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The University of Auckland has been working to respond to the impact of the coronavirus (covid-19) for much of this year.

Our primary concerns have been to support our students and staff impacted by the virus or by travel bans resulting from government attempts to contain the spread of the disease.

This has primarily impacted students from mainland China and as such they have been the focus of the University's efforts till now, though this is changing as the disease and its impact spreads.

The university anticipated enrolling 4000 students (both new and returning) from mainland China in Semester 1 of 2020. Approximately half of these students were in New Zealand and are relatively unaffected.

For students awaiting an IELTS test result before enrolling with us, we removed the test score requirement ahead of their arrival in New Zealand. Once here, we will provide an IELTS test to students and then, depending on their result, either enable students to continue with their studies, or enrol them in up to 10 weeks free English Language at ELA (the university's English Language Academy).

In seeking to support our 2000 students in China, the University has established individual study plans to support students to continue to engage with their studies as they await their return to New Zealand. Students were encouraged to sign a study plan and give it a go. Our ambition is that students will transition from study plan to normal life on campus once their able to be here in person. If it turns out the plan isn't working for them, students have till April 9 to withdraw without penalty.

As at noon 6 March, 1353 students had signed study plans and were engaging with their study remotely. A number of these students are on their way to New Zealand via a third country and engaging with their study plan as they transit to Auckland. So far, 188 students had arrived in New Zealand after transiting through a third country. Approximately 150 students have elected to defer studies to the next semester intake. We are actively engaged with the other 300 or so students to either complete study plans or defer enrolment to semester 2 2020.

The University has also been supporting students required to self-isolate following their return to New Zealand. Students in university accommodation have access to all the online resources and systems needed to keep up with studies. Onsite staff are helping with logistics such as food delivery and rubbish removal. Students can purchase groceries online and have them delivered and for students in catered housing, staff arrange for prepared meals to be delivered.

We're adapting our lecture, tutorial and lab recordings so that students can more easily engage academically with content. We're establishing special study groups on canvas to assist with accessing material normally available in text books. The University has appointed Study Buddies who are reaching out via phone call and email to students stranded in China to talk about how things are going for them,

to answer common questions about how to access material and to be a friendly voice on the end of the line, connecting students back to their lives in New Zealand.

While this is a great start and we're proud of how our university community has come together to support impacted students, we also know that there will be financial impacts for students who still have costs here in New Zealand, who may have cancellation fees for private accommodation or changed flights. The University has established a \$2Million Hardship Fund to support students as they manage their increased costs on their return to New Zealand. This will be administered through the existing Student Emergency Fund.

Once students make it to New Zealand, we envisage some will be behind schedule on completing their degree studies. We are offering 2 free Summer School Courses (plus University Housing) for impacted students in Summer 2021 to help students to get back on track.

As this situation evolves, we will respond to emerging challenges for staff and students from other parts of the world, modelling our response on the work done to support our students in mainland China.

Throughout this period, the University has been advocating to government for supportive measures for international students impacted by this situation. We will continue to advocate for our university community both in public fora and behind the scenes as this situation evolves.