



Waipapa
Taumata Rau
**University
of Auckland**

Whakamana Tangata | **Student Services Roadmap** 2026-2030

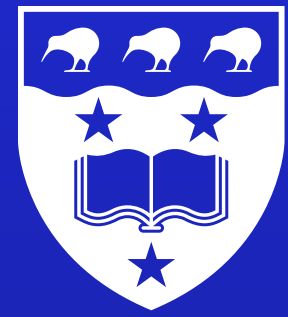


March 2026



Te Kahu Taurira | **Student and Scholarly Services**

Ko au, ko au. Ko koe, ko koe. Me haere ngātahī tāua.
I am me, you are you, but we go forward together.



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01

Introduction



Together, we lift each other – honouring who you are and who you're becoming, supported by connection, belonging, and purpose.

Purpose

Whakamana Tangata, Student Services Roadmap 2026-2030 guides our whole-of-university commitment to be there with services that accelerate your success. We're here to enrich your student journey – your goals, your wellbeing, and the connections that help you thrive.

The roadmap is shaped by your voices and insights from kaimahi. It brings to life Taumata Teitei and serves as a guide to ensure the support services that work alongside your academic journey, are designed with you, and work for you.

We acknowledge that you will be at different stages on your student journey, choosing to learn in different modes and in different locations. Discipline and faculty uniqueness shape that experience.

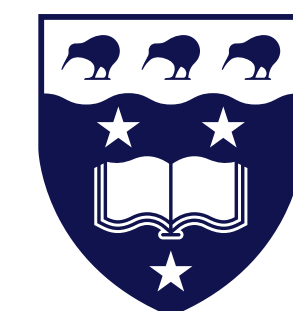
Whakamana tangata

Whakamana tangata signifies protection and enhancement of the dignity and mana of the student. This means being conscious of the dignity of others, responding positively to others, protecting and uplifting the dignity of others and, therefore, uplifting your own mana or dignity.

What's in this roadmap?

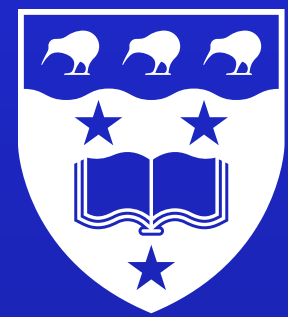
- Your voice, your experience
- Our commitments to you
- How we'll be here for you
- Making it real

This refresh of Whakamana Tangata (2019-2022) was undertaken to update and restate our commitments to students through the services and support we deliver. It was informed by student and kaimahi feedback and by a range of data sources.



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02

Your voice, your experience.
You belong here.



You belong here.

Our diversity is our strength. Ethnicity, age, family background, gender, sexuality, disability, neurodiversity, and intersectional identities.

We attract:

27%

Of all Māori enrolled in university studies in Aotearoa New Zealand

33%

Of all Pacific peoples enrolled in university studies in Aotearoa New Zealand

10,000+

International students choose the University of Auckland

10%

Of students in 2025 chose to disclose a disability

2,139

Working professionals studying with us (2024)

3,136

Doctoral candidates growing our research community and advancing knowledge worldwide (2024)



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What matters to you?

01

Easy-to-use digital platforms, available when you need them

02

Welcoming, safe, and accessible campuses with easy-to-find services

03

Feeling connected and valued in a community

04

Support tailored to your needs and experiences

05

Financial support that makes university possible

06

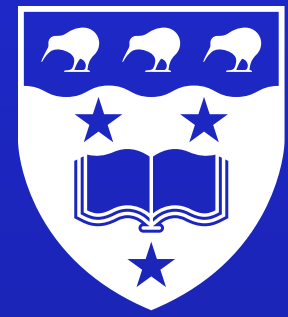
**A place to call home.
11% of you choose to live in University of Auckland accommodation**

07

Opportunities without borders. 806 students expanded their horizons through international study in 2024



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03

Our commitments to you



These are the ways we work and what you can expect from us:

Te Tiriti leads our way

Te Tiriti o Waitangi is central to who we are. We honour our relationship with hapū, iwi and hapori Māori and uplift their mana across all our services and spaces. We recognise our place in the Pacific and commit to walking alongside Tangata o Te Moana-nui-ā-Kiwa, Pacific peoples at Waipapa Taumata Rau.

We are values-led

We live the University's values of respect, integrity, excellence and service, together with te ao Māori principles of manaakitanga¹, whanaungatanga¹, and kaitiakitanga¹. This grounds us in how we treat you and each other and work together to create an inclusive, safe and supportive community.

