

September 2006

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Policy and Governance Unit
University of Wollongong
Wollongong, NSW 2522
Australia

COMMUNIQUÉ

EDUCATIONAL, POLICY & COMMITTEE NEWS

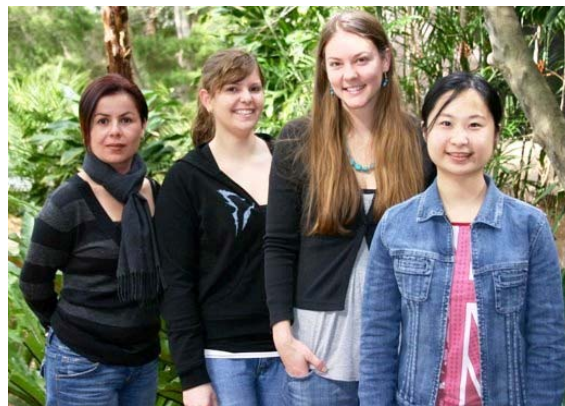
SUBJECT EVALUATION SURVEY Autumn 2006 results now available.

The Subject Evaluation Survey is available for completion through SOLS for every subject instance at the end of each Session at all campuses including all offshore operations.

Reports outlining Subject Evaluation Survey data for Autumn session 2006 have recently been circulated to the Sub-Dean/ Associate-Dean in each Faculty.

PDF reports are generated for each subject where six or more students respond to the SES and contain useful information regarding the level of satisfaction students are experiencing with subjects. The reports also compare subject responses to Faculty and University averages. All staff are encouraged to consider the feedback outlined in these reports for the subjects of relevance to them.

Congratulations to our student winners. All students who completed the Subject Evaluation Survey during Autumn session 2006 and who agreed to participation, went in the draw to win five IPOD shuffles. Pictured from left are winners of this competition: Nesrin Tascioglu, Nicole Andrighetto, Nicola Cools, Rongrong Wang. Absent: Sarah Crellin.



Survey open for Spring Session! The Subject Evaluation Survey became available to students enrolled in all active Spring session subjects across all campuses on **Friday 29 September**. It will remain open for six weeks. All staff are asked to encourage their students to complete the survey.

Further information about the survey are available on the SES webpage: www.uow.edu.au/about/teaching/excellence/subjectsurvey.html.

REGULAR FEATURES

Letter from the Senior Manager

Firstly I would like to thank everyone for July Graduation. Graduation involves the support and hard work of many units around the University. The feedback indicated that the event was very successful and we hope to repeat that success this December. Currently students are applying for December graduation and we anticipate up to 11 ceremonies will be held from Monday 11 to Friday 15 December 2006. We look forward to collaborating with everyone in order to ensure a great event.

I would also like to thank all faculties and support staff in the preparation of course approval applications. These applications were required to be submitted to Senate in September to ensure the University complied with DEST reporting requirements.

The Senate Standing Committee agenda was over 1000 pages, a record hopefully not to be surpassed ever again! (View the summary at www.uow.edu.au/governance/senate_summary/ssc_300806_summary.pdf)

Currently the Policy and Governance Unit is working in collaboration with academic and general staff on a number of policy reviews including:

- Course and Award Rules
- Discipline Rules
- Graduate Attributes
- Session management
- Code of Practice Teaching and Assessment
- Special Consideration (now available to view in draft stage at www.uow.edu.au/about/policy/new.html).

Please call us if you want to know more about any of these items.

Finally, with the support of Professor R. Castle, three training sessions for Primary Investigation Officers (PIO) were run in July and it is hoped they will soon run on a regular basis after the review of the Discipline Rules has been conducted.

The Policy & Governance team are always here to assist with your enquires. Please browse the table below to check who the support officer for your area is.

I look forward to receiving any feedback on this newsletter.

Theresa Hoynes, Manager P&G Unit

Policy and Governance Officers for Your Area

Staff of the Unit act as liaison officers for faculties and units to ensure there are consistent lines of communication.

