Student experiences shape new Student Financial Services model
Cecilia Edwards, Auckland University of Technology

The Student Hub formed in 2016, bringing together a disparate range of services under one designed service model. As a result of effective engagement with students who were accessing financial support from our Student Financial Services, we made significant changes to the way we delivered this service. By responding to students' experiences, and being values led in the design of our practice, we are changing the prevailing narratives and creating new student pathways.

Our students’ stories drove three main changes:

1. The disestablishment of a siloed approach to delivering financial assistance.
2. Moving from AUT’s convenience to students’ best interests
3. Big picture thinking, not just a band aid!

The changes to student outcomes and the impact on our staff will be covered. We will also look at ‘where to next’?

Learning outcomes
- An option for imbedding financial services within other services
- An approach to providing financial assistance in a timely manner
- A holistic approach to meeting student needs

Presenter
Cecilia Edwards, Auckland University of Technology

Cecilia Edwards is a Student Hub Manager at Auckland University of Technology. She has extensive experience in the tertiary sector that includes career development, event management, international student support and faculty student centre management. Cecilia has a passion for improving student support systems to ensure students receive the best possible customer experience while navigating their academic pathway.