



CASE STUDY

“Artena is a mission critical system and we need to have a reliable, high performing solution that is fit for purpose”

Artena a good fit for Wānanga



The student enrolment process takes just two minutes at Te Whare Wānanga O Awanuiārangi, thanks in part to their use of the Artena student management software provided by Student Management Software Solutions Ltd (SMSS).

It hasn't always been like this, but recently changes have been applied, thanks to the IT Department at the Eastern Institute of Technology (EIT), and the system absolutely hums now.

The institution has been using Artena for several years now and finally, “it's working well for us,” says Chief Information Officer, Humphrey Wikeepa.

“Artena is a mission critical system and we need to have a reliable, high performing solution that is fit for purpose.

We've looked at other systems, but I feel Artena's doing a good job for us at the moment.”

A positive outcome for the Wānanga was its investment plan changes to offer an increased and broader range of degree courses as opposed to a majority of certificated programmes.

As part of facilitating the next layer of investment planning, Humphrey says the Wānanga already had Artena as its student management solution which provided a majority of the necessary student statutory reporting data.

“The investment plan changes were quite important. It forced us to analyse our business and to review our continuing investment in Artena and, having made that decision, to look carefully at how we could tailor Artena to fit our needs.

Above: Ta Whare Wānanga O Awanuiārangi Chief Information Officer, Humphrey Wikeepa, with SMSS Client Relationship Manager, Cheryl Horo. “Artena's doing a good job for us ...”

“We have a good understanding of our business requirements, coupled with a willingness and ability to tailor Artena to fit the specialist needs of the organisation. This has been one of the key reasons that Artena is still utilised at the Wānanga.”

However, Humphrey acknowledges some polytechnics are experiencing challenges with Artena.

“All institutions are slightly different. They have different information requirements and different internal processes, so there's no perfect, one-

“We have a good understanding of our business requirements, coupled with a willingness and ability to tailor Artena to fit the specialist needs of the organisation.”

size-fits-all software and information management solution for the sector.

“Expecting one software solution, like Artena, to tick all the many and varied boxes across the whole sector is a big ask.”

An example of the ‘different boxes’ Humphrey refers to is the fact that, unlike most polytechnics, Te Whare Wānanga O Awanuiārangi runs a number of programmes on marae.

“The current version of Artena’s not designed to handle that kind of thing and nor does it have to be.

“But that’s not an impediment. We’ve managed to get around that by having other systems in place that focus on that aspect of our business, and that can link back to Artena. I can thank the business owners of the marae programmes for pushing the need to have a fit for purpose solution to manage our marae programmes.”

Humphrey says there are other examples of how processes can differ from institution to institution, purely in the definition of terms. For example “enrolment” is likely to be defined differently from institution to institution.

“As well as tailoring the system, we’ve started to invest time in up-skilling and training our users in how to get the most out of Artena – building a Roadmap of Capability – so our staff can use Artena most effectively and efficiently for our particular circumstances.

“It’s working well for us so far.”

Humphrey says the Wānanga also makes a point of talking regularly and often to SMSS to ensure each has a good understanding of what the other is doing.

“That’s really helped us. SMSS has been responsive and very keen to help us get Artena into the right space for what we need.

We’ve also looked closely at what EIT is doing and how it uses Artena and that’s been very valuable as well.”



“SMSS has been responsive and very keen to help us get Artena into the right space for what we need.”