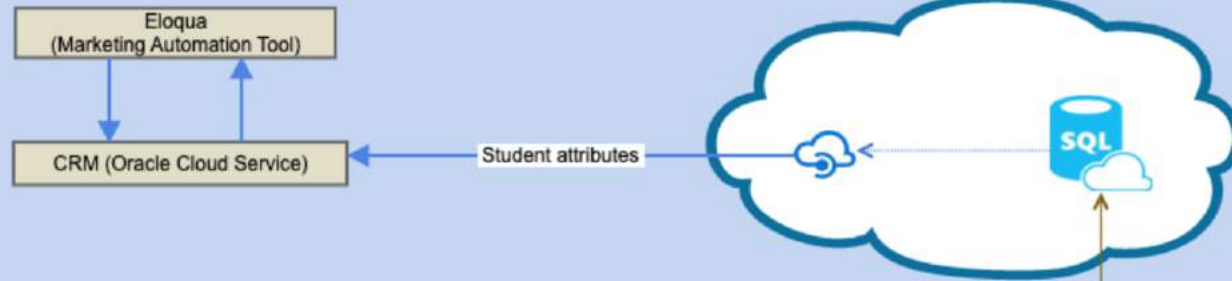


BI, Data and Analytics Platform—Current State

@ 24-10-2018



Cloud

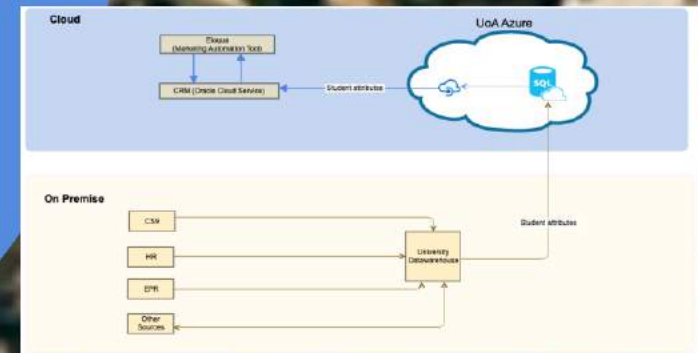
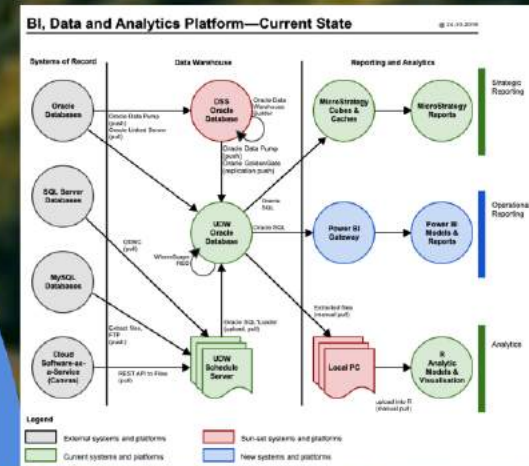


On Premise



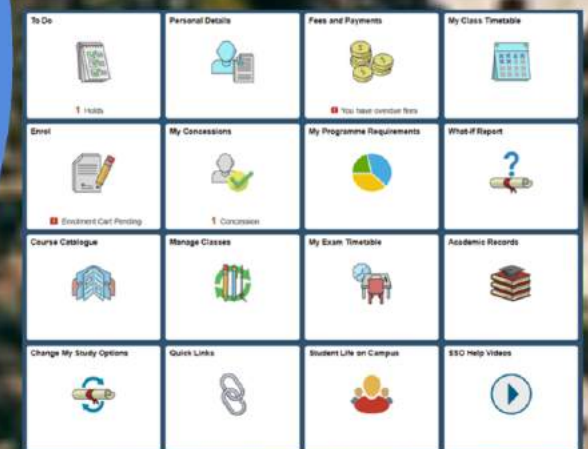
Data platform

- Built a cloud-based data and analytics platform
- Started with over 50 data attributes for students, from various University systems
- Enabled us to deliver progress and performance tracker to students and other upcoming work
- Fundamental for student retention and engagement support in the future