Arts	Paola Ciccarelli (x5014)	Research	Tori McLaughlin (x5408)
Commerce	Julia Payne (x5972)	Personnel (Recruitment, OH&S, PODS, Personnel & Payroll)	Theresa Hoynes (x4136)
Creative Arts	Catriona Taylor (x3079)	Finance (Finance/Disaster Recovery/COGNOS)	Julia Payne (x5972)
Education	Jenny Reiners (x3216)	EED/ Library/Cedir/WIC	Tori McLaughlin (x5408)
Engineering	Mel Vidler (x4414)	Strategic Planning/Audit/ UniAdvice	Catriona Taylor (x3079)
Health & Behavioural Sciences	Jenny Reiners (x3216)	ITS	Leonie Kirchmajer (x4790)
Graduate School of Business	Claudia Perry-Beltrame (x5146)	Accommodation and Student Services.	Paola Ciccarelli (x5014)
Graduate School of Medicine	Tori McLaughlin (x5408)	Buildings & Grounds (Cleaning, Security, Parking)	Jenny Reiners (x3216)
Informatics	Jessica Saad (x5309)	WUC	Julia Payne (x5972)
Law	Nerida Margrie (x5954)	Other Campuses: Bega, Batemans Bay, Loftus and Shoalhaven	Paola Ciccarelli (x5014)
Science	Leonie Kirchmajer (x4790)		

Visit Us at: www.uow.edu.au/governance/governance.html

Email Us At: governance@uow.edu.au

Staff Profile: Theresa Hoynes

Current Position: Senior Manager, Policy and Governance Unit.

Theresa currently manages a team of ten and is inspired by peoples commitment, their energy in trying new things and efforts in continuously improving processes.

Background

Theresa joined the University of Wollongong in 2005 and never anticipated that a career in social work would lead to becoming the Manager of the Policy and Governance Unit.

After 16 years in the Illawarra Area Health Service working in a range of roles including social work, women's health co-ordination and service and facility planning, Theresa was ready for a change.

Her family immigrated from the US in 1972 and since that time her family have had a strong affiliation with the University with her father teaching here for 33 years in the Informatics Faculty.

☺Favourite things:

Theresa's favourite things including spending time with her family, entertaining at home, reading, and enjoying the family pet Max, a 6 year old Minature Schnauzer.



WHAT'S NEW

2007 Academic Year Session Dates

SUMMER SESSION 2006/2007	
4 December - 22 December	Lectures Commence
23 December - 1 January	Mid-Session Recess (2 weeks)
2 January - 28 January 2007	Lectures Recommence (4 weeks)
29 January - 4 February	Study Recess (1 week)
5 February - 11 February	Examinations (1 week)
AUTUMN SESSION 2007	
19 February - 23 February	Orientation Week
26 February - 5 April	Lectures Commence (6 weeks)
6 April - 13 April	Mid-Session Recess (1 week)
16 April - 1 June	Lectures Recommence (7 weeks)
4 June - 8 June	Study Recess (1 week)
9 June - 22 June	Examinations (2 weeks)
25 June - 18 July	Mid-Year Recess (4 weeks)
SPRING SESSION 2007	
16 July - 20 July	Orientation Week
23 July - 21 September	Lectures Commence (9 weeks)
24 September - 30 September	Mid-Session Recess (1 week)
2* October - 26 October	Lectures Recommence (4 weeks)
29 October - 2 November	Study Recess (1 week)
5 November - 16 November	Examinations (2 weeks)
SUMMER SESSION 2007/2008	
3 December - 21 December	Lectures Commence (3 weeks)
24 December - 1 January	Mid-Session Recess (1.5 weeks)

Over the course of the year, a number of concerns have been raised regarding the session dates for 2006 and 2007.

These concerns include preparation of research grant applications, accommodating the needs of international students and also the alignment of UOW dates with the majority of Australian universities.

Following consultation with Deans, Directors and the Senior Executive, session dates for 2007 have been moved with Autumn session now commencing on 26 February 2007, which is one week later than originally planned.

The revised schedule of dates is available on the UOW website at:

www.uow.edu.au/student/dates.html

COMMITTEE REPORTS

ACADEMIC SENATE

As the University's peak body for academic matters, Academic Senate's role encompasses the policies, systems, services, structures and strategies that impact upon teaching and research, students and staff. It is also a key forum for academic staff to discuss and debate matters of interest and disseminates key information through the University.

