

ISSUE 4, December 2007

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Letter from the Academic Registrar

Firstly, I would like to take this opportunity to thank everyone for their efforts in preparation for the upcoming 2007 December Graduation Ceremonies.

I would also like to welcome Jo Braithwaite, who has joined ARD as Senior Manager, Client Service, and Dominic Riordan, who has been appointed as Senior Manager, Policy and Governance. Both individuals bring significant experience from a variety of roles in other organisations.

Please also join with me in congratulating Donna Moffitt, who has been appointed Senior Manager, Business Solutions.

ARD's preparation for the quality assurance audit paid off in October, as University administration achieved the internationally recognised ISO 9001:2000 certification, through a Quality Assurance Audit.

At the beginning of November, Policy and Governance held a highly successful Policy Launch, which was well represented from both academic and general staff across campus. The Policy Launch was to highlight key changes and responsibilities and to raise awareness to staff about six major policies, which were significantly reviewed in 2006 and 2007.

On the information technology front the 2008 Course Handbook has been live since the beginning of November. This is the earliest publish of the handbook. Also, ARD has launched its own intranet site, which is proving to be a useful tool.

Finally, on behalf of ARD, I would like to thank everyone who has worked with ARD in 2007. We look forward to working with you in the future and meeting the challenges that lie ahead in 2008.



Dr David Christie
Academic Registrar

Policy Launch Success!

During 2006 and 2007, comprehensive reviews were undertaken of various academic policies.

Following their approval by Council, and as part of the implementation and communication strategy, a policy launch was held on Thursday 1 November, 2007 in order to raise awareness and inform staff of key changes and responsibilities. The event was a success, with approximately eighty-five academic and general staff present!

The policies covered in the launch included:

- Student Conduct Rules and accompanying procedures - Effective 1 January 2008
- Code of Practice: Teaching and Assessment - Effective Autumn Session 2008
- General Course Rules - Change of Grades - Effective Autumn Session 2008
- Course Progress Policy - Effective 1 January 2008
- Code of Practice: Research - Effective immediately
- Research Misconduct Policy - Effective immediately

For full versions of the policies visit the Policy Directory at: <http://www.uow.edu.au/about/policy/>

Academic Staff: Assoc/Prof Michael Zanko

Background

Michael was born in the United Kingdom, and came to Australia in 1982. He particularly enjoys the open and free lifestyle that Australia offers.

Hard at Work

Michael has recently been appointed the Associate Dean of Academic Programs in the Faculty of Commerce. He is also Joint Director of the People and Organization Research Centre, one of the Faculty of Commerce strategic research directions.

Michael holds a Bachelor of Arts (Honours) from the University of Leeds, a Master of Business Administration from the University of Bradford, and in 1995 completed his PhD at the University of Wollongong.

Motivators

Michael is motivated by exploring ideas about people in and between organizations. He sees his research and teaching as a mechanism to make things better for people.

More about Michael

Michael is married and has two teenage boys. He enjoys spending time with his family and is an avid reader of Victorian novels and crime. Michael has a large collection of unique lamps. He is also a rather keen swimmer.



**Associate Professor
Michael Zanko**

**Associate Dean,
Academic Programs
Faculty of Commerce**

ARD Staff Profile: Jo Braithwaite



Mrs Jo Braithwaite

**Senior Manager
Client Service, ARD**

Background

Jo has been a resident of Wollongong for nine years, after making the switch from Sydney to the Illawarra because of the lifestyle the area offers with its 'pristine beaches.'

Hard at Work

Jo holds a Bachelor of Arts from the University of Wollongong with a major in English, and a Master of Journalism, also undertaken at UOW.

Jo recently joined UOW as the Senior Manager, Client Service in ARD. Prior to this Jo worked at Telstra for 12 years in a variety of customer service roles. At Telstra, Jo was the Service Centre Manager and oversaw a large team of 220 committed staff.

Motivators

Jo is motivated by adding value, and 'going the extra mile.' She feels that in whatever we do, both personally and at work, it is important to commit yourself 110%. She also feels that it is important to take opportunities that are right for your own family and career.

More about Jo

Jo is married, and has three children Ashley, and two young twins Grace and Mackenzie. Jo enjoys spending time with her family, and tries to maintain a work and life balance. Jo is also a 'keen ebay-er' and enjoys reading autobiographies, and listening to U2 and Crowded House.

