

## AUTSA Student Representative Council Meeting

### MINUTES

Held on Tuesday 30 April 2024 | 4:00 pm – 6:00 pm | WG517 or Microsoft Teams

Chair: Alicia Lemmer - President

### ATTENDEES:

Regina Tao – Vice President Community  
 Sharmin Memon – North Campus Representative  
 Louisa Marschner – Health and Environmental Sciences Faculty Representative  
 Chloe McDonald – Disability Affairs Officer  
 Aaria Harrison-Sparke - Māori Affairs Officer  
 C Fonseca – Culture and Society Faculty Representative (arrived late, left early)  
 Kelsey Moleu – Diversity Affairs Officer (arrived late)

Tasfia Mahmood – Vice President Academic (online)  
 Rohan Patel – City Campus Representative (online, left early)  
 James McBain – South Campus Representative (online)  
 Ayse Almila Kilic - Business, Economics, and Law Faculty Representative (online)  
 Rao Naumaan Nasim Khan – Postgraduate Affairs Officer (online)

### APOLOGIES:

Sophie Lei – Design and Creative Technologies Faculty Representative

In attendance:

Heather Merrick – AUT Director of Academic Quality  
 Lata Titimanu – Office of Academic Quality Student Complaints Officer

Minutes: Willy Leiataua – Student Representative Coordinator

#	PRE-AGENDA ITEMS: QUORUM, KARAKIA, CALL FOR GENERAL BUSINESS ITEMS
1	<p>The meeting started at 4:05pm, with the Student Representative Coordinator reciting the SRC Karakia. Apologies were sent in by the DCT Faculty Representative. There were no conflicts of interest declared.</p> <p>General business items included:</p> <ul style="list-style-type: none"> <li>- an update regarding the Diversity Affairs Officer’s event</li> <li>- feedback regarding the Academic Student Representative (ASR) training session held on Tuesday 30 April</li> <li>- an issue raised by the HES Faculty Representative and North Campus Representative about nursing placements, involving interferences and religious reasons.</li> </ul>
#	AGENDA ITEM
1	Ratify April 16 Meeting Minutes

	The meeting minutes were accepted with no opposition. The President stressed the importance of minute reading, to ensure minutes are accurate.
2	<p>President Report</p> <p>The President apologized for sending the March report instead of the April, and provided a verbal breakdown of their April report:</p> <ul style="list-style-type: none"> <li>- Memorandum of Understanding between AUTSA and Tīahi Ki Tua (TKT): ongoing. Will be having a meeting on Thursday 2 May with TKT Tumuaki   Co-Presidents. The talks have been brought up with the Student Advisory Committee, and a draft document will be presented to the SRC for feedback.</li> <li>- The President noticed a trend in SRC member reports for April, with several reporting a lack of awareness of AUTSA and the SRC. The President will have a discussion with the AUTSA Board about this.</li> <li>- A concern was raised regarding the “unhealthy” food options at the new WF café Groove Dogs N’ Burgers. AUT responded noting the café was the result of student feedback, and healthy options are available at Groove Dogs N’ Burgers as well as other cafés around AUT City Campus.</li> <li>- Placements are having ongoing issues, and the President noted financial support is needed by students on placements.</li> </ul>
3	<p>Vice President Academic Report</p> <p>The Vice President Academic’s main focus has been on the ASR model rolling out, with training sessions held on Tuesday 30 April and Thursday 2 May. The training involved extensive liaising between themselves, AUT Employability regarding a talk on the AUT Edge Award, and the Student Representative Coordinator.</p> <p>The Vice President Academic also talked about their attendance at an Academic Board meeting, picking out talks about a Generative Artificial Intelligence (AI) approach to academic assessment, with a new policy presented by the AUT Pro Vice Chancellor for Learning and Teaching and the AUT Director of Academic Quality. The policy will be in place next year.</p>
4	<p>Vice President Community Report</p> <p>The Vice President Community noted repairs needed by AUT Estates for the AUT Mosque, partaking in the monthly Clubs Committee meeting, the ongoing MoU talks between AUTSA and TKT, and the search for a new Independent Board Director for the AUTSA Board.</p>
<b>5</b>	<b>Updates from April 16 Action Points</b>
5.1	<p>The Vice President Academic outlined the policy and procedure changes in the AUT Student Complaint System currently being looked at by the AUT Director of Academic Quality. As well as a revamped complaints system, there is a need for the revamped system to be clearly and widely communicated to students, who in the past who were not aware such a system existed or was easy to access.</p> <p>Issues raised through the system would be triaged between three levels:</p> <ul style="list-style-type: none"> <li>- A concern, a localised issue that can be resolved swiftly</li> <li>- An escalated concern, an issue that is not swiftly resolved either in a timely manner or in a satisfactory manner</li> <li>- A complaint, a serious issue that warrants a written complaint</li> </ul>