At its meetings on 14 June and 9 August, items considered by Academic Senate include:

- Revised Rules for student conduct and discipline
- Changes to General Course Rules
- The University's Intellectual Property policy

On Thursday, 17 August, the Chair of Academic Senate hosted the **2006 Meet the Chancellor Reception**. At this annual event, selected staff and students had the opportunity to meet the Chancellor in an informal and relaxed atmosphere. This year's event was successful with guests discussing a range of interesting matters with the Chancellor.

The next Academic Senate meeting was held on 20 September. It was held for the sole purpose of **approving courses for introduction in 2007**. Faculties have worked hard over the past month to prepare the necessary documentation.

The 4 October Academic Senate meeting will have a **member-driven agenda**—that is, the agenda will contain items raised by the wider University community. Academic Senate members will shortly ask staff and students to submit items they wish to have included on the agenda. Further information will be circulated shortly via email to all staff and students.

Further information about Academic Senate can be found on the web at:

www.uow.edu.au/governance/academicsenate.html.

QUALITY ASSURANCE SUB-COMMITTEE

One of the terms of reference for the Quality Assurance Sub-Committee (QAS) is to provide leadership and advice in the development of performance indicators and measures to assess the quality of learning and teaching at UOW.

QAS has commenced a critical review of existing performance indicators by mapping strategies within the Learning and Teaching Strategic Plan. A key aim is to identify sources of data and information, beyond DEST requirements, to demonstrate the impact of chosen strategies.

Part of the review will also include looking at learning and teaching strategic plans and measurement activities at other institutions.

Further information about QAS can be obtained from Ms Paola Ciccarelli, Executive Officer, on 4221 5014 or email: paolacic@uow.edu.au.

STUDENT ACADEMIC CONSIDERATION POLICY—DRAFT

As previously mentioned in the April edition of Communiqué, the Special Consideration Working Party of the University Education Committee has been reviewing the existing Special Consideration Policy.

The aim of the working party was to provide a new policy that is transparent, easy for students to interpret and for academic staff to implement. Good practice guidelines for students and staff will be provided, and a framework will be established for monitoring and reporting compliance with the policy.

A draft policy has been developed titled **Student Academic Consideration** and is now available for consideration and feedback. This draft policy can be found at:

www.uow.edu.au/about/policy/new.html/

Further information about the Policy can be obtained from Ms Paola Ciccarelli on 4221 5014 or email: paolacic@uow.edu.au.

COMMITTEE REPORTS

UNIVERSITY EDUCATION COMMITTEE

The University Education Committee (UEC) met most recently on 2 August 2006. At this meeting UEC Chair, Professor Rob Castle, Deputy Vice-Chancellor (Academic) noted UOW's recent success in the second round of Competitive Grants from the Carrick Institute for Learning and Teaching in Higher Education. Two projects were successful in gaining funding.

Overall, UOW has been awarded approximately \$1 million over recent months through Carrick awards and grants for Teaching and Learning. This success clearly demonstrates that UOW is a leader in the areas of Learning and Teaching.

Professor Castle also noted that teaching portfolios have been identified as a priority for the University. Professor Castle will be discussing this issue with Faculty Education Committee's in coming months.

The UEC endorsed proposed changes to the standard Teacher Evaluation Survey. Recommended changes were developed by the e-Learning and Teaching Subcommittee of UEC and are aimed at encompassing all UOW teaching styles, including face to face and purely online. This item has been sent to Academic Senate for approval.

The Committee also endorsed the establishment of a Student Survey Working Party, which will aim to address the range of surveys available to students at UOW with a view to reducing duplication and improving survey effectiveness.

Further information about UEC is available at: www.uow.edu.au/governance/uec/index.html.

The final 2006 meeting of the UEC will be held on Wednesday 8 November 2006.

Further information about UEC can be obtained by contacting Ms Julia Payne, UEC Executive Officer on ph: 4221 5972 or email: Julia_Payne@uow.edu.au.