What You Need to Know

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A Busy Quarter for ARD

The team at ARD has had a busy quarter. We launched our own ARD intranet site, coordinated late enrolment and orientation events to support student retention strategies and implemented a robust records management process.

Critical success metrics for ARD in 2008 will be focussed around customer service and satisfaction, financial performance, human resources and compliance.

We look forward to working with you.

Corporate Governance

Catriona Taylor has stepped in to oversee the Corporate Governance unit while Nancy Huggett takes a few months to spend time with her newborn son. Nancy will return in mid-March. Pete Randles is currently Corporate Governance Officer.

The Review of Student Associations was approved by Council in August and Pete is working on implementing some of the review outcomes.

Four Council elections were conducted in October (academic staff member, undergraduate student member, postgraduate student member and graduate members) and the non-academic staff election will conclude in December.

Continuous improvement of support to Council and its committees included the revision and approval of Council and Senate Standing Orders by Council in October and preparations for the induction and support of eight new Council members in 2008.

Enterprise Content Management

Diane Cruise and her team have established client-focussed processes and training in Records Management, with sixty staff trained in records management and imageREAL. They have also launched the Request Tracker system for records management and enterprise content management.

UOW Administration recently passed the Quality Assurance Audit for records management.

The Content Management System is on track for full migration by December and more than 200 requests have been resolved this past quarter.

In the new year, the team plan to support faculties and business units by conducting records management appraisals for both paper-based and electronic records.

University of Wollongong



Got a question about your records?

- What kind of records should I keep and how should I store them?
- When should I archive records?
- Log a job or query about our electronic records management system, imageREAL

Got a question about the web?

- Where can I get advice about writing content for pages on the staff intranet or UOW web site?
- I would like more information on the content management system

enterprise content management team

<https://intranet.uow.edu.au/ard/ECM/index.html>

Business Solutions

Congratulations to Donna Moffitt, who has recently been appointed Senior Manager, Business Solutions.

Over 50 nationalities were represented at the July Graduation ceremonies with 1,900 applications and nil rescissions. Work is now underway for Summer Graduation with a record number of applications.

It has been a busy period for the team as they have been coordinating the implementation of Course Progress and other National Code changes.

They are also looking to improve service standards to all stakeholders with the introduction of the Request Tracker system, the development of Graduation Module Phase 2, a review of scholarships as well as Orientation and other student lifecycle events.

Policy and Governance

We welcome Dominic Riordan to the University as Senior Manager, Policy and Governance. Dominic joins ARD with significant experience from the State Department of Local Government.

The Policy and Governance Unit successfully coordinated 6 Winter Graduation ceremonies and are busy preparing for 11 Summer Graduation ceremonies. Refer to page 6 for Graduation details.

During the last quarter, successful elections were conducted with Corporate Governance for Senate, WUSA, and Council. See page 7 for the results.

A positive response rate from students will result in useful data from the 2007 Subject Evaluation Surveys rolled out in October.

The composition of the 2007 Annual Report is also underway. Questions should be directed to Fiona Griffin-Rudder on 4221 5972 or by email at fionagr@uow.edu.au

New Course Management Intranet Site

Visit the new Course Management Intranet Site at: <https://intranet.uow.edu.au/coursemgmt/index.html>

On the site you will find:

- Information about the course approval process
- Forms and related documents
- Course Approval Bulletin – proposed and recently approved courses
- Course Approval mailing list – for those who want regular updates about course approvals

2008 Course Handbook Online

The 2008 Course Handbook is now available online!

Visit the 2008 Course Handbook online at: <http://www.uow.edu.au/handbook/>

The hardcopy handbooks are due to be distributed in December.



Academic Policy Changes

Eight significant academic policy changes have been endorsed by Academic Senate and approved by the University Council:

Policy	Date Effective
Academic Grievance Policy (Higher Degree Research Students)	17 August 2007
Academic Grievance Policy (Coursework and Honours Students)	17 August 2007
Appeals against Higher Degree Research Thesis Examination Outcomes Policy	17 August 2007
Student Conduct Rules and associated Procedures	1 January 2008
Graduate Qualities Policy	1 January 2008
Course Progress Policy	1 January 2008
Code of Practice – Honours	Autumn Session 2008
International Linkages Policy	1 January 2008

For further details, please visit the Policy Directory at: <http://www.uow.edu.au/about/policy/>

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Strategy

After considerable consultation, the 2007 Student Experience Questionnaire was re-developed and launched in October. Students should complete the survey by 27 January 2008.