Degree planning

- Still a work-in-progress!
- Complexity of regulations
- Lack of storage of rules in formats that can be used
- Consideration as part of a much wider University strategy - curriculum design, course outlines, enrolment etc
- Progress and performance tracker in student portal
- What If report for current students in Student Services Online (PS Campus Solutions)



The Degree of Bachelor of Science – BSc

» [Schedule](#)

The regulations for this degree are to be read in conjunction with all other relevant statutes and regulations including the Academic Statutes and Regulations.

Duration and Total Points Value

1 A student enrolled for this degree must follow a programme of the equivalent of six full-time semesters and pass courses with a total value of 360 points, unless credit is granted under the Admission Regulations and/or the Credit Regulations.

Structure and Content

2 Of the 360 points required for this degree, a student must pass:

- a at least 300 points from courses listed in the Bachelor of Science Schedule, including
 - (i) at least 180 points above Stage I, including at least 75 points above Stage II
 - (ii) courses in a minimum of three subject codes listed in the Bachelor of Science Schedule
 - (iii) (a) at least one major, as listed in the Bachelor of Science Schedule, and 15 points from a capstone course listed in the Bachelor of Science Schedule
 - or
 - (b) one specialisation, as listed in the Bachelor of Science Schedule.
 - b 30 points from courses offered in either the General Education Open Schedule or the General Education Faculty Schedule approved for this degree or from a combination of these schedules, and the Academic Integrity course as specified in the Enrolment and Programme Regulations, Academic Integrity, of the *University Calendar*.
 - c up to 30 points from courses available for other programmes offered at this University.
- 3 A student who is required to meet the Academic English Language Requirement, as specified in the Enrolment and Programme Regulations, Academic English Language Requirement, of the *University Calendar*, may substitute an academic English language course approved by Senate or its representative for 15 points of General Education.
- 4 a A student may include one or more modules from the modules available in the Bachelor of Science Schedule.
- b (i) One module from the Schedule of another degree may be included.
- (ii) If a module from the Schedule of another degree is completed, the courses will be counted under Regulation 2a.

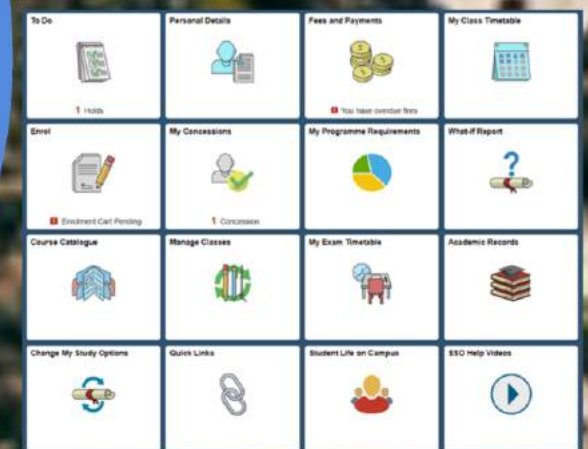
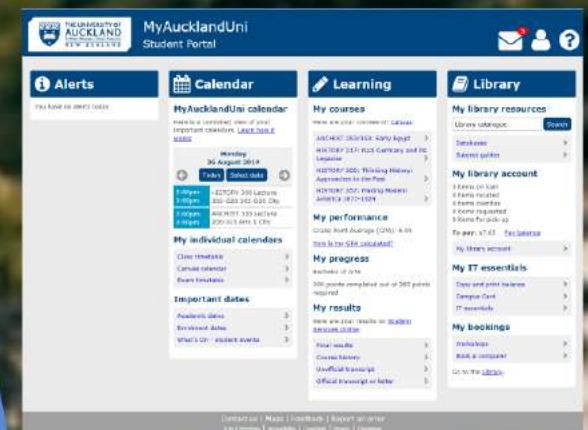
General Education Exemptions