COUNCIL UPDATES

191st Council Meeting: 18 August 2006. Complete summary available at www.uow.edu.au/governance/council/councilsummaries.html.

Vice-Chancellor's Report

- The 2007 Good Universities Guide has been released with UOW achieving seven five star ratings in the categories of
 - graduate outcomes - getting a job
 - graduate outcomes - positive graduate outcomes
 - graduate outcomes - graduate starting salary
 - educational experience - generic skills
 - educational experience – graduate satisfaction
 - educational experience – overall graduate rating and
 - educational experience – staff qualifications.

Only the top 20% of universities can be awarded a five-star rating in any one category so the results show the University is competing strongly.

- Last month, the Minister for Education, Science and Training, Julie Bishop, announced that UOW staff had obtained nine prestigious Citations for Outstanding Contributions to Student Learning from the national body for teaching and learning in higher education, the Carrick Institute.
- Mr Jim Langridge, Vice Principal (International) and CEO of ITC has been appointed to the Council for Australian-Arab Relations chaired by Pru Goward.

Research

- The University of Wollongong has done exceptionally well, in the recently announced round of the 2006 ARC Linkage Project scheme. UOW was awarded seven successful grants with funding totalling \$2.97 million over the next five years.
- The ARC has announced outcomes for Round 12 of the Linkage International Scheme. Three applications submitted by UOW researchers have been successful, with a combined value of \$66,200 over two years. Linkage International is a highly competitive scheme and these outcomes place UOW third nationally for total funding awarded, and constitute a success rate of 50%, which is well above the national success rate of 26%.
- The University has gone public with its plan to construct a \$5 million Ecological Research Facility on University-owned land at Robsons Road. This area provides uninterrupted natural sunlight for glasshouses and experimental vegetation plots and is protected from dominant high winds during storms.

(Visit media.uow.edu.au/releases/2006/0728a.html)

The next University Council meeting is scheduled to be held on Friday 13 October 2006. If you have any questions about council or its committees please contact Nancy Huggett at: nhuggett@uow.edu.au

COMMITTEE REPORTS

INTERNATIONAL STUDIES AND ALLIANCES COMMITTEE

The International Studies and Alliance Committee (ISAAC) is a subcommittee of the University Internationalisation Committee (UIC).

ISAAC supports the University Internationalisation Plan; advises UIC on strategies in relation to international study programs such as study abroad, assists with policies, guidelines and procedures for servicing and strengthening key international alliances and administers the Targeted International Linkages (TIL).

ISAAC has selected the Top 30 TIL Institutes for the next two years to assist in the selection for collaborative partnerships for research projects, exchanges and selection of recipients of the UIC International Link Grants.

The 2006/2007 Grant recipients were announced in July and details are available at:

www.uow.edu.au/research/rso/grants/outcomes/internal/2006/2006-uic-international.html

The Senate approved the revised ISAAC Terms of Reference in its August meeting. The new Terms of Reference are available at: www.uow.edu.au/governance/internationalisation.html

For more information contact the Executive Officer, Claudia Perry-Beltrame, at x5146 or claudiac@uow.edu.au

OFFSHORE PROGRAMS ADVISORY COMMITTEE

OPAC has been set up in response to the Australian Universities Quality Agency (AUQA) recommendation that the University "establish a more comprehensive framework for the quality assurance of its offshore activities, perhaps overseen by a high-level University committee"

(Recommendation 10).

The terms of reference for OPAC are to provide strategic planning and direction in international positioning and partner selection, the development and monitoring of a quality assurance and risk management framework including the development of relevant policies and procedures and reviewing offshore student success and satisfaction rates and faculty reporting.

STUDENT AWARDS COMMITTEE

The Student Awards Committee is reviewing the Prizes for Academic Excellence Policy (www.uow.edu.au/about/policy/prizes.html) and the first stage of the review involves conducting an audit of existing faculty prizes.

Faculties were asked to provide details of existing prizes. Some issues noted from the listing of prizes includes:

- some prizes do not meet the (2004) criteria
- some scholarships are included in faculty prize lists
- the minimum performance requirement is not always specified, and
- eligibility requirements are not always adequately spelt out.