UOW Staff can view the survey via the ARD Intranet homepage at:
<https://intranet.uow.edu.au/ard/index.html>

Students can access the survey at:
<http://www.uow.edu.au/student/survey>

Enquires should be directed to Fran Walder, Senior Manager, Strategy at fran@uow.edu.au

The results will be communicated to all stakeholders by Quarter Two 2008.

The Strategy team also developed a comprehensive Staff Induction and Exit program. The aim of this program is to facilitate a more streamlined and efficient introduction to the division and the University workplace. This program will be tested and embedded over the next few months.

Client Service

Jo Braithwaite has joined the University as the Senior Manager, Client Service. Jo has a strong customer service focus and is looking forward to strengthening and supporting the UOW Customer Service Support Network and further developing service initiatives at Student Central.

The Client Services team will be working on an effective Communications Plan for 2008 and further development of faculty support.

The Link
See page 2 for a Staff Profile on Jo Braithwaite

Student Systems

Student Systems met the DEST Publishing deadline for Student Contribution Amounts which required system changes to Funding Clusters and Student Contribution Bands as a result of the change to disciplines of Accounting, Administration, Economics and Commerce.

These discipline changes require further system changes before 2008 Fees can be released. Changes are required to Fees Revenue, Admissions and the CSS Schemes (course of study year).

Tell us about your
Student Experience
and WIN a
\$1000
Travel Voucher
(to anywhere!)

<http://www.uow.edu.au/student/survey>

2007 Student Experience Questionnaire

University of Wollongong

Hot Topics

The team utilised the Hot Topic function on the Current Student webpage to promote various student lifecycle events and feedback.

For the latest Hot Topic visit:
<http://www.uow.edu.au/student/>

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Summer 2007 Graduation Ceremonies

Graduation is coming up this December!

Summer 2007 Graduation will be held from Monday 17th to Friday 21st December.

Approximately 2,800 graduands are expected to attend the following eleven ceremonies:

Ceremony	Date	Faculty
Ceremony 1	9:45am, Monday 17 th December	Commerce
Ceremony 2	2:30pm, Monday 17 th December	Graduate School of Business Informatics
Ceremony 3	7:00pm, Monday 17 th December	Commerce Law
Ceremony 4	9:45am, Tuesday 18 th December	Arts Commerce
Ceremony 5	2:30pm, Tuesday 18 th December	Engineering Informatics
Ceremony 6	7:00pm, Tuesday 18 th December	Arts Informatics
Ceremony 7	9:45am, Wednesday 19 th December	Health & Behavioural Sciences
Ceremony 8	2:30pm, Wednesday 19 th December	Health & Behavioural Sciences
Ceremony 9	9:45am, Thursday 20 th December	Education
Ceremony 10	2:30pm, Thursday 20 th December	Education
Ceremony 11	9:45am, Friday 21 st December	Creative Arts Science

Graduation Enquiries?

Should you have any enquires please contact Tori Funnell, Graduation Coordinator on 4221 5408 or by email at: tori_funnell@uow.edu.au

You may also like to refer to the **Graduation website** at:
www.uow.edu.au/student/graduation/

Our **Graduation Frequently Asked Questions** are a great resource to use for any graduation enquires that are directed towards your unit. You can view them online at:
<http://www.uow.edu.au/student/graduation/faqs/index.html>

For any other enquires contact **Student Central** on 4221 3927 or via email at: askuow@uow.edu.au



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University Council News

University Council Elections

Online elections for one academic staff member, one undergraduate student member, and two graduate members of Council were held from 2 to 16 October 2007.

Only one nomination for the position of postgraduate student member was received, and the Returning Officer has declared that person elected in accordance with section 4(3) of Schedule I of the University of Wollongong By-law 2005.

In accordance with the *University of Wollongong Act 2005*, which requires a balance of experienced and new members, the term of office for the elected graduate member with the highest number of votes will be four years, while the term of office for the elected graduate member with the second-highest number of votes will be two years. Terms for elected members will begin on 1 January 2008.

The election results are as follows:

Academic Staff Member

Ms Penney McFarlane (3 year term)

Undergraduate Student Member

Ms Elizabeth Larbalestier (2 year term)

Postgraduate Student Member

Mr Brad Winton (2 year term)

Graduate Members

Ms Kelly Knowles (4 year term)

Dr Stephen Andersen (2 year term)

A further election, for the non-academic staff member of Council, is being held from 22 November to 6 December 2007.