5 a A student is exempted from the requirement to pass courses offered in the General Education Schedules who has:

- either
 - (i) completed an undergraduate degree at a tertiary institution
 - or
 - (ii) commenced study for this degree at a tertiary institution before 1 January 2006
 - or
 - (iii) been admitted to this degree having completed 240 points or more of degree-level study at another tertiary institution.
- b A student who has been exempted from the requirement to pass courses offered in the General Education Schedules must substitute 30 points from courses available for this degree.
- c A student admitted to this degree, who has completed between 120 and 235 points inclusive of degree-level study at another tertiary institution, must pass:
 - (i) 15 points from courses offered in the General Education Schedules
 - and
 - (ii) a further 15 points from courses available for this degree.
- d A student who has been fully or partially exempted from the requirement to pass courses offered in the General Education Schedules is nonetheless required to complete the Academic Integrity course.

Degree planning

- Still a work-in-progress!
- Complexity of regulations
- Lack of storage of rules in formats that can be used
- Consideration as part of a much wider University strategy - curriculum design, course outlines, enrolment etc
- Progress and performance tracker in student portal
- What If report for current students in Student Services Online (PS Campus Solutions)



Here is a combined view of your important calendars. [Learn how it works.](#)

Monday
26 August 2019

 **Today** **Select date** 

2:00pm-3:00pm	HISTORY 300 Lecture 302-G20 302-G20 City
2:00pm-3:00pm	ANCHIST 353 Lecture 206-315 Arts 1 City

My individual calendars

- [Class timetable](#) >
- [Canvas calendar](#) >
- [Exam timetable](#) >

Important dates

- [Academic dates](#) >
- [Enrolment dates](#) >
- [What's On - student events](#) >

Here are your courses on [Canvas](#):

- [ANCHIST 253/353: Early Egypt](#) >
- [HISTORY 217: Nazi Germany and its Legacies](#) >
- [HISTORY 300: Thinking History: Approaches to the Past](#) >
- [HISTORY 357: Making Modern America 1877-1924](#) >

My performance

Grade Point Average (GPA): 6.95

[How is my GPA calculated?](#)

My progress

Bachelor of Arts

300 points completed out of 360 points required

My results

Here are your results on [Student Services Online](#):

- [Final results](#) >
- [Course history](#) >
- [Unofficial transcript](#) >
- [Official transcript or letter](#) >

Library catalogue

Search

- [Databases](#) >
- [Subject guides](#) >

My library account

3 items on loan
0 items recalled
0 items overdue
0 items requested
0 items for pick-up

To pay: \$7.65 [Pay balance](#)

- [My library account](#) >

My IT essentials

- [Copy and print balance](#) >
- [Campus Card](#) >
- [IT essentials](#) >

My bookings

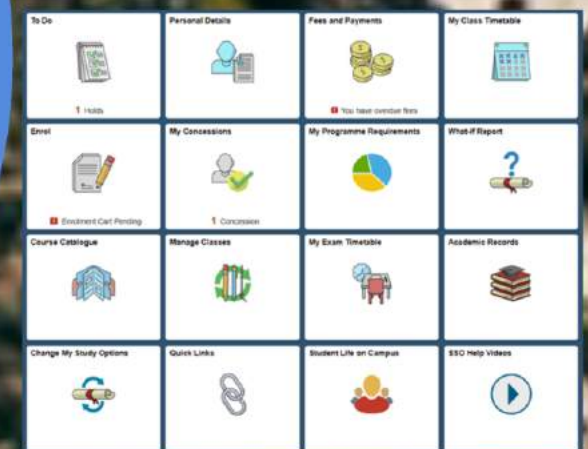
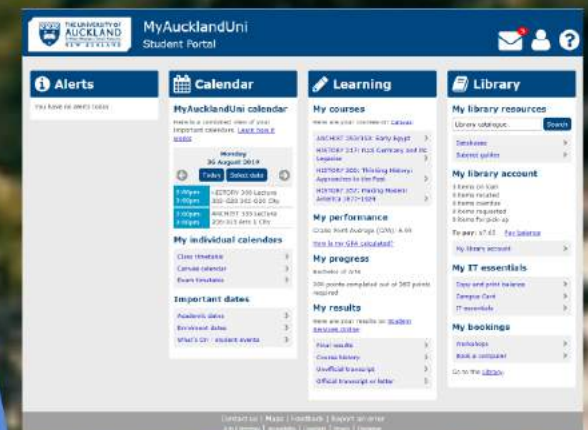
- [Workshops](#) >
- [Book a computer](#) >