	<p>The President questioned when the new revamped system would come into place. The Vice President Academic noted unless told otherwise, the policy should be sorted out this year, and the procedures would roll out next year. The Vice President Community wanted any particular points to highlight, to which the Vice President Academic noted the need for clear and wide communication to students about the system once it rolls out – and specifically, clear communication distinguishing between a concern and a complaint.</p>
5.2	<p>Vice President Community to follow up with Head of AUTSA Events regarding lists and access to lists for the South Campus Representative.</p> <p>The Vice President Community spoke with the South Campus Representative outside of the meeting, noting the AUTSA Events team were in the process of sorting what equipment is kept and what equipment is thrown out, to help put together the equipment list to be sent out to clubs, at least. The Vice President Community will chase them up if it is not finalised in the next week or so.</p>
5.3	<p>Feedback update on the North Campus A1 building led by the HES Faculty Representative.</p> <p>The HES Faculty Representative forwarded feedback given by the SRC related to the A1 North Campus building. Unfortunately neither the representative or the North Campus Representative were in attendance at the most recent meeting regarding A1, and the representative noted not much more influence the SRC could have as the consultation period is ending. The representative noted when the building opens that attention should be made to what suggestions should be passed on how the spaces are used, with a focus on AUTSA presence, to make it more welcoming for students. The Vice President Community noted AUTSA is advocating for a space appropriate for the Advocacy service.</p> <p>The President expressed excitement over A1 nearing completion and opening. They noted ongoing conversations regarding AUTSA Advocacy being in an appropriate area in A1.</p>
5.4	<p>President to give further update on AUTSA x TKT MoU in regards to next feedback session.</p> <p>The President is currently working on the MoU with the TKT Tumuaki based on feedback given. A three week consultation period will follow final touches, and the SRC will see the new draft document at the next meeting.</p>
6	<p>Academic Student Representatives update</p> <p>The Academic Vice President noted the ASR model is rolling out, noting a good turnout to the first of two training sessions for ASRs on Tuesday 30 April. The sessions will have introduced ASRs to the Faculty Representatives, the rundown of their responsibilities as ASRs, and where they sit in the feedback loop cycle. A speaker also attended the training session to talk about the AUT Edge Award, an incentive for ASRs to have their volunteering hours recognized on their Academic Transcript. The ASR Handbook and merchandise will be finalised soon. ASRs who missed out on the training sessions will be able to catch up through the training presentation complete with additional notes by the Vice President Academic.</p> <p>The HES Faculty Representative wondered if a list of the ASRs could be sent out to their respective major programmes and year groups. The President responded that, privacy issues aside, ideally the ASRs would be presented on the AUTSA website, however that area is going through ongoing conversations.</p>

	<p><i>AP: work out how to get the ASRs to get in contact with one another.</i></p> <p>The HES Faculty Representative questioned transparency in the ASR model, mentioning monthly reports. The Vice President Academic noted monthly reports are not a set in stone measure for tracking what ASRs are doing – another ongoing conversation. The President posed a question of how ASRs report their feedback, to which the HES Faculty Representative noted they were under the impression ASRs followed the SRC report template, and then expressed concern at the number of reports that could come through monthly. The President then suggested a possible form with questions and a section for comments ASRs can add. The BEL Faculty Representative asked if attendance was taken, and while attendance was not formally taken, the Vice President Academic noted ASRs attending RSVP'd for the training sessions.</p> <p>The President added that the AUT Strategy was accepted yesterday. Copies of the strategy document will be sent to the SRC to read through, as it will impact students.</p>
7	<p>Student Concerns and Complaints Procedure Draft Consultation with Heather Merrick</p> <p>Draft documents were attached to the meeting agenda, and the Vice President Academic as well as the Faculty Representatives had given feedback prior to this session.</p> <p>The President expressed from a personal point of view that there was very little clarity on the complaints system at AUT. The Director for Academic Quality had garnered similar feedback on student awareness of the system. The Vice President Community questioned the Director on how students will learn about the system. The Director noted a communication plan/campaign plan will need to be put together and approved by AUT, otherwise it is a definite focus for the Director and Complaints Officer present.</p> <p>The President wanted to know the distinction between a concern and a complaint, pointing out some issues may be deemed less severe or more severe in a student's eyes. The Director pointed out that the complaints system in question is revolved around academic-related matters such as how a course is taught, how a staff member is treating a student. Matters outside of academic areas, like sexual harm, fall under a different complaints system. Issues that can be easily resolved are deemed 'concerns', issues that are more concerning become heightened concerns, and even more serious concerns become a written complaint. The Director then noted that with there being different procedures in-between these levels of concerns, that students will need to be aware of said procedures during the roll-out.</p> <p>The Vice President Community asked about the timeframe students may be given when their issues are taken up through the system. The Director noted that things particularly to do with investigating issues and finding resolutions take time. However, open communication lines with students are at the forefront of the 'timeframe' area of the policy and procedures. The Diversity Affairs Officer suggested a 'tracking system' could be in place to give students assurance of where their issue is at. The Director noted that this particular area is a work in progress in the sense that work is going into finding better ways to ensure progress is made to find resolutions to issues coming through the system. The Complaints Officer noted that issues that are more serious, will be faster to deal with due to its nature, however acknowledged that there is a want to be more consistent in communicating with students what exactly they are waiting for during the process.</p>

