# ŌRITETANGA LEARNER SUCCESS

## MAKING SURE IT LASTS

### Understand how

Develop data, systems and procedures to enable TEO's to identify when extra services need to be deployed

Ongoing advising touch points & methods and policies – enrolment support & outreach, first year program planning, goal setting
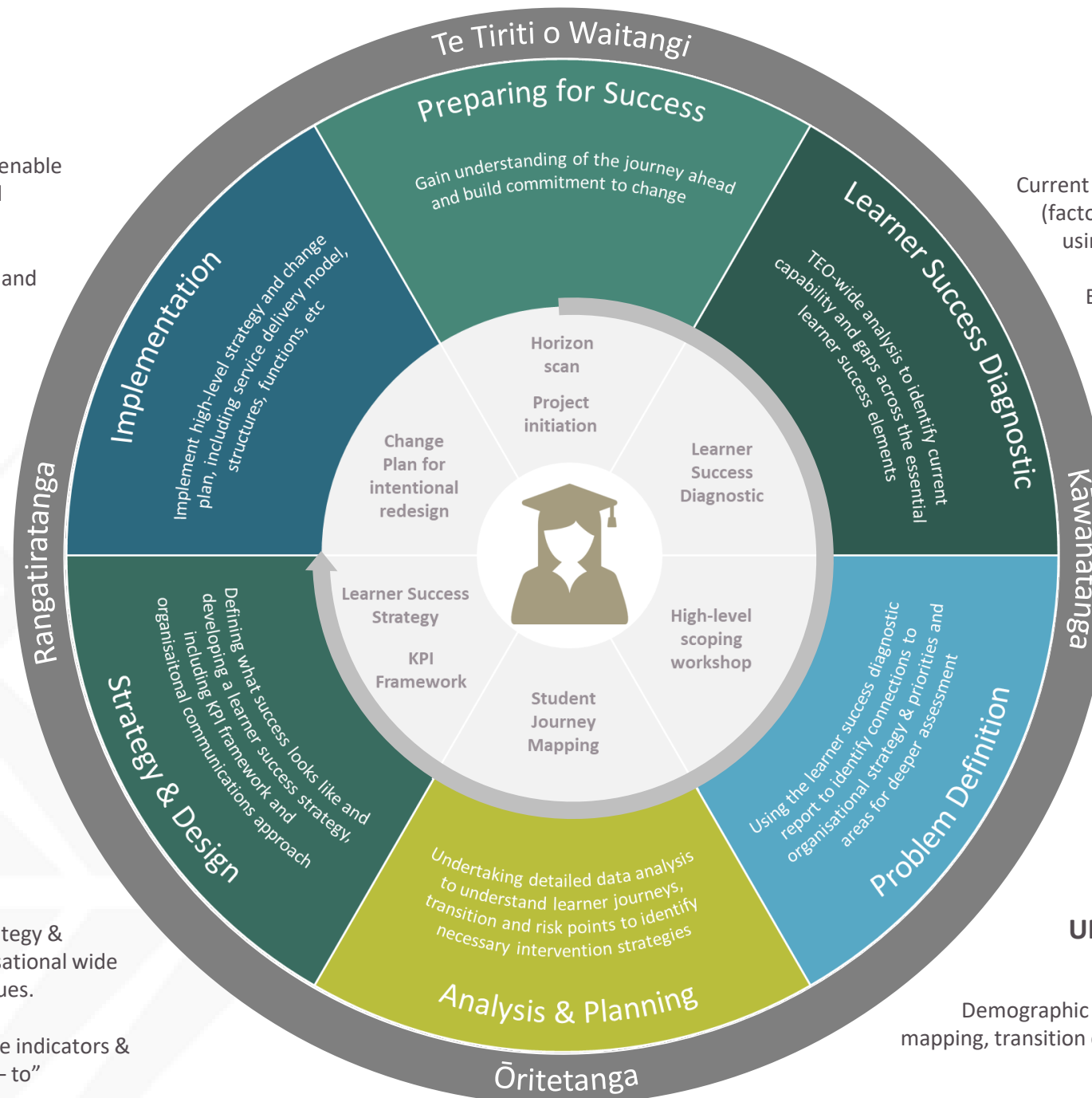
Develop holistic service support models, responsive to where learners are on their journey

## CREATING AWARENESS & DESIRE FOR CHANGE

### Understand why

Current state - analysis of learner success maturity (factors that impact participation & completion) using "whole of system" capability diagnostic.

Engage stakeholders and make the case for change by creating awareness of current Maturity levels and the relationship to current performance and future direction and strategies

## BUILD ORGANISATIONAL CAPABILITY & COMMITTMENT

### Understand what

Develop a cohesive Learner Success Strategy & develop a change plan to ensure organisational wide input into learner success vision and values.

Establish a baseline for lead performance indicators & develop learner success strategy "from – to"

### Understand when

Develop design & implementation roadmap

## UNDERSTANDING LEARNER NEEDS

### Understand who

Demographic data analysis using cohort student journey mapping, transition connection and progression & completion. Develop risk segment cohorts.

Plot risk and attrition points. Assess effectiveness of current interventions and usage against risk segments (use of self-reflection documents and EER)

Develop end to end strategies & interventions aligned to attrition points: transition, connection progression & completion



Te Tiriti o Waitangi

Preparing for Success
Gain understanding of the journey ahead and build commitment to change

Learner Success Diagnostic
TEO-wide analysis to identify current capability and gaps across the essential learner success elements

Kāwanatanga

Problem Definition
Using the learner success diagnostic report, to identify connections to organisational strategy & priorities and areas for deeper assessment

Analysis & Planning
Undertaking detailed data analysis to understand learner journeys, transition and risk points to identify necessary intervention strategies

Ōritetanga

Strategy & Design
Defining what success looks like and developing a learner success strategy, including KPI framework and organisational communications approach

Implementation
Implement high-level strategy and change plan, including service delivery model, structures, functions, etc

Rangatiratanga

Inner circle:
- Horizon scan
- Project initiation
- Learner Success Diagnostic
- High-level scoping workshop
- Student Journey Mapping
- KPI Framework
- Learner Success Strategy
- Change Plan for intentional redesign