Go to the [Library](#).

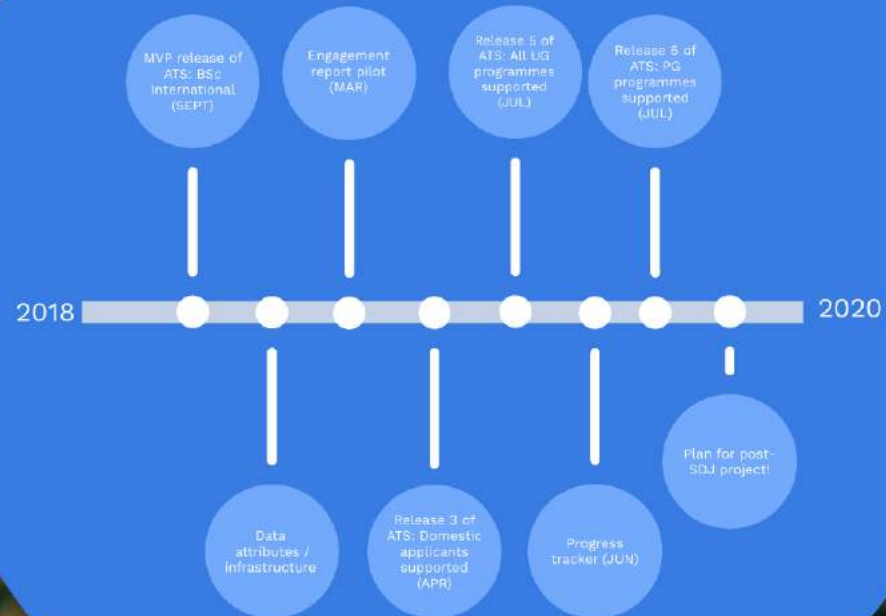


Degree planning

- Still a work-in-progress!
- Complexity of regulations
- Lack of storage of rules in formats that can be used
- Consideration as part of a much wider University strategy - curriculum design, course outlines, enrolment etc
- Progress and performance tracker in student portal
- What If report for current students in Student Services Online (PS Campus Solutions)



Key milestones



“Why University?”

Creating the future student digital experience at the University of Auckland.

Origins

CX
Problems

SDJ

SDJ Scope /
Deliverables

Value

Your
journey



THE UNIVERSITY OF
AUCKLAND
Te Whare Wānanga o Tāmaki Makaurau
NEW ZEALAND

Maree Shaw, Oliver Tipping

Value

"Clearer than old system, very logical and simple"

"Figured it out without help. Easy, simple, not as much stuff there."

"This is great, it was a problem when I applied and I had to repeatedly phone and email the University to sort my application out"

"When I applied I had no idea why my application was taking so long. This looks like it should help fix that as I assume I'd need to upload things before I submit."

"The help button will be good, I wasn't sure when I applied what was needed or what it looked like. Please give examples so we know what you need."

