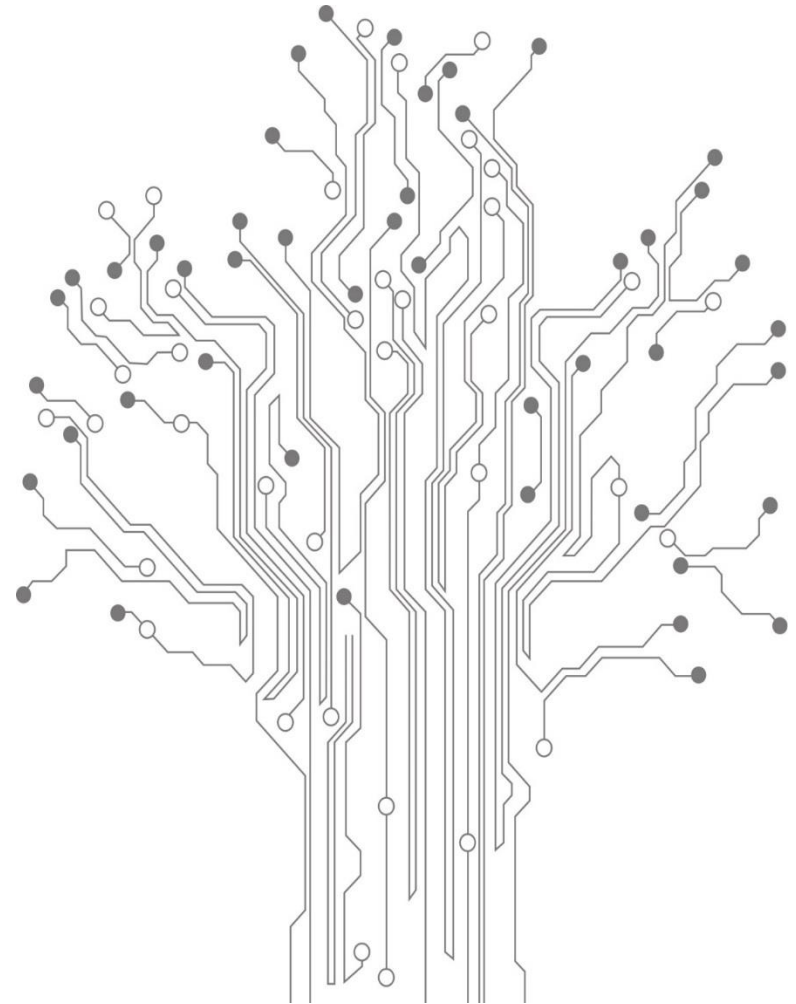


Artena Support Services



Presented by: Hendrik Van Der Watt



Student Support Services

- Student Support in tertiary studies
- Capture details in Artena
- Reports and Alerts



Student Support in tertiary studies

“The evidence from the studies indicates that institutions can influence the integration, retention and course completion rates of their students by providing **comprehensive and well-designed support services**.

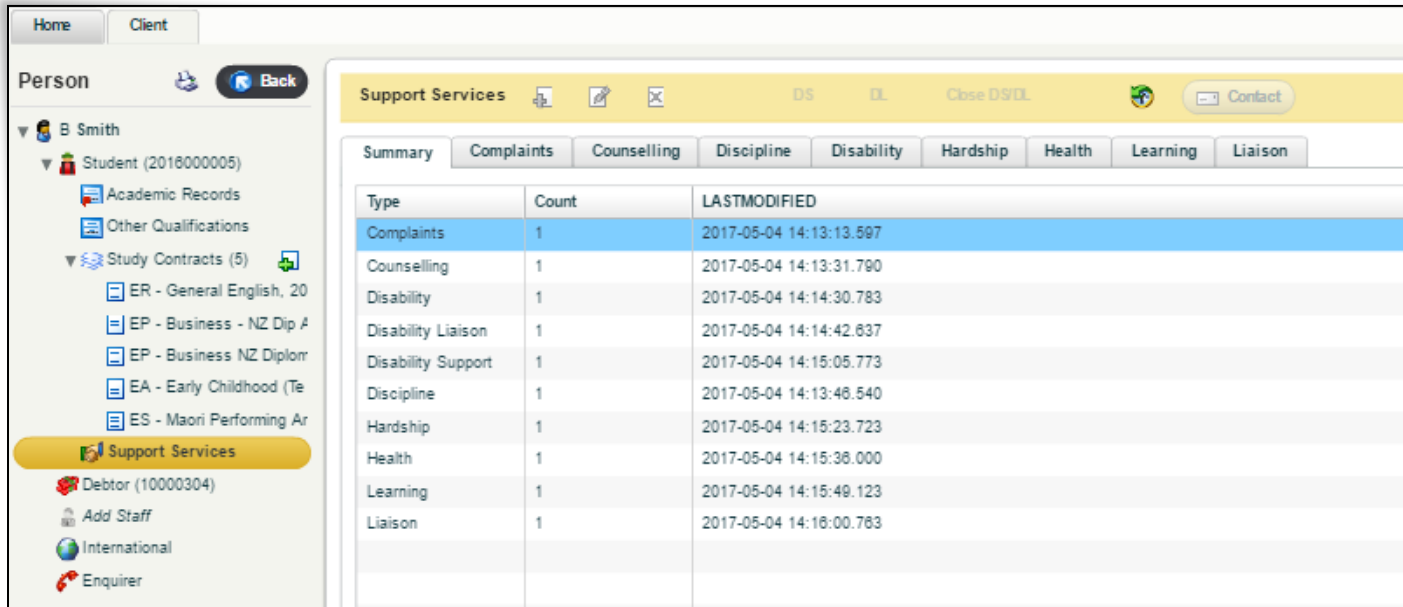
However, the effectiveness of these efforts will be affected by the context in which the education takes place and the qualities which students bring to their study.