	<p>The Diversity Affairs Officer wondered if one could speak on how the complaints system has performed without breaching confidentiality. The Director spoke on how formal complaints are addressed at a formal level as per the Pastoral Care Code of Practice. While this is also an ongoing process in figuring out, the Director gave an example of saying there have been <i>this number of issues</i>, and <i>this number of issues</i> have been resolved.</p> <p>The Complaints Officer spoke on how students should be and <i>are</i> free to raise concerns and complaints with a resolution in mind. The Director touched base on the revamped system being a conduit for feedback essentially to improve the student experience and make a change in the university. Another consultation session with the SRC may be possible, as the system continues to undergo the revamp as well as a gauge for feedback after the system is rolled out in the near future.</p> <p>The HES Faculty Representative suggested having a link to the complaints system next the Special Consideration Application link on Canvas, essentially to save students extra navigation. The representative then wondered what would happen if a student came to the system with an issue not covered by the system. The Director addressed this by saying a referral may happen to the appropriate complaints system while also ensuring with sensitivity that the student is aware of why the referral is being made.</p> <p>The conversation then shifted to how students give feedback on a course through SPEQs, and how else feedback could be given throughout the semester, mentioning the ASR model as a particular way to pass feedback on, while the student is taking the paper. The Director acknowledged the ASR model, noting that it plays an important role in taking student feedback to improve the student experience. The Director also noted that faculty staff should be pushing their respective ASRs on Canvas with students.</p> <p>The Director pointed out that the policy and procedures draft will likely flesh the complaints system out so that students and staff feel more certain about how their complaint is processed. Much notice about the complaints system will be put out to students to emphasise that students are free to complain and raise concerns.</p> <p>The Director and Complaints Officer will return at a later point in time to gauge feedback on the system once more with the SRC.</p>
8	<p>General business</p> <p>The Diversity Affairs Officer provided an update on their club-centric event happening on Friday 31 May from 5pm to 8pm at WQ, open to all AUT students. The officer was looking for one more club to add to the list. Any SRC members with suggestions can email them directly outside of the meeting.</p> <p>The officer will propose funding for food at the next SRC meeting. The officer then noted food requirements will impact the amount proposed as particular food requirements may have a slightly higher cost than the usual food option.</p> <p>Concerning the issue raised by the HES Faculty Representative and North Campus Representative about nursing placements, involving interferences and religious reasons, the matter has been moved to the next SRC meeting.</p>

	<b>AGENDA ITEM: Placement concerns discussion with HES Faculty Representative and North Campus Representative</b>
9	The Student Representative Coordinator closed the meeting with the end karakia.  The meeting ended at 5:44pm.

<b>SUMMARY OF ACTION POINTS</b>			
<b>ACTION POINT</b>	<b>WHO</b>	<b>NOTED ON</b>	<b>DUE</b>
AUTSA x TKT MoU update	President	April 30	May 28
Work out how to get the ASRs to get in contact with one another	Vice President Academic	April 30	May 28
Placement concerns	HES Faculty Rep North Campus Rep	April 30	May 28
Diversity Affairs Officer Event Proposal	Diversity Affairs Officer	April 30	May 28