

Lincoln University 2023 Code Attestation

Section 1: Institution

Te Whare Wānaka o Aoraki Lincoln University exists to facilitate excellent research and education, to grow the knowledge of its students and to help shape a world that benefits from a greater understanding of the relationships between land, food, and ecosystems.

The University had a student-headcount roll at the end of 2023 of 4517. Lincoln University continues to draw its students from a diverse range of countries, although most students remain domestic. With the return of international students post COVID-19 the percentage has increased from 21% to 25%. During the same time the proportion of female students has increased (from 54% to 57%) and the proportion of the 25+ age group has climbed from 43% to 48%. Whilst Māori and Pasifika student proportions have declined slightly or stayed the same as overall student numbers have increased, both cohorts have seen a moderate increase in the absolute number of students relative to 2022.

2023	Number	Percentage
Total students	4,517	
Programme level:		
Sub-degree	595	13%
Undergraduate	1,715	38%
Postgraduate	2,207	49%
Place of study:		
On-campus	3,969	88%
Distance/online	497	11%
Offshore	51	1%
Citizenship:		
Domestic	3,399	75%
International	1118	25%
Ethnicity:		
Māori	234	5%
Pasifika	62	1%
NZ European & Other	4,221	93%
Gender:		
Diverse	8	0%
Female	2,580	57%
Male	1,929	43%
Age:		
Under 20	897	20%
20-24	1,450	32%
25+	2,170	48%

As an institution Lincoln University continues to improve on its pastoral care approach. Since 2021 when the initial Pastoral Care Code gap analysis was undertaken the University has worked towards closing the 39 gaps that were identified. Three gaps remain although one is well progressed alongside the other universities, one is planned for completion by the end of 2024 and the final one is the subject of a business case to put in place a software solution to support centralised reporting. In addition, the University is progressing its learner success framework, Manaaki Tauira, which continues to be an intersection of sector best practice with the University's values, to ensure that every Lincoln University student, is supported to reach their potential. In 2023 the programme deployed resource and developed an intervention model to ensure that 2024 student cohorts were more actively monitored.

The Pastoral Care Code at Lincoln University in 2023

The realignment of support services has continued in 2023 in light of the Pastoral Care Code. Whilst most support services continued to sit between the Deputy Vice-Chancellor, Student Life, and the Deputy Vice-Chancellor, Māori in 2023, increasingly the Faculties and Pathways and Quality Division were directly involved in supporting tauira. In addition, the Director of Postgraduate Research and office have been more actively involved in supporting research tauira. LUSA and Te Awhioraki were also increasingly involved in supporting pastoral care of tauira; not only in their historical role of advocacy and support, but also in the governance of pastoral care through forums such as the Student Experience Board and the Campus Service Council.

Responsibility for reporting on Code compliance in 2023 remained with the Deputy Vice-Chancellor, Student Life portfolio. Quarterly reporting occurred through to CuSPAC, with annual reporting to both Academic Board and the University Council. 2023 also saw the foreshadowing of annual complaints and critical incident reporting (in 2024), and a reporting system that would potentially align with other sector-based reporting.

2021 Gap Analysis Process and subsequent work on gaps – 2022 and 2023

In 2021 Lincoln University commissioned a gap analysis which led to the identification of 39 gaps being reported for Lincoln University. In 2022 and 2023 most of those gaps were closed with those that are outstanding, or subject to sector wide response listed below.

Cycle Six Academic Audit

Lincoln University completed its Cycle Six Academic Audit at the end of 2023. The Audit Panel commended Lincoln University on its commitment to a student-centric approach to safety and wellbeing, the range of services provided, and the responsiveness of the units that

provide the services. Feedback on pastoral care and associated matters covered in the audit has been incorporated into 2024 operations.

Section 2: Lincoln University Gap Analysis

This section provides updates on the closure of the 39 gaps identified as part of the gap analysis exercise in 2021. There remain three gaps to close or significantly improve on. The key outstanding gap is to develop a plan which aligns Code outcomes and Treaty and Māori Crown relations. This was not completed in 2023 due to resourcing and personnel changes. It is planned for closure in the second half of 2024 with the support of Te Manutaki and Te Awhioraki.

The sector-wide staff training development process continued in 2023. Lincoln University's Human Resources team continued to provide professional development opportunities in areas relevant to pastoral care for professional and academic staff in 2023 and are doing so again in 2024.

Outcome	Process	Action	Full Year Update
1	1	Develop strategic plan which aligns with all Code outcomes and Treaty and Māori Crown relations	Ongoing to be completed by end of 2024
1	4	Develop staff training matrix to identify training requirements, which may also require additional HR funding	Open and being undertaken in collaboration with other universities
2	2	Develop complaint log tracking system to assist with annual reporting on complaints that can be disaggregated by diverse student groups	Ongoing programme to have a single register – reviewing software solutions to support unified collation and monitoring. Software solution to be in place for 2025.

