



UNIVERSITY OF  
AUCKLAND  
Waipapa Taumata Rau  
NEW ZEALAND

# *Ngā Wharenoho Kaupapa Accommodation Strategy 2023 to 2026*

Waipapa Taumata Rau  
The University of Auckland

# **Taumata Teitei**

## *Vision 2030 and Strategic Plan 2025*

### **Education and Student Experience**

- Accessible, equitable lifelong higher education opportunities.
- Student-centric learning, co-curricular and extra-curricular cultures.
- Graduates who make the world better tomorrow than it is today.

### **Enabling our People and Culture**

- Live our values and purpose.
- Develop a future-ready workforce.
- Build a high-performing, diverse, inclusive and equitable community.

### **Activate Manaakitanga, whanaungatanga and kaitiakitanga across our People and Culture practices.**

- Aspirational and inclusive leadership.

### **Partnerships and Engagement**

- Strengthen and deepen our relationship with tangata whenua.
- Enduring relationships with prospective students, students, alumni and donors.
- Diverse student body reflecting our communities.

### **Enabling Environment**

- Mana-enhancing services and practices.
- Efficient, effective, prudent, transparent, and informed operations.
- Seamless, effective and equitable user experiences across social, physical and digital environments.
- A distinctive, capable, and flexible built environment that celebrates our place in Aotearoa New Zealand and the Pacific.



# Ko wai mātou

## Who we are

### Waipapa Taumata Rau, Ngā Wharenoho | Student Accommodation at the University of Auckland

- One of the largest providers of student accommodation in Aotearoa New Zealand.
- In 2023 we will be home to 4445 students across 11 residences.
- Housing domestic and international students, commercial & UoA summer guests as well as visiting academic staff.
- We provide safe, secure and comfortable accommodation options for all students & guests wishing to enjoy the full campus life experience.
- Our Accommodation forms part of the wider University experience giving students an option to live directly on campus being close to lectures and events happening throughout the academic year.

## Ngā Wharenoho – Student Accommodation 2023 – 2026

### CATERED HALLS: FIRST YEAR / SCHOOL LEAVERS

**Grafton Hall**  
324 beds

**O’Rorke Hall**  
366 beds

**Waipārūrū Hall**  
786 beds

**University Hall Towers**  
442 beds

### SELF-CATERED HALLS: UNDERGRADUATE / POSTGRADUATE

**55 Symonds Street**  
343 beds

**Grafton Student Flats**  
50 beds

**Goldies Homestead**  
10 beds

**Te Tirohanga o te Tōangaroa**  
488 beds

**Waikohanga House**  
49 beds

**Carlaw Park Student Village**  
1587 beds

# **To tatou take**

## *Our why*

### **We know that students living in well managed student accommodation achieve higher academic success than non-resident students.**

Data collected from the 2021 academic year shows a 3% variance in pass rates between resident & non-resident students. Furthermore, students living in Accommodation achieved 20% more 'A' grades compared to non-resident school leavers. Our Māori and Pacific students in residence have consistently achieved higher pass rates than non-resident students, in 2021 we recorded an 88% pass rate for Taura Māori compared to non-resident Taura at 83.8%, our Pasifika students were 83.2% compared to non-residents sitting at 73%.

Aside from academic success, an overall positive student experience is one of our most important drivers for providing the very best student service we can.

### **In May 2022 resident students were invited to participate in our survey, Ngā Wharenoho: Tatauranga Kainoho.**

The survey results showed students have an overall positive view of Accommodation:

- Overall satisfaction rating = 4.3/5
- Positive application process = 4.2/5
- Value for money = 4.1/5
- Overall experience with staff professionalism, kindness & response = 4.3/5

In the past 5 years our students have rated their overall positive experience in student accommodation as 4.3/5 indicating that what we are providing is meeting the needs of our students.