New and Revised Policies

The following new and amended UOW policies were approved at the August and October Council meetings:

12 October 2007

- Revised Code of Practice – Teaching & Assessment: Effective Autumn session 2008
- Revised Code of Practice - Research: Effective immediately
- Research Misconduct Policy: Effective immediately
- Student Academic Consideration Policy: Effective Autumn session 2009

The following new policy and amended rules were approved, in line with the revised National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, effective immediately:

- Course Progress Policy
- General Course Rules (Section 8 – Assessment)

More information about Council, including summaries of Council meetings, can be found at <http://www.uow.edu.au/governance/committees/council/UOW000325.html>

Academic Senate News

Committee Update

Academic Senate is the peak body for advising the University Council and the Vice-Chancellor on academic matters and broad issues that affect the academic excellence of the University. It consists of members from the wider University community including faculties, administration and students.

Over the course of 2007, Academic Senate addressed a variety of agenda items, including:

- ✎ Endorsement of revisions to several policies in response to legislative changes in the National Code 2007.
- ✎ Endorsement of the four new policies.
- ✎ Approval of 10 new courses, major amendments to 19 courses and minor amendments to 40 courses.

Other activities and initiatives for Academic Senate included:

- ✎ Consideration of UOW's Core Function Plans–2006 Review.
- ✎ Reports and Quality Improvement Report on Progress against UOW Plan.
- ✎ Approval of revised Terms of Reference for the University Internationalisation Committee.

- ✎ Approval of revised Assessment Committee Standards.
- ✎ Endorsement of revisions to the Course Approval Management Process.
- ✎ Endorsement of revised Academic Senate Standing Orders.
- ✎ Noting of the University of Wollongong Strategic Plan 2008-10.
- ✎ Approval of student awards and prizes across all Faculties.

In August, Academic Senate sponsored the Meet the Chancellor Reception, attended by over 40 staff members and students. This Reception provides a forum for the Chancellor and Deputy Chancellor to meet with staff and students, is a vehicle for raising the profile of governance at the University, and recognises staff and students' roles in governance at all levels in the University.

Election of student members of Academic Senate

Elections were held during September and October 2007 for four undergraduate and two postgraduate student positions on Academic Senate. Justin Ayre, Clinton Mead, Christopher Monnox and Nicholas Rouen were elected as undergraduate student members for the term 1 January 2008 to 31 December 2008.

No nominations were received for the two postgraduate student member positions. According to Clause 5 of the University's Electoral Procedures for Senate and Faculties, these positions will be filled as casual vacancies.

Future meeting dates for 2008

The following meeting dates for 2008 were approved (Res 56/07) by Senate Standing Committee at its meeting on 17 October 2007.

2008 Meeting Dates	
Senate Standing Committee @ 9:30am	
Agenda Deadline	Meeting
6 February	27 February
2 April	23 April
28 May	18 June
23 July	27 August
17 September	8 October

2008 Meeting Dates	
Academic Senate @ 9:30am	
Agenda Deadline	Meeting
5 March	26 March
30 April	21 May
18 June	9 July
20 August	24 September
15 October	5 November
29 October	19 November *

*This meeting will be dedicated to discussion and debate on items of business raised by members.

ARD Relocation

ARD has moved to ITS, Building 17 until mid-February while the office area in Building 36 is renovated. You can find the teams at:

Presentation Lab—Level 2, Bld 17

- ◆ Academic Registrar and Assistant
- ◆ Enterprise Content Management
- ◆ Strategy
- ◆ Timetabling
- ◆ Student Systems

Sky Lab—Level 1, Bld 17

- ◆ Policy and Governance
- ◆ Corporate Governance
- ◆ Fees and Compliance
- ◆ Student Solutions

Student Central—Ground Floor, Bld 17

- ◆ Senior Manager, Business Solutions
- ◆ Scholarships Officers
- ◆ Events Coordinator
- ◆ Client Service

Next Edition of Communiqué

The next edition of Communiqué is due out early 2008.

This edition will include a schedule of committee meeting dates for 2008.

Links to past issues

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

Contact Us

Feedback for this issue and submissions for the first 2008 issue should be forwarded to:

Officer: Lauren Ross

Phone: 4221 5309

Email: governance@uow.edu.au

Post: ARD, Policy and Governance, Building 17