The next phase of the review involves feedback to faculties on the need to review those prizes that are non-compliant. It is intended to complete this phase by the end of September.

The Student Awards Committee proposed a new approach to prize categorisation which will make the approval process simpler if adopted for 2007.

Subject to minor revisions, the following six prize proposals were endorsed at the recent meeting held on 23 August. These include from the Faculty of Informatics:

- Thelden Prize for Applied ICT Research into Humanitarian Relief and/or Social Justice
- Andrew Corporation (Australia) Prize for Software Engineering Practices and Principles
- Andrew Corporation (Australia) Prize for Software Engineering Requirements and Specifications
- Outstanding Achievement in Final Year Project
- Outstanding Achievement in CSCI322 Systems Administration

From the Faculty of Science:

- The John Xian Prize in Earth and Environmental Sciences

Faculties and others are reminded that prize proposals must be endorsed at the Faculty Education Committees before coming to Student Awards Committee. The final meeting is scheduled for 29 November.

For more information, contact the Executive Officer, Ms Paola Ciccarelli at x5014 or by email: paolac@uow.edu.au.

COMMITTEE REPORTS

EDUCATION POLICY REVIEW SUB-COMMITTEE

The Education Policy Review Sub-Committee (EPRS) provides leadership in the development of academic policy, course rules and procedures for undergraduate and postgraduate coursework studies.

EPRS welcomes the new student representative Matt Barden. Matt is the Education Campaigns Coordinator for WUSA.

The major focus of the Sub-committee currently is a Review of the University Course Rules and a Review of the Code of Practice Teaching and Assessment.

Leonie Kirchmajer from the Policy and Governance Unit is leading the EPRS working party on the Review of the Course Rules. The purpose of the Review is to:

- ensure the rules reflect current legislation
- ensure the rules are consistent with the current academic and administrative principles of the University
- re-organise the rules into a more user-friendly format.

The first stage of the Review will be presented to the Academic Senate meeting on 4 October.

The second stage of the Review, including a revamp of the Award Rules will be presented to EPRS at the 13 September meeting.

The proposed changes to the Code of Practice Teaching and Assessment including the revised Schedule 1—Subject Outline Checklist is currently at the faculty and key stakeholder consultation stage. A report with the proposed changes will be presented to EPRS on 15 November.

The EPRS project, changes to Course Rules 8.4.3 Withheld Grades and 8.5.5 Failure to attain minimum performance levels, were approved at Council on 18 August. The development of system changes is in progress and during 2007 the focus will be to work with faculties on how to implement the changes.

For more information on the EPRS projects contact the Executive Officer, Jenny Reiners, at x3216 or jreiners@uow.edu.au.

UNIVERSITY INTERNATIONALISATION COMMITTEE

The University Internationalisation Committee (UIC) operates primarily as a forum for the dissemination and exchange of information about many aspects of internationalisation at UOW.

At each meeting, UIC receives up-to-date reports on:

- government policy changes that affect the University's international activities
- what's happening at UOW Dubai
- UOW's international alliances
- student exchange and scholarships
- international student and study abroad numbers
- the international positioning of the University and
- some learning and teaching matters, such as the International Studies Minor. The Committee also gets briefings from faculties on current international matters, such as course offerings and student enrolments.

At their June meeting, UIC members endorsed revised terms of reference for UIC and its three subcommittees, the International Studies and Alliances Committee, the Language and International Student Support Committee and the Marketing and Recruitment Committee.

The terms of reference were reviewed to improve their clarity, to ensure they reflect accurately the roles and responsibilities of UIC and its subcommittees and are consistent with the University's strategic planning objectives (www.uow.edu.au/planguality/pdfs/UOWStrategicPlan05-07.pdf). The terms of reference can be found on the UIC website (www.uow.edu.au/governance/internationalisation.html)

The approved minutes (www.uow.edu.au/governance/uicminutes.html) of each meeting can also be found on the UIC website.

UIC's final meeting for the year will be on 19 October.

For more information contact the Executive Officer, Catriona Taylor, at x3079 or taylor@uow.edu.au.