### **Our why is to continue to improve on what we deliver in student Accommodation, listening to our residents and bringing them along the journey.**

The data collected motivates us to continue to grow and learn in this ever-changing environment, we know what we provide makes a difference to our students and their academic success.

As demand for a value for money, safe & trusted student accommodation option continues to grow, we will in turn provide this important student service and maintain the positive sense of wellbeing and belonging within this unique community of students. With 4554 beds we are providing approximately 10% of the overall University student body, making space in our residences very sought after and valued.

# *Whakakitenga*

## *Our purpose*

### **He waka eke noa – we are all in this together**

To provide a place that our students can truly call home for their academic journey, a safe, secure and supportive environment that is inclusive of all, with a place for everyone.

A space to enhance the overall student experience, encourage connections through a strong sense of community, wellbeing and belonging, supporting academic success and growth for our future.

We take a holistic view of our resident's journey to ensure we are meeting the unique needs of a student, being part of an extended Whānau, feeling secure in their home away from home and learning to be an integral part of the wider University community.



# *Strategic initiatives*

*Student  
Experience*

*People  
and Culture*

*Partnerships  
& Engagement*

*Enabling  
Environment &  
Facilities*

# Strategic initiatives

## Student Experience

Students who choose to live in University operated Accommodation will have the opportunity to experience everything campus has to offer all within a safe, secure environment focused on enhancing the student user experience and supporting overall academic success. Students will gain a sense of belonging to special communities as they engage with their peers and take full advantage of what is on offer in the halls of residence.

### Our Priorities:

Support & enhance overall wellbeing, connection & academic success for all student in Accommodation.

To provide outstanding pastoral care & implementation of the Marae model.

To meet the needs of our students in residence to ensure continued positive outcomes for their journey and enhance student user experience.

To streamline the student journey for students choosing Accommodation.

## People & Culture

We recognise the complexity of work the Kaimahi | Staff in student Accommodation handle throughout the academic year. It is our intention to provide an environment that is focused on the wellbeing of our people first and foremost. Our Kaimahi will be supported to grow their skills and knowledge, share ideas and given opportunity to work toward and achieve professional goals. Kaimahi play a critical role in building a strong sense of community in our halls, getting to know our students and being a memorable part of their academic journey.

### Our Priorities:

To provide a supportive working community to improve retention of Kaimahi in the Accommodation portfolio, including professional growth.

To develop growth & support in the Resident Adviser role with a focus on building positive, safe and supportive living environments and learning communities within our halls.

## Partnerships & Engagement

We are committed to Te Tiriti o Waitangi and ensuring we uphold the principles of Taumata Teitei; Manaakitanga, Whanaungatanga & Kaitiakitanga. Therefore, partnering and engaging with our community and wider partners is critically important to the work we do in the Accommodation space. Establishing and growing cooperative, reciprocal and meaningful relationships will ensure discussions are happening and information is being shared at the right time for the purposes of improving the student experience. Sharing feedback and ideas for overall improvement in service delivery.

### Our Priorities:

To engage positively with business partners and stakeholders.

To establish or enhance partnerships with functions within the university community & externally for growth, retention and new opportunities.

Establish a positive way to connect with our student Whānau providing regular updates and insights into our student journey.

To establish or build on partnerships with important university functions to support student wellbeing & experience.

## Enabling Environment & Facilities

Providing living environments for students that support and enhance their academic success is critical. Accommodation buildings are maintained and refurbished as part of a 10-year maintenance plan ensuring we future-proof Accommodation. As we work through this plan, we are able to offer more space for students to call their home away from home. Sustainability is important to us, and Accommodation works closely with the wider university to ensure we are supporting this strategy as much as we can and involving students in this journey, and the pathway to a more sustainable future.

### Our Priorities:

Implementing a long-term maintenance plan alongside property services.

Build our commercial & UoA summer portfolio to support different cohorts and build on our positive reputation in the wider community.

Rebuild Accommodation occupancy levels.

To enhance sustainability practices in line with the University sustainability strategy.