With the increasing **diversity of cultural and socio-economic backgrounds** of tertiary students in New Zealand, greater attention should be paid to practices that adapt to this diversity rather than requiring all students to adapt to a standard set of expectations.”

Supporting students in tertiary study -
Summary Report to the Ministry of Education



Capture details in Artena



The screenshot shows the Artena software interface. On the left, a sidebar lists a person's details: B Smith, Student (2018000005), Academic Records, Other Qualifications, Study Contracts (5), and Support Services. The main area displays the 'Support Services' section with a summary table. The table has columns for Type, Count, and LASTMODIFIED. The 'Complaints' row is highlighted in blue.

Type	Count	LASTMODIFIED
Complaints	1	2017-05-04 14:13:13.597
Counselling	1	2017-05-04 14:13:31.790
Disability	1	2017-05-04 14:14:30.783
Disability Liaison	1	2017-05-04 14:14:42.837
Disability Support	1	2017-05-04 14:15:05.773
Discipline	1	2017-05-04 14:13:46.540
Hardship	1	2017-05-04 14:15:23.723
Health	1	2017-05-04 14:15:36.000
Learning	1	2017-05-04 14:15:49.123
Liaison	1	2017-05-04 14:16:00.763




- Capture the details in Artena
- Summary screen available
- Security on each tab

Reports and Alerts

PERSONUID 10000304

1 of 1 Find | Next



Disability Support Provided For Smith, B

Smith, B

START DATE	END DATE	TIME (Mins)	DOLLAR VALUE	ACC REGISTERED	TYPE OF SUPPORT	DETAIL OF SUPPORT
5/4/2017	5/4/2017	0	\$0.00	True	Complaint Type 1	Referred A
5/4/2017	5/4/2017	30	\$0.00	False	None	None
5/4/2017	5/4/2017	0	\$0.00	False	Discipline Type 1	None
5/4/2017	5/4/2017	30	\$0.00	False	None	None
5/4/2017	5/4/2017	20	\$0.00	False	Hardship Type 1	Hardship Detail 1
5/4/2017	5/4/2017	30	\$0.00	False	None	None
5/4/2017	5/4/2017	30	\$0.00	False	None	None
5/4/2017	5/4/2017	40	\$0.00	False	None	None

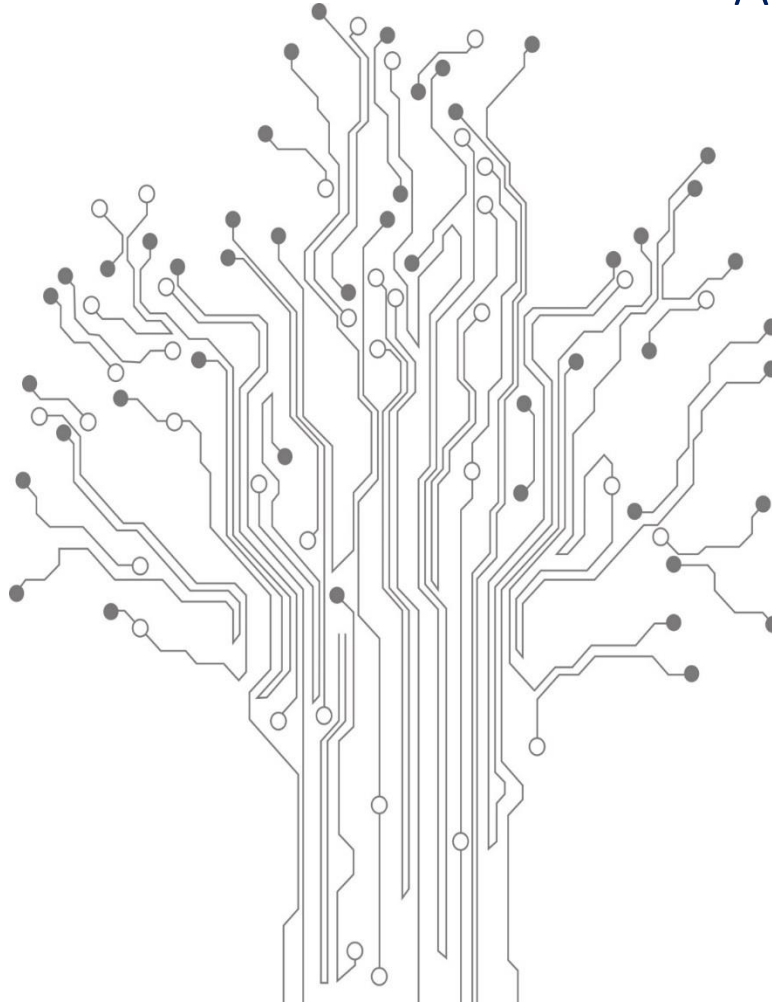


- Request or create your own report

Note: Security!

Q & A





Thank you

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