QUALITY AFTER AUQA AUDIT

Senior Women

Recommendation: UOW needs to take steps to address the disproportionately low number of women at senior levels in the organisation.

Action: The Employment Equity and Diversity Unit has continued to actively pursue a range of strategies to address this issue, including: benchmarking activities to help identify best practice; providing recruitment firms with a specific gender equity brief; including an equity component in training for Academic Promotion Committee Members; continuing to conduct workshops for academic women preparing for promotion; working with faculties to review Faculty Equity Plans and strategies.

Marketing

Recommendation: UOW needs to strengthen quality controls for how UOW programs are promoted to international markets.

Action: A new policy – “Production of Marketing Material and Use of UOW Brand” – was endorsed by Council on 18 August 2006. Communication of requirements to faculty staff and offshore partners is underway.

Graduate Attributes

Affirmation: UOW needs to further develop systems to ensure that the UOW Graduate Attributes are embedded in teaching and assessment and to raise the level of awareness of some academic staff.

Action: A project team, funded by ESDF and led by the Head of Student Services A/Prof Greg Hampton, is currently reviewing Graduate Attributes and Tertiary Literacies with a view to developing a simplified, integrated framework that can readily be understood and applied by all academic staff.

In September next year the University is required to report publicly on its progress in addressing recommendations and affirmations included in AUQA's report of its audit of UOW (released in March this year).

A Quality Improvement Plan has now been developed to put improvements into action. It also covers a range of other suggestions included in the AUQA report, to maximise the benefits of the audit process and ensure a successful second audit outcome.

Periodic reports of our progress against the Plan will be presented to Academic Senate and Council, with the first report due in October this year.

Provided is a summary of just some of the actions underway in areas identified for improvement.

Offshore teaching

Recommendation: UOW establish a more comprehensive framework for the quality assurance of its offshore activities, perhaps overseen by a high level University committee.

Action: A Director of Transnational Programs has been appointed, with responsibility for managing UOW's offshore programs in the Asia region and related international collaborations. An Offshore Programs Advisory Committee has also been established to advise the Vice-Chancellor on matters pertaining to UOW's offshore collaborative teaching programs resulting in UOW awards.

A consultative process has been initiated to develop a Trial UOW Framework for Offshore Course Approval. The development of a course review framework will follow.

UOW Student Experience

Improvement Suggestion: UOW needs to better define the UOW student experience and improve University-wide coordination.

Action: The “UOW Student Experience” is one of the University's Strategic Projects. The team steering this project, led by the Academic Registrar Dr David Christie, has developed a draft model of the experience which identifies its various elements – attraction/ access; student management; learning; personal support; lifestyle; success after UOW. Student focus groups are being held to help identify issues and priorities.

New Planning and Quality website!

The Strategic Planning Team invites you to visit a useful new website on Quality and Planning @ UOW:

www.uow.edu.au/planquality

The capacity to plan and assure quality is critical for achieving UOW's goals. The new website explains the University's quality and planning processes and provides links to key policies and documents.. An Essential Guide to Planning and Quality @ UOW, which summarises key information, can also

2006 ELECTIONS

For 2006 Elections Information go to www.uow.edu.au/governance/elections2006.html

Academic Senate

Academic Senate has **four undergraduate** student positions and **two postgraduate** student positions for which members must be elected. Nominations were called for on the 8 September and closed on the 22 September. The term of office for elected student members is one year, from 1 January to 31 December. Voting opens on 3 October and closes on the 16 October. The results will be declared on Friday 20 October. Any questions concerning the Academic Senate Election can be directed to Deputy Returning Officer Ms Nerida Margrie at Phone: 4221 5954.

Further information on Academic Senate can be found at: www.uow.edu.au/governance/academicsenate.html

WUSA

Elections are being conducted for Executive and General Representative positions on the Wollongong Undergraduate Student Association (WUSA) Council and for NUS Delegates for 2007. Voting opens on the 3 October and closes on the 5 October. The results will be declared on Monday 16 October. Any questions concerning the WUSA Election can be directed to the returning Officer, Mr Vic Miglionico at Phone: 4221 4136.

