

# WelTec and Cobek join forces to track student progress

## A case study about the collaboration and its outcomes



Cobek recently worked with WelTec to improve Results Management and Student Engagement at Weltec using Cobek's aPlus+ software.

### Background to WelTec and Cobek

WelTec is a well-established, long standing technical institute that has served the Wellington community for over 100 years. What has set WelTec apart from many of its competitors over its long history is that it is future focused. It has a track record of investing in innovative technology in order to keep up to date with industries across New Zealand and worldwide. At WelTec students are the focus, and as an institution with almost 11,000 students in any given year, the management of these students is crucial to ensure that the institute functions as efficiently as possible.

Cobek Software is a solution-oriented organisation, responsible for engineering the specialist software system aPlus+. aPlus+ is designed to allow higher education institutes to manage student attendance and assessment results. It allows institutions to gain insight into their student progress so that they can better respond to their students' needs. Cobek's focus on producing software that is seamless, flexible and customizable to specific needs, as well as their solution focused approach made them an excellent partner for WelTec.

The two organisations have been working alongside one another for a number of years, but their relationship was strengthened recently through the implementation of a new Results Project in early 2012.

A business process view of Results was taken in planning the project. In the scoping and planning stages WelTec consulted several other leading New Zealand institutes regarding their results processes. Based on these consultations and internal discussions with staff, an ideal "future state" Results process was mapped out and the project developed to implement it.

Some processes followed by staff were amended, and responsibilities in some areas changed, to reflect these revised business processes. Some radical configuration changes were also made in aPlus+ to support these new processes, and extensive training of staff undertaken. This change process was supported by regular and focussed communications to achieve staff understanding and "buy-in" to the new processes.

### Specifics of the Results Project

The project was sponsored by Alan Cadwallader, Academic Director at WelTec and managed by Bob McNeill, the Business Change Manager. There was strong involvement from WelTec's Academic Managers (who oversee results in Faculty), the Academic Records team (which administers aPlus+) and the Student Experience team (which helped with the communications sent to students about the Student Module). Involving key stakeholders in all aspects of process design and decision making including Cobek was critical to developing a future state that would meet WelTec's organisational and student needs.

The main thrusts of the project were to improve:

- The processing of Assessment Results by developing and implementing consistent processes for entering and approving Results
- Student engagement through the deployment of the aPlus+ Student Module, and facilitate early release of provisional Results to students;
- Monitoring of student progress using reporting.

## Outcomes

The major outcomes of the project were:

- Greatly improved student access to Results via the Student Module;
- Improved promptness in releasing Results to students;
- Improved reporting of student progress via new and customised reports
- Earlier resolution of enrolment reconciliation issues.

## Conclusion

This recent project at WelTec illustrates how Cobek provides solutions to problems that higher education institutes encounter. Cobek's response to WelTec's initiatives reassures present and future Cobek clients that they are choosing an organisation that shares their desire to improve academic outcomes for students.

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## About Cobek Software

Incorporated in 2004, Cobek is an independent software vendor specialising in student achievement management software for higher education institutes. Cobek's aPlus+ platform integrates with and extends existing student information management systems to provide comprehensive achievement management capabilities.

## About WelTec

WelTec provides vocational training to over 11,000 students each year in disciplines ranging from Hospitality, Business, Engineering and construction, Visual Arts, IT, Business and Counselling. WelTec has campuses in Petone, Wellington, Auckland and Christchurch.



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