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**Service Division Report 2017**

**The Equity Office - Te Ara Tautika**

**Section 1a: Overview**

**Achieving key objectives**

*Key objective 1:*

**Enhance training, information and communications, including through digital platforms, to contribute to a safe, inclusive and equitable university environment**

Achievements:

* The Equity Office increased student and staff awareness of equity resources and support by expanding its communications in response to feedback.

Challenges:

* Enhancing awareness of equity among staff and students who have competing demands on their time.

Strategic initiatives:

      Enhanced the UoA’s Zero Tolerance work by adding new teaching and learning resources and adding “ageism” to the Zero Tolerance collateral, including on pull-up banners and e-screens displayed in all faculties and other high traffic areas across the campuses

* Identified and developed content celebrating Māori and Pacific alumni, working with key stakeholders (ARD, PVC Māori, Pacific Strategy and Engagement) to ensure content alignment in prospectuses and on a new alumni website.

KPIs:

* Exceeded the KPI for audience engagement with “Our Village, Our Kainga Facebook” with 77% growth compared to 2016
* The Information for Staff landing page exceeded the KPI, sitting in the 3rd most viewed equity web page in 2017
* Exceeded the KPI for equity focussed FAQs added to the UoA knowledge bases, with a 44.7% increase
* KPI of increasing annual page views of equity website by 2% not achieved due to content freeze during new website migration.

Update:

* In 2017 the Equity Office:
  + Led a familiarisation programme for secondary students from refugee backgrounds which included a panel discussion by UoA current and alumni students from refugee backgrounds
  + Promoted staff equity information across key UoA communications channels
  + Led the UoA’s presence at Big Gay Out and Pride Parade 2017
  + Participated in HR Recruitment Technology Investment Logic Mapping to ensure new recruitment technology meets equity needs
  + Communicated equity requirements to HR regarding the recruitment process for hiring managers to comply with LGBTI standards
  + Developed two new staff equity web pages: Gender and Unconscious Bias
  + Worked with HR to develop resources that will enhance the recruitment and selection process
* Training was delivered on:
  + Family Violence, to staff and students (including residential advisers and AUSA). Family Violence included in the curriculum for Optometry and Medical students
  + Equitable practices for the Academic Heads Advisory Group
  + Equity and recruitment
  + Introduction to equity
  + Unconscious bias
* Staff seminars were provided on eldercare and supporting teenagers
* Equity briefings were provided to doctoral students
* Collaboration with AUSA to promote Equity, Family Violence, Zero Tolerance and LGBTI material through digital and hard copy communications
* PVC Equity represents the UoA on the Universities New Zealand working group on sexual violence.

*Key objective 2:*

**Contribute to increasing participation of students and staff who are Māori and from equity groups**

Achievements:

* Satisfaction measures are high for outreach to Māori and equity group students.

Challenges:

* Increasing competition between tertiary providers, including for Māori and Pacific students
* Increasing the number of Māori, Pacific and women students and staff in areas of STEMM
* Perceptions of Auckland impact on recruitment.

Strategic initiatives:

* Increased benefits emphasis within outreach events
* Developing a suite of information and guidance materials on leadership and development opportunities for Māori, Pacific and women and staff in STEMM.

KPIs:

* Increased the percentage of Māori and Pacific students attending Equity Office outreach events who indicate they will apply to study at the UoA
* Developed, launched and promoted materials to support the promotion of STEMM pathways for Maori, Pacific and women.

Update:

* Engaged with key stakeholders to develop an internship programme for graduate students with disabilities
* Held events to provide information and encourage Māori, Pacific and Students from Refugee Backgrounds to attend the UoA
* Developed and significantly enhanced the Māori and Pacific student prospectuses
* Represented Māori and equity group interests in scholarship design and implementation
* Updated the UoA Equity Policy
* Coordinated and supported the LGBTI Network, Students from Refugee Backgrounds Advisory Group, UTAS Community of Interest, Equity Community of Interest
* Women and gender equity webpage now includes a section on increasing equity in leadership and governance, which is of particular relevance to influencing decision-making in STEMM
* Developing information and guidance on leadership and development opportunities for Māori, Pacific and women and staff in STEMM
* On-going engagement with stakeholders within the UoA, nationally and internationally to advance gender equity and women in STEMM
* Developing a policy and guidance on trans participation in sport
* Developing a business case for the collection of LGBTI and students from refugee background data, and non-binary reporting
* Supporting the establishment of a students from refugee background club.