Further information on WUSA can be found at: wusa.uow.edu.au/home/php

Council

Council has one academic position for which a member must be elected. Nominations were called for on the 8 September and closed on 22 September. The term of office for elected academic staff members is three years. Voting opens on the 3 October and closes on the 16 October. The results will be declared on Friday 20 October. Any questions concerning the Council Elections can be directed to Returning Officer Ms Nancy Huggett at Phone: 4221 5684 or any of the Policy and Governance staff at governance@uow.edu.au.

Further information on Council can be found at www.uow.edu.au/governance/council

ROBERT HOPE MEMORIAL PRIZE 2006

The Chancellor Robert Hope Memorial Prize is named in honour of the University's first Chancellor. It is the University's most prestigious student prize, and is awarded to a student who has made a substantial contribution to the University community and/or broader community, with consistently excellent academic performance. It is the only prize awarded directly by the University Council. The recipient of this annual award receives a prize of \$10,000 as well as the Robert Hope Medal, which is awarded during the December graduation ceremonies.

All persons graduating from UOW with a Bachelor degree and at least 96 credit points from study at UOW are eligible for the award. Graduating students may self nominate or be nominated by a Faculty Dean. Faculty's are asked to encourage suitable students to apply for the Award, including those students who graduated in July 2006.

Applications for the 2006 Award are now open and must be sent to Julia Payne, Academic Registrar's Division by **5pm Friday 10 November 2006**.

Application forms and further information about the Award are available on the University website at: www.uow.edu.au/student/prizes/ChancellorRobertHopeMemorialPrize.html or by contacting Julia Payne on ph: 4221 5972 or email: Julia_Payne@uow.edu.au.

STUDENT CENTRAL LATEST NEWS

Since opening its doors in January 2006, Student Central (a unit of the Academic Registrars Division) is continuing to provide effective and efficient services and solutions to students and external clients. By the end of 2006 it is expected that we will have processed over 100,000 student enquiries via phone, email and face to face centre visitations.

Our departmental vision is to be the best service provider in the tertiary sector and in order to attain that competitive edge the team at Student Central have undergone extensive training and research into 'best practice' within a customer service environment.

Commitment & Motivation to Meet our Service Vision

In early August the client service team at Student Central attended a team planning day in order to identify new ways in which we can provide exceptional customer service to our students. The team visited a number of NSW universities as well as observing customer service & presentation skills of other well known Sydney based organisations with the intention of bringing fresh new ideas on process improvement back to the UOW service centre.



Ongoing improvement in our reporting systems and the introduction of a new feedback and enquiry system (due for release in mid October) will also assist with product and process improvement within the centre.

StudentCentral Referral Form

Student Name: _____ Date: ____ / ____ / 20__

Student Number: _____

Where is the student being referred to from the StudentCentral?

UniAdvice (Ground Floor, Building 35) ITS (Middle Floor, Building 17)

URAC (Building 13) Research Office (Ground Floor, Building 20)

UniCentre (Main Office, Middle Floor Building 11) Buildings and Grounds (Building 31)

Student Services (Top Floor, Building 11) Faculty

Library (Building 16) Building _____ Room _____

Other _____

Who is the student being referred to?

Has this person been contacted and informed of the referral? Yes No

Please detail reason for referral/ what the student requires

Staff Member's Name: _____ Staff Member's Phone number: _____

Staff Members Signature: _____

This section to be filled out by the referred member of staff.

Is the student being referred again? Yes No

If yes please outline reasons for additional referral

New Initiatives – Student Referral Form

Student Central has developed a Student Referral Forms for use when referring a student from Student Central to another faculty or business unit. Information relevant to the referral will be included on the front of the form (including contact numbers and a summary of the student's enquiry) and a campus map will be located on the back of the form so that students can be shown how best to reach their destination. It is envisioned that this form will also act as a form of feedback for the Client Service team by allowing faculty staff to see where a student has been referred from, and if the referral was relevant in the first place.