- ✓ Sessions/ user (less effort required to complete application)
- ✓ Pages / session (users complete more in one sitting than old system)

Student
contact and
support

Student
advisement

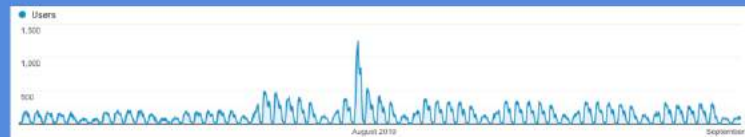
Student contact and support

- ✓ An increase in Future student enquires compared to last year
- ✓ A decrease in “how do I apply” or “I can’t complete my application” type questions
- ✓ An increase in “I’m interested in ...” “I want to be a..., should I complete degree” - more value add questions rather than how to.

Student advisement

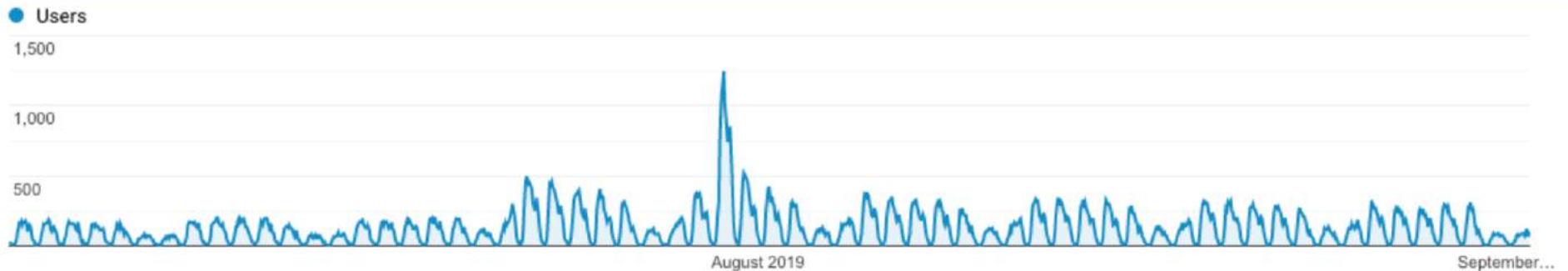
What If: soft-release (no promotion), 60 students used within the first four days

Student portal traffic spike following release of progress and performance tracker



17% reduction in students viewing related help article for how to self-calculate performance

Student portal traffic spike following release progress and performance tracker

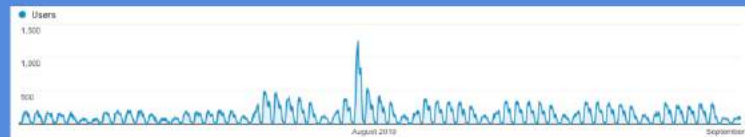


17% reduction in students viewing related he

Student advisement

What If: soft-release (no promotion), 60 students used within the first four days

Student portal traffic spike following release of progress and performance tracker



17% reduction in students viewing related help article for how to self-calculate performance

“Why University?”

Creating the future student digital experience at the University of Auckland.

Origins

CX
Problems

SDJ Scope /
Deliverables

SDJ

Value

Your
journey



THE UNIVERSITY OF
AUCKLAND
Te Whare Wānanga o Tāmaki Makaurau
NEW ZEALAND

Maree Shaw, Oliver Tipping



Things to consider on your journey

- What do students want/ need versus what do your stakeholders think they want/ need?
- Is your organisation ready? Are fundamentals/ structures in place so you can move quickly?
- Have you really eliminated your jargon and legacy thinking?
- Is policy in place to ensure you're compliant (e.g. with GDPR)?
- Cross-functional buy/ resources available?

“Why University?”

Creating the future student digital experience at the University of Auckland.

Origins

CX
Problems

SDJ

SDJ Scope /
Deliverables

Value

Your
journey



THE UNIVERSITY OF
AUCKLAND
Te Whare Wānanga o Tāmaki Makaurau
NEW ZEALAND

Maree Shaw, Oliver Tipping