We partner with you

Being student-centred means designing services with you. We listen and adapt, working together to make our services, digital and physical spaces easy to navigate and simple to use, supporting your goals and enriching your university experience.

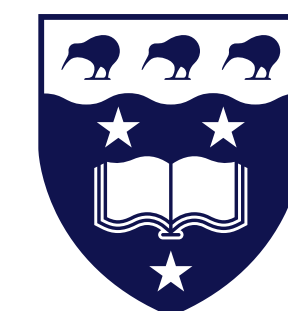
We're here for your success

You chart your own course – exploring what's next, growing your skills, and building your future. We're right there with you, helping you do it with confidence and purpose as a critical thinker, global citizen, and lifelong learner.

We listen, learn, and act

We use insights and evidence to better understand you and strengthen how we respond to your needs. This helps us continually improve and focus our resources on what matters most for your success.

¹ *Manaakitanga* – caring for those around us in the way we relate to each other;
Whanaungatanga – recognising the importance of kinship and lasting relationships;
Kaitiakitanga – valuing stewardship and guardianship and our relationship with the natural world.



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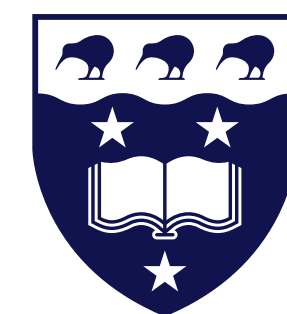
How we'll be here for you.



The outcomes and priorities in this section show how we'll deliver on our aspiration: "Together, we lift each other – honouring who you are and who you're becoming, supported by connection, belonging, and purpose".

OUTCOME 01

He Kāinga rua |
**Find what you
need and feel
at home here**



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Our priorities



We will deliver intuitive, seamless digital experiences that make it easy to access the services you need

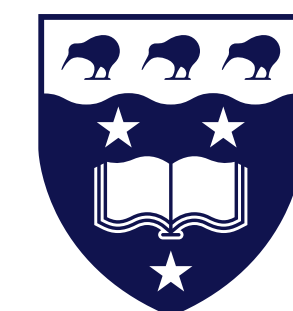
How will we do this?

- By designing our digital platforms so they are simple to understand and use
- By helping you navigate our digital environment, so you can find information and support when you need it
- By using technology, including AI, in thoughtful and practical ways to keep improving your digital experience

We will create welcoming, safe, and accessible campuses

How will we do this?

- By making it easier to find and use the spaces and support that promote cultural safety, and the wellbeing and success of Māori students and Pacific students
- By continuously improving access for disabled students to help remove barriers to participation in learning, services, and campus life
- By creating spaces and opportunities that help you build connection, belonging and community

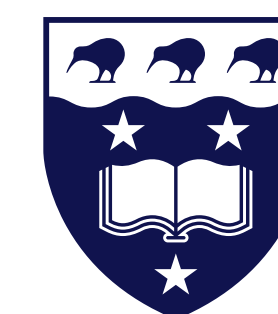


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How will we know we've succeeded?

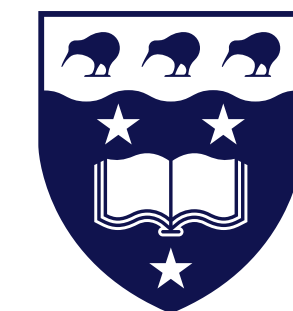
- You find it easy to access and use digital tools to get help or information when you need it
- You feel comfortable, respected, and safe on campus and enjoy being here



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OUTCOME 02

Me haere
ngātahi tātou |
Together,
honouring all of
us, as we are



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Our priorities



We will champion equitable access and culturally safe environments

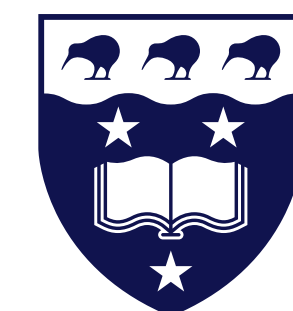
How will we do this?

- By honouring our commitment to Te Tiriti o Waitangi and reflecting our place in Te Moana-nui-ā-Kiwa and the world through our everyday actions and decisions
- By working to create a welcoming, safe, and supportive environment, that starts with empathy and respect
- By understanding the barriers to student success and connecting you with support as you navigate these

We will help build a culture of belonging and community that sustains your wellbeing

How will we do this?