Student Online Forms

The official launch of the student online forms on 10 July 2006 generated significant interest, awareness and convenience for students who required enrolment related documentation. From the date of its official launch until August 2006, the staff members from the Academic Registrars Division have




successfully completed over 880 student applications. Information regarding to these forms can be found on the Student Central Website at: <http://www.uow.edu.au/student/centre/pdf/>

Coming Up: December 2006 Graduation









Students can apply for graduation through SOLS or by completing an application form (if they no longer have SOLS access) which can be obtained from Student Central, ground floor building 17. Applications to graduate closed on the 29 of September 2006. Late applications will not be considered. Students will receive correspondence relating to their graduation ceremony via mail in late October. Graduation eligibility will be confirmed via SOLS during the week following release of results for Spring Session.

COURSE APPROVALS





New Courses
















-  Bachelor of Health Sciences
-  Bachelor of Health Sciences (Honours)
-  Graduate Certificate in Rolling Stock Engineering

Major Amendments

-  Bachelor of Arts (Psychology)
-  Bachelor of Arts (Psychology) (Honours)
-  Bachelor of Psychology
-  Bachelor of Science (Psychology)
-  Bachelor of Science (Psychology) (Honours)
-  Graduate Certificate in International Business
-  Master of International Business
-  Master of Professional Accounting

Minor Amendments

-  Bachelor of Arts (English Language & Linguistics)
-  Bachelor of Arts (Philosophy)
-  Bachelor of Arts (Population Health & Indigenous Health)
-  Bachelor of Arts (Population Health & Marketing)

-  Bachelor of Business Administration
-  Bachelor of Business Administration (Event Management)
-  Bachelor of Business Administration (Hospitality)
-  Bachelor of Business Administration (Tourism Management)
-  Bachelor of Commerce (Marketing)
-  Bachelor of Engineering (Civil Engineering)
-  Bachelor of Engineering (Environmental Engineering)
-  Bachelor of Medical Science and Bachelor of Medical Science/TAFE Diploma
-  Bachelor of Science (Nutrition) and Bachelor of Nutrition & Dietetics
-  Bachelor of Science (Physics & Mathematics)
-  Bachelor of Science (Population Health & Exercise Science)
-  Bachelor of Science (Population Health & Indigenous Health)
-  Bachelor of Science (Population Health & Marketing)
-  Bachelor of Science (Population Health & Nutrition)
-  Graduate Certificate in Business

GRADUATION 2006

Graduation is coming up this December! The key dates for Spring Graduation 2006 are **Monday 11th to Friday 15th December**. Over 2,500 graduands are expected to attend the eleven proposed ceremonies including one evening ceremony.

Should you have any enquires please refer to the Graduation website located at:
www.uow.edu.au/student/graduation/

Alternatively our **Graduation Frequently Asked Questions** are a great resource to use for any enquires that are directed towards your unit. You can view them online at:
www.uow.edu.au/student/graduation/graduation_faq.html

For any other enquires contact Student Central on 4221 3927 or via email on
studeng@uow.edu.au.

COMING UP

Graduation in December!

We are currently in the process of organising faculty ceremonies. We will be sending out a call for assistance soon!

Upcoming Committees

Our Annual Schedule can be viewed at www.uow.edu.au/governance/meetings2006.pdf

We are in the process of setting dates for 2007. Please contact Glenys Day at gday@uow.edu.au or on x3943 to add dates to the schedule.

Other Stuff: Webmania!

Policy and Governance have begun to prepare parts of their site for migration to the new Content Management System. To view information about the project log on to the intranet, go to the 'My Workplace' tab and select the 'Web Management Project' link.

YOUR VIEW IS IMPORTANT

Please take this opportunity to tell us how we can better serve you and mail it to the Policy and Governance Unit, Building 36.

Name (Optional): _____

Do you find our news letter helpful? Yes No

What do you find useful about it?

What don't you find useful?

Do you have any General Comments about our services?

LINKS TO PAST EDITIONS

www.uow.edu.au/about/teaching/communiqué/

CONTACT COMMUNIQUÉ

Feedback and submissions should be forwarded to:

Officer: Jessica Saad

Phone: 4221 5309

Email: jraad@uow.edu.au

governance@uow.edu.au

Post: ARD, Policy and Governance, Building 36.