Continue to work toward a return to surplus and meet the financial expectations outlined in the business recovery plan.

# Student Experience

PRIORITY	STRATEGIC INITIATIVES
<p><b>Support &amp; enhance overall wellbeing, connection &amp; academic success for all students in Accommodation.</b></p>	<p>Creating unique spaces for students in our residences. Rainbow pods, Kaupapa – Taurira Māori communities, Study fono opportunities, Pasifika living spaces &amp; tailored study groups.</p> <p>Providing opportunities for students to connect with one another, enhance opportunities to connect and creating new events that promote community &amp; engagement.</p>
<p><b>To provide outstanding pastoral care &amp; implementation of the Marae model.</b></p>	<p>Improve the recruitment &amp; onboarding process for all Accommodation Kaimahi including new safety checking procedures. Contact &amp; regular resident check-in's with less invasive applications. Partnering with Te Papa Manaaki &amp; external support partners to improve our response to students needs &amp; providing a more holistic approach with ongoing support.</p>
<p><b>To meet the needs of our students in residence to ensure continued positive outcomes for their journey and enhance student user experience.</b></p>	<p>Review student feedback regularly around meals, internet access and facilities.</p> <p>Review feedback on experiences with resident teams, engagement and ongoing wellbeing support.</p>
<p><b>Structure of qualifications</b></p>	<p>Discontinue General Education as a specific requirement for students.</p> <p><i>Note: The value of breadth of learning continues to be recognised in Recommendations 10-12.</i></p>
<p><b>To streamline the student journey for students choosing Accommodation.</b></p>	<p>Review the enrolment and application process for entry into student accommodation. Including communications with students. Partner with scholarships, comms and markets and central to better align our processes.</p>



# People & Culture

*Activate Manaakitanga, whanaungatanga and kaitiakitanga across our People and Culture practices.*

PRIORITY	STRATEGIC INITIATIVES
<b>To provide a supportive working community to improve retention of Kaimahi in the Accommodation portfolio, including professional growth.</b>	<p>Supporting growth opportunities for Kaimahi, recognition opportunities and more appreciation, professional development offers &amp; creating champion roles to support leadership growth and empowerment.</p> <p>Work to recognise and grow talent within our teams.</p> <p>Work toward internal placements of current staff in new positions, supporting growth and upskilling.</p> <p>See opportunities to celebrate and recognise success in Kaimahi.</p>
<b>To develop growth &amp; support in the Resident Adviser role with a focus on building positive, safe and supportive living environments and learning communities within our halls.</b>	<p>Review the current Resident Adviser role and in consultation, look for opportunities to improve the experience, provide growth opportunities and champion outstanding achievement and delivery of this critical role.</p>

# Partnership & Engagement

PRIORITY	STRATEGIC INITIATIVES
<p><b>To engage positively with business partners and stakeholders.</b></p>	<p>Review the partners and stakeholders we regularly engage with and set regular hui to stay connected and discuss upcoming projects in a timely manner.</p> <p>Host regular working groups to discuss future planning, prepare business cases and keep up to date with changes in people and portfolios.</p>
<p><b>To establish or enhance partnerships with functions within the University community &amp; externally for growth, retention and new opportunities.</b></p>	<p>Initiate regular hui with Scholarships, International Office, Central Comms and Marketing and Admissions to ensure we are partnering in a positive way to create a plan moving forward and ensure we are all involved in the student journey.</p>
<p><b>Establish a positive way to connect with our student Whānau providing regular updates and insights into our student journey.</b></p>	<p>Create a revised template for communicating with student Whānau on a more regular basis – this will be for first year halls only and more personalized to the residence with input from Resident teams.</p> <p>2023 refurbishment of O’Rorke hall will require regular transparent comms on the renovation and how this impacts students. Develop this with the resident team for distribution.</p> <p>Revise move-in day structure in consultation with the resident teams. Partnering with events to manage some of the move in day administration allowing Kaimahi to be with Whānau and Taurira for an easier more hands on transition.</p>
<p><b>To establish or build on partnerships with important University functions to support student wellbeing &amp; experience.</b></p>	<p>Establish regular hui with Health &amp; Wellbeing Services to remain connected, extending this invitation to include external agencies in order to build rapport in this area and support the after hours care we provide to our students.</p> <p>Establish regular contact &amp; a calendar of events with PVC Māori &amp; Pacific in order to partner for our student’s experience.</p> <p>Define the Kaupapa for the Taurira Māori space with the support of PVC Māori and our Campus Life Kaiarahi. Building a strong foundation for this community.</p>