*Key objective 3:*

**Enhancing support for Māori, Pacific and Students with Disabilities’ retention and success at the UoA**

Achievements:

* The Equity Office contributes to the retention and success of Māori and equity group students.

Challenges:

* Uneven success of Māori and Pacific student cohorts
* Need a more comprehensive understanding of the achievement of students with disabilities.

Strategic initiatives:

* Contribute to the provision of data to secondary schools on student cohorts’ with varied preparation trajectories at the UoA
* Increase awareness of support for retention and success available at the UoA.

KPIs:

* The KPIs: to increase the percentage of Māori and Pacific UTAS students registered to participate in the Tuākana Learning Community, and 100% of UTAS students with disabilities are registered with Student Disability Services, were not able to be achieved because the data is not currently accessible. The PVC Equity was a member of the Student Retention Working Group which developed a Student Retention Policy (endorsed by Education Committee and Senate for adoption by Council). This, with the associated strategy and implementation plan, will significantly enhance the UoA’s ability to support Māori and equity group student success.

Update:

* Led the allocation and monitoring of Tertiary Education Commission Equity Funding
* Coordinated the Tuākana learning community, supporting Māori and Pacific students
* Kaiārahi supports Māori students
* Kaitakawaenga Māori Equity Advisor and Pacific Equity Advisor support Māori and Pacific students
* Student Disability Services supports students with disabilities and impairments
* Provided resource to Library and Learning Services, for diagnostic and support services for students with learning disabilities
* Coordinated and supported the UTAS Community of Interest, Equity Community of Interest, Disability Programme Advisory Group
* Provided input into the ‘Māori student journey’, ‘Pacific student journey’ and ‘Students with disabilities journey’
* Extensive consultation led to revised templates for yearly faculty Equity Reports
* Engaging with stakeholders on dashboards for equity data
* Developing a UTAS best practice document.

*Key objective 4:*

**A safe, inclusive, accessible and equitable environment that supports staff and students with disabilities to achieve their potential**

Achievement:

* Establishment of the university-wide Disability Programme.

Challenge:

* Resource implications of implementation of the Programme.

Strategic initiatives:

* The Disability Programme.

KPIs:

* The 2017 Disability Programme milestones have been achieved.

Update:

* The Equity Office is progressing the Disability Programme work streams (culture, work/study environment; physical environment; communications and digital accessibility)
* Student Disability Services provides a wide range of support for students with disabilities and impairments
* Staff with disabilities are provided with support including mobility parking and arrangements tailored to personal needs.

**Section 2: Monitoring performance related to the University’s strategic objectives (Budget 2017 & Forecast 2018-2019)**

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| **Service Division Report** |