- By recognising and celebrating diversity, so you can be who you are here
- By supporting more visible representation in leadership and university life in ways that reflect our diverse student communities
- By offering opportunities for connection and community that reflect your interests and needs

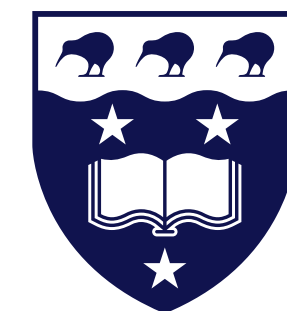


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How will we know we've succeeded?

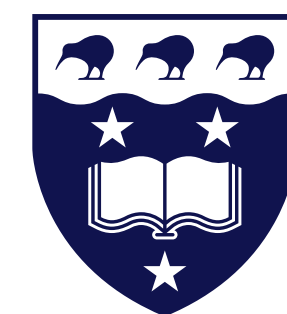
- You feel welcome, valued and belong to the University community
- You feel our services and spaces respect your culture, background and identity
- You see people like you represented in student leadership and activities



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OUTCOME 03

Whiria te hono |
**One university
– seamless for
students**



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Our priorities



We will place your success at the centre of our mahi

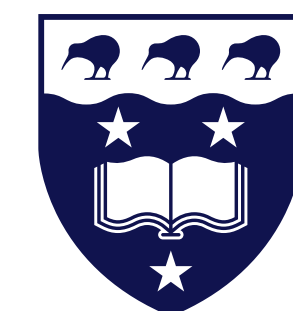
How will we do this?

- By working alongside you to improve our services, making them easier to access, more relevant and culturally responsive and appropriate
- By communicating with care and sharing information in ways that work for you
- By listening to you to understand the areas of support that matter most
- By recognising and celebrating the achievements of students from our diverse communities

We will take a whole-of-university approach, so services work smoothly for you

How will we do this?

- By working together across teams so your academic and support services feel more connected and seamless for you
- By listening to and learning from your experiences so we can help you thrive throughout your studies and beyond
- By focusing on key transitions, whatever your study or research pathway, so support is available to you in the moments that matter

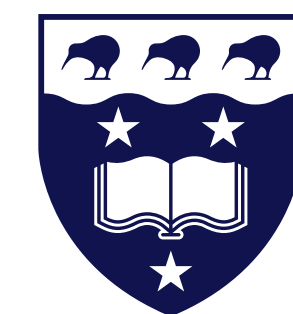


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How will we know we've succeeded?

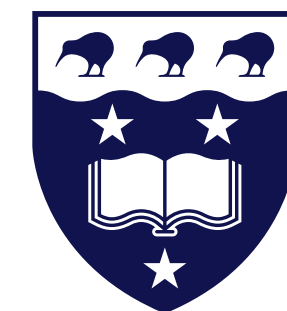
- You can access the advice you need at the right time and in a way that works for you
- You experience services delivered with respect and care
- More of you complete your qualification
- You tell us the University of Auckland is your number one choice



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OUTCOME 04

Pae tawhiti | Shaping your future



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Our priorities



We will connect you with opportunities that open doors to your future

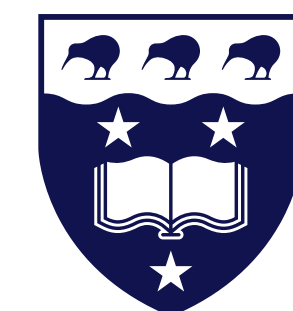
How will we do this?

- By recognising the strengths and experiences you bring to your studies, and being there to help you explore what might come next
- By offering opportunities to build new skills and perspectives that help you adapt and grow
- By connecting you with exchange and scholarship opportunities that match your career goals

We will equip you to move forward with confidence

How will we do this?

- By offering opportunities to build your career-readiness, wherever you are in your academic journey
- By helping you grow your professional networks and connections to strengthen your preparations for life after study
- By creating ways to stay connected with you as part of our global alumni whānau in Aotearoa New Zealand and around the world

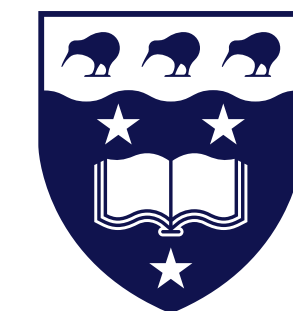


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How will we know we've succeeded?