Further to this in 2023 an audit was conducted of accommodation services at Lincoln University, as part of a broader audit of accommodation services across the sector. Lincoln University had only one minor recommendation as part of that audit, to align our documentation, which was implemented by Accommodation Services before the end of 2023.

Section 3: Enhancement Exemplars

The following four exemplars have been chosen as highlights for Lincoln University for the 2023 year. The four exemplars focus on student wellbeing, community outreach and inclusion and a development of the 2022 initiative providing academic advice to halls students as part of their pastoral care. Exemplars from the 2023 report are continuing.

Wellbeing Group Sessions

In 2023 the Counselling team from the Student Health Centre have been actively engaged in group wellbeing sessions. These not only provide an efficient use of our counselling resources, but also have produced a synergistic effect whereby students build relationship with other fellow students by sharing experiences around wellbeing. Perceived stigma associated with accessing wellbeing support has been reduced, and understanding of the expertise on offer in the Health Centre has expanded through the student community.

Te Whatu Ora supported Residential Assistant training and Support Packs.

A focus on our residential assistants and in particular equipping them with experience and tools to deal with mental health issues and resilience has followed on from a difficult experience in the halls in 2022. With Te Whatu Ora funding we invested in additional mental health and resilience training for our 2023 residential assistants. This was facilitated through joint breakfasts followed by training sessions which increased their understanding of mental health, improved their ability to identify students who were struggling, and led to an increased number of residential assistants accessing mental health support to ensure they themselves were coping.

In addition, through the residential assistants, a better understanding of counselling and support services occurred within the halls and flats that the university managed, because of a much greater understanding at an individual residential assistant level.

Eid al-Fitr

A significant number of students at Lincoln University are of the Muslim faith. In 2023 partnered with the community to celebrate Eid al-Fitr on campus. The collaboration driven by the Student Experience team welcomed the Muslim community (students and members of the community) onto campus to celebrate the end of Eid al-Fitr. This included liaison with the Canterbury Rural policing team and culminated in a successful event which strengthened links with the Muslim community (both students and broader community) and the New Zealand Police.

Halls Pastoral and Academic Support

In 2023 the programme started in 2022 was expanded to allow greater time supporting all accommodation students. The part-time role was expanded into a full-time role combining both pastoral care and academic support. This has led to improved access for halls students to university support functions, particularly our Inclusive Education unit.

The programme continues to identify the strong relationship between poor student behaviour and lower academic success and is continuing to intervene to improve academic achievement.

Section 4: Planned focus for 2024

The key focus will be to close the remaining three gaps as outlined in section 2. The other key focus will be on developing the Manaaki Tauria intervention programme. It is intended that in Semester 1 of 2024 the programme will test cohort analysis and reporting, followed in Semester 2 with a test of early direct intervention where engagement is flagged as minimal or non-existent.

In 2024 the first sector wide reporting of critical incidents and complaints will occur. The compilation of this has identified a need to progress a centralised reporting system to allow effective collation and monitoring of complaints (as noted above)

Section 5: Statements from Representative Student Groups

Both the Lincoln University Students Association and Te Awhioraki (Māori Students Association) were invited to provide feedback on the draft report.

Jointly from Te Awhioraki and LUSA

The role Residential Assistants play in supporting accommodation students can't be understated, it is a demanding role for students who are still having to study. What has been implemented by the university thus far is great, but further consideration should be given on supporting these students in a demanding role, where they are working, living, and studying all in one location.

The ability for early detection of students who may require extra support will have a huge impact and the student associations are looking forward to its implementation.

With 49% of our total student population being postgraduates, tailored support is needed for this cohort. The work the Director of Postgraduate Research and office have been doing in becoming more actively involved in supporting research students is having impact, however, taught postgraduate students also require support that might not be best fitted from the current support services.

Similarly, day students or un-cohorted students can fall through the cracks as they have fewer support networks than compared to accommodation students or sports scholars. The inclusion of a day student on the Student Experience Board is a step in the right direction and

shows that the university is aware of these students and the unique challenges they can potentially face.

With a growing population of postgraduate students on campus, many are required to seek insight from iwi, work with them and more. To ensure students make connections early and are not burdened by working alongside iwi and mana whenua, there could be more support implemented to help postgrads connect. The current support services in this area are extremely limited and can be very challenging for students adding extra pressure to their studies.

Both Te Poari Wheako (Student Experience Board) and Manaaki Tauria are extremely beneficial to ensure students voice their concerns before bigger issues arise.