| **UniForum Code** | **Core Function** | **Function Performance Story and Current State/Opportunities** | **Priorities 2016 - 2019** (highlight the priorities that are focused to shift) | **Relevant KPIs** | **2016 Actual** | **2017 Target/ Forecast** | **2018 Target** | **2019 Target** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
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| **People Strategies** | | | | | | | | |
| GO07  F105  GA05  GO01  GO02  GO03  GO05  GO06 GO07  GO09  G012 | Functional Strategy (People) Staff Equity Staff Performance Health & Safety | **Current performance rating: 4 Future performance rating: 5** | Increasing the internal profile of the EO HSW Committee and promoting work / life balance. | 1. Percentage of incident reports including ‘near miss’ reports to EO HSW Committee are shared with the University team with accountability for resolution/ mitigation 2. The EO HSW Committee regularly promotes health, safety and wellbeing to the team 3. The EO is compliant with all University HSW policy and procedures. | 1.100%  2. Achieved  3. Achieved | 1.100%  2. Achieved  3. Achieved | N/A | N/A |
| The Equity Office (EO) has a small and diverse workforce. It is committed to supporting staff career and personal development, health, safety and wellbeing. This is managed through the EO Health, Safety and Wellbeing (HSW) Committee; through the EVOLVE process, full team and EO SLT meetings. |
| **Enhance training, information and communications, including through digital platforms to contribute to a safe, inclusive and equitable University environment** | | | | | | | | |
| GO04  CE20  CE18  CE13  CE06  CE07 | Staff Equity  Student Equity | **Current performance rating: 2 Future performance rating: 4** | Increasing EO delivery and uptake of communications and training materials that contribute to a safe inclusive and equitable University environment. | 1. Increase in the number of equity focused questions added to the Knowledge Base by 5 per annum 2. Increase annual page views by 2 % per annum   (NB: equity website was frozen for approximately 6 weeks due to migration of content to new website. This has affected KPI achievement.)   1. Grow annual Facebook followers by 2% on Our Village, Our Kāinga 2. Ensure that a staff equity webpage is ranked in the top 15 Equity webpages visited as a key measure of increasing awareness of staff equity policies and initiatives. | 1. Achieved  2. 68,000 page views  3. Achieved  4. Achieved (ranking: 13) | 1. Achieved  2. N/A  [see note]  3. Achieved  4.Achieved (ranking: 3) | 1. N/A  2. N/A  3. N/A  4. N/A | 1. N/A  2. N/A  3. N/A  4. N/A |
| There is potential for further enhancement to the delivery of information and training on policies and support available at the University that ensure a safe inclusive and equitable environment.  This objective builds upon the increasing uptake of information disseminated by the EO, in particular, via digital platforms. It responds to requests from staff and students and is a key means of contributing to increasing participation and success for staff and students who are Māori or from equity groups. |
| **Contribute to increasing participation of students and staff who are Māori and from Equity groups: including Pacific students, Students with Disabilities, students from Low Socioeconomic Backgrounds and students from refugee backgrounds** | | | | | | | | |
| CE08  CE11  CE18  F105  F108  GA03  GA05  GA07  G002  GO05  GO09  GO12  GO13  SS05  SS10  SS15 | Student Equity  Staff Equity | **Current performance rating: 3 Future performance rating: 5** | Expand the EO’s contribution to increased participation of students and staff who are Māori and from equity groups through enhancements to outreach events and tools that guide progression in STEMM. | 1. Increase the % of Māori and Pacific students attending EO outreach events who indicate they will apply to study at the University 2. Develop, launch and promote materials to support the promotion of STEMM pathways for Māori, Pacific and women. | 1.67%  2. N/A | 1. Achieved (84%)  2. Achieved | 1. 72%  2.Achieved | 1. 75%  2.Achieved |
| There is potential for the EO to contribute further to increased applications for admission from Māori students and staff from equity groups. To achieve this, the EO will leverage further on the opportunity to promote study at the University and future career pathways through its outreach events to students, schools, their whānau, families and communities. It will increase its work to promote increased participation of Māori, Pacific and women in STEMM by developing and sharing further information on pathways for development and leadership opportunities. |
| **Enhancing support for Māori, Pacific and Students with Disabilities’ retention and success at the UoA** | | | | | | | | |
| CE11  F105  F108  GO02  GO09  SS10  SS13  SS14  SS15  SS17 | Student Equity | **Current performance rating: 2 Future performance rating: 4** | The EO will build on its current support for Māori, Pacific and students’ with disabilities’ retention and success by providing relevant student data to school leaders so that they can more effectively support future students’ preparation for study at the University.  It will also increase the provision of information on the support on offer at the University to schools, future students, families, whānau and communities. This will in turn contribute to increased uptake of support and improved retention of and success for students. | 1. Increase the % of Māori and Pacific UTAS students registered to participate in the Tuākana Learning Community. 2. 100 % of UTAS students with disabilities registered with Student Disability Services. | 1. N/A 2. N/A | 1. N/A 2. N/A | 1.N/A  2.N/A | 1.N/A  2.N/A |
| The EO delivers support for Māori and Pacific students’ retention and success at the University including through its Māori and Pacific student advisers and coordination of the Tuākana Learning Community. For students with disabilities, support for retention and success is delivered via Student Disability Services. The EO will continue to enhance this support for students alongside further promotion of the support to key stakeholders. |
| **A safe, inclusive, accessible and equitable environment that supports staff and students with disabilities to achieve their potential** | | | | | | | | |
| CE11  F105  F108  GO02  GO09  SS10  SS13  SS14  SS15  SS17 | Staff Equity  Student Equity | **Current performance rating: 2 Future performance rating: 4** | The EO will lead the development of a university-wide Disability Programme which will provide a more coordinated approach to ensuring that the University is a safe, inclusive, accessible and equitable place where staff and students with disabilities can achieve their potential. KPIs will be developed to guide and monitor effectiveness. | KPIs within the University Disability Programme are achieved. | Achieved | Achieved | Achieved | Achieved |
| The EO is leading a coordinated approach to enhancing the University as a safe, inclusive and equitable environment that supports staff and students with disabilities to achieve their potential at the University. |