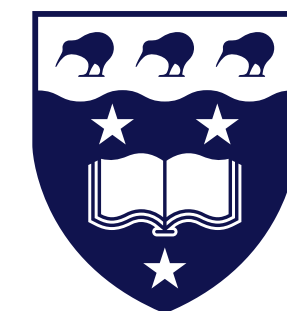
- You tell us your experience prepared you for what's next
- You've built connections, skills and confidence that help you step into your future
- You take positive career steps right out of university
- You stay connected as an alum because your university experience made a lasting impact



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OUTCOME 05

Ka Hikitia,
Ka Hāpaitia |
**Supporting
those who
support you**



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Our priorities



We will grow kaimahi capabilities to advance our shared goals

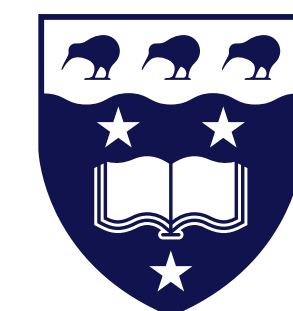
How will we do this?

- By continuing to deepen our te ao Māori understanding and cultural capability
- By activating the principles and practices of manaakitanga, whanaungatanga and kaitiakitanga with our diverse communities
- By supporting the visibility and leadership of kaimahi Māori and Pacific kaimahi across our services
- By strengthening our disability confidence to improve services for disabled students' success
- By supporting our people to keep growing and learning, building the capability and confidence to thrive in their roles

We will create the conditions for kaimahi to do their best work for you

How will we do this?

- By keeping your voice and experiences at the centre of our planning, decision-making, and service improvements
- By being clear about our shared goals and expectations so kaimahi understand how working together contributes to your success
- By improving the processes and systems our people use every day to be there for you
- By tracking our progress, sharing what we learn, and celebrating what works well

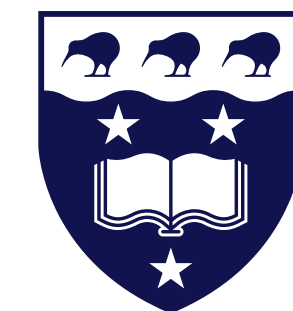


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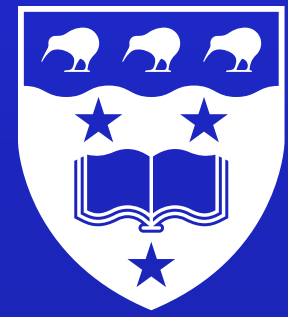


How will we know we've succeeded?

- You see more Māori and Pacific kaimahi visible in leadership roles and more diversity in leadership that reflects our student community
- You tell us that kaimahi are confident supporting diverse students
- You experience services that are consistent and well-connected, no matter who you talk to
- Kaimahi say they have the direction, tools and support to do great work



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05

Making it real.



How Whakamana tangata guides us



Whakamana tangata is the framework that brings the University's strategies and plans to life, from a student support perspective. It expresses how the values and intent of Taumata Teitei are realised in the everyday actions, decisions, and relationships that shape your experience.

Whakamana tangata is delivered through the plans of our portfolios, service divisions, and faculties. Each activates the roadmap priorities through practical actions – improving systems, building capability, and enhancing the support that wraps around and underpins your academic experience.

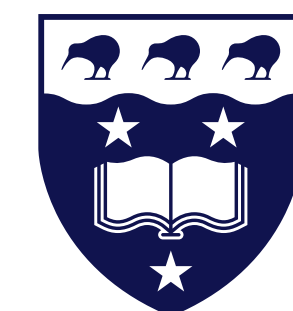
Together, these plans align our efforts and focus our energy on what matters most. We value Whakamana tangata as the thread that binds our collective work for you, connecting people, places, and services across the University in support of your learning, wellbeing and success.

What will it take



Continuing the mahi of Whakamana tangata is something we'll do together – with your voice at the heart of it. We'll partner with student groups, kaimahi and university leadership to put it into action.

To stay on track, we'll work with you to review progress, make changes, celebrate improvements, and identify where to focus next. By working in this way, we aim to create a richer, more connected Waipapa Taumata Rau, University of Auckland experience, shaped with you and for you.



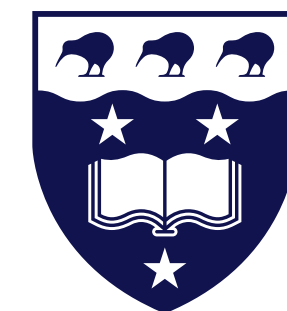
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What you've told us success looks like



We've heard from you that the most enriching university experience means:

- Being seen, valued and supported
- Knowing where to go for help when you need it
- Using consistent, connected services that work for you
- Belonging to a community that understands you and where you're headed
- Finding your own path to success



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