# Enabling Environment & Facilities

PRIORITY	STRATEGIC INITIATIVES
<p><b>Implementing a long-term maintenance plan alongside property services.</b></p>	<p>Review the current state of the portfolio and work in close partnership with property services to ensure the long-term 10-year maintenance plan is adhered to.</p> <p>Working alongside property services to create a 10-year compliance plan for all other requirements our portfolio may have.</p> <p>Business case development for the refurbishment of O’Rorke Hall in 2023 to be presented to CEC in Q3, this business case will address Salto being installed and enhancement of student user experience with destination dining a consideration, refreshed common spaces, unisex bathrooms on level 1 and a redesigned reception area.</p> <p>Business case for the refurbishment of University Hall Apartments (UHA) in 2025. UHA will be taken offline semester one 2023.</p> <p>Closure of Whitaker Block and demolition to happen 2023, as well as the refresh of building 601 (The Green House) home to the Resident Manager for Waipārūrū Hall.</p>
<p><b>Build our commercial &amp; UoA summer portfolio to support different cohorts and build on our positive reputation in the wider community.</b></p>	<p>Review and distribute the Commercial Summer Strategy to comms and marketing and the wider team. Organise a get together for faculty heads and leaders in the University to establish a relationship and share the idea of using UoA student Accommodation for groups visiting over summer. (Early 2023)</p> <p>Develop a marketing plan for UoA summer with the Rec &amp; Wellness Centre due to be completed in 2024. Create a plan to market out to the wider community with creative packages to bring in new business and larger groups highlighting the state-of-the-art facilities.</p>

# Enabling Environment & Facilities *continued*

PRIORITY	STRATEGIC INITIATIVES
<p><b>Rebuild Accommodation occupancy levels</b></p>	<p>Review the recruitment marketing campaign for the 2024 academic year. Look for innovative ways to promote Accommodation that speaks to the students in a way that students will connect and engage.</p> <p>Investigate opportunities to engage with students more by seeking feedback on Accommodation and inviting more opportunities for consultation on environments that enhance student user experience.</p>
<p><b>To enhance sustainability practices in line with the university sustainability strategy.</b></p>	<p>Connect with cleaning, catering &amp; support functions to create a long-term sustainability pathway for the halls around waste, people, products &amp; effective management.</p>
<p><b>Continue to work toward a return to surplus and meet the financial expectations outlined in the business recovery plan.</b></p>	<p>Partner with finance to refresh the budget reflecting the business recovery pathway.</p> <p>Create a long-term staffing plan with contingency for expansion in staffing where required and out-of-cycle increases to bring positions in line with market rates &amp; expectations.</p>



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## Consultation Process

In late 2022 a draft copy of this document was sent to AUSA and the student council for consultation. The following feedback was received:

*“I received no general concerns from this. It looks great and there wasn’t much to critique. What was particularly liked was the incorporation of Te Reo and the Māori worldview.”*

*It would be great to continue obtaining feedback from students regarding their experiences in student Accommodation.”*

— Alan Shaker, AUSA President

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## *Reviewing and renewing*

It is the intention to review this document every November with the Accommodation team to ensure we remain focused and are meeting the objectives.

It is the intention that student Accommodation will work towards a period of growth with a target of 7,500 beds by 2026.

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