

ISSUE 10, October 2009

INSIDE THIS ISSUE

First Up

- 1 >>> Letter from the Academic Registrar
- >>> Student Experience Questionnaire 2009

Staff Profiles

- 2 >>> Academic Staff: Dr Tony Simoes da Silva
- >>> ARD Staff: Ms Megan Huisman

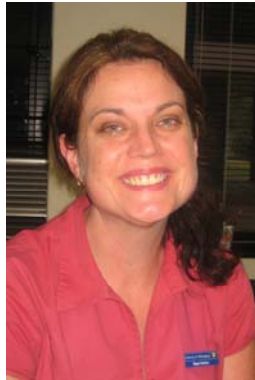
What You Need to Know

- 3 >>> Gold Standard Committee Service
- >>> Student Elections for 2009
- 4 >>> University Council Meeting - August 2009
- >>> Vice-Chancellor's Report
- >>> Farewell for Chancellor Michael Codd AC
- 5 >>> Subject Evaluation Surveys (SES)
- 6 >>> Student Systems Update
- >>> Committee Information

Final Words

- 7 >>> ARD Contacts

Letter from the Academic Registrar



Megan Huisman
Acting Academic
Registrar

Welcome everyone to the September issue of Communiqué for 2009.

The Student Experience Questionnaire closed on 4 August with 5130 student responses, which is the best response rate we have had to date. The SEQ report will be available from early November. Student elections are also currently underway with results due for release in third week of October.

The Online Release of Results project is progressing well. This project will bring further efficiencies to the processes that deliver graduation successfully. The project team is communicating with all faculties about the project and is offering support to assist in this change.

Over in Policy and Governance, the Course Handbook is in progress and will be available online by 26 October. Graduation planning is also well underway, and ceremonies will be released by early November. While many of us may not be thinking of next year yet, ARD, faculty staff and other divisions are already planning for

Autumn 2010 Orientation and the getstarted@uow program.

Many of you will also know that Donna Moffitt, Senior Manager, Business Solutions, will be leaving UOW to take up a great opportunity at Southern Cross University. I would like to take this opportunity to acknowledge the contribution Donna has made not only to ARD, but also the University. Donna has delivered great improvements and developed strong relationships across campus. We wish Donna well in her new role.

This is my first chance, while acting in this role, to thank you for your support for the above projects. While these projects require hard work from ARD they also receive fantastic support from the University community and we thank you for that commitment. My first few months acting in this role have provided me with great insight into the operations of the University. I am enjoying the challenges the opportunity has presented.

Student Experience Questionnaire 2009

The UOW student experience is important to students and the University. In 2009, the survey ran through August and achieved its highest response rate ever, at 28%.

Next year we aim to improve on that result to ensure the highest possible quality data. Despite the increase in surveys being directed at students, it is a positive sign that students are increasingly interested in completing the questionnaire to ensure we as an institution know what they think and feel.

2009 qualitative data will be available to faculties and services by early November and the final report will be distributed early December. Having this information prior to 2010 will hopefully support and inform your planning activities more effectively.

If you have any enquiries, please contact: Fran Walder, Senior Manager Strategy, Academic Registrar's Division via email: fran@uow.edu.au or phone: 4221 5154



Student Experience Questionnaire

Your chance to win a **\$1000** Travel Voucher to anywhere!

www.uow.edu.au/student/survey

Open 6/10/08 - 1/2/09 Travel Voucher supported by Travelscene Wollongong

University of Wollongong

Academic Staff Profile: Dr Tony Simoes da Silva



Dr Tony Simoes da Silva

**Associate Dean,
Undergraduate
Studies and
Faculty of Arts
Committee Chair**

Background

Tony was born in Lourenço Marques, Mozambique, where he attended primary and secondary school, moving to Portugal in 1976. He lived in South Africa between 1980 and 1986, training as a fitter and turner, before settling in Australia in 1988. Admitted to Edith Cowan University in 1989, he graduated with a BA Hons. in English and a second major in French. Tony completed his PhD in English at the University of Western Australia, in 1996.

Hard at Work

After working as a casual tutor at Edith Cowan University and the University of Western Australia between 1998 and 2000, Tony left Australia for the UK, where he taught at the University of Exeter, in Devon. In 2005 he returned to Australia and took up a position with James Cook University for two years, working for a while as Deputy Head in the School of Arts and Social Sciences.

Tony joined Wollongong University in July of 2007, teaching in the English Literatures

Program. After a period as Interim Head of the School of English Literatures, Philosophy and Languages in 2009, Tony is now Associate Dean of Undergraduate Studies. Tony is also the Arts Faculty Education Committee Chair.

Motivators

Tony's main motivator is the desire to share with others his passion for teaching and learning and an understanding of the value of knowledge. This passion extends to his love of 'doing', which enables him a chance to put into practice all those valuable lessons he has learnt. He also sees teaching and learning as the secret to staying young through his constant interaction with curious, intelligent and generous students!

More about Tony...

Tony enjoys reading, film, walking and pretty much anything to do with the arts. He enjoys living in Wollongong with his family and notes that Wollongong reminds him of his time in Exeter. He says that "both are small places with big dreams and lots of potential..." and both offer peace and quiet while being close to big, exciting cities.

ARD Staff Profile: Ms Megan Huisman



Ms Megan Huisman

**Acting Academic
Registrar**

Background

Megan was born in Newcastle, NSW but grew up in many locations including Malaysia due to the fact her father was in the Airforce. She lived in Canberra until 1998 when she moved to the Illawarra to be with her husband.

Hard at Work

After joining the University of Wollongong in 2005 as a Project Manager, Megan worked on a number of projects including the delivery of the Web Content Management Project and the Welcome and Orientation Project. Since then, she assumed her current role as Acting Academic Registrar in August this year.

Prior to her current position at the University of Wollongong, Megan worked at Telstra in Sydney and Canberra in management roles. She focussed on delivering high levels of service to key clients such as Westpac and Woolworths Ltd.

Motivators

Megan likes to deliver improvements and take a leadership role in projects that take the institution forward.

She likes to ensure that client expectations are exceeded and to actively contribute constructively to the institutions strategic goals.

More about Megan...

Megan has two boys - Riley (7) and Flynn (5), both of whom keep her highly entertained and bring her lots of joy.

She enjoys travelling to different countries and learning all about other cultures, and particularly enjoys foreign films. She likes bushwalking (when she has time!) and going to markets (particularly of the craft kind!)

Megan is also currently completing her MBA at Sydney Business School.

Gold Standard Committee Service

Good practice governance at the University of Wollongong (UOW) is facilitated through the provision of Gold Standard Committee Service.

The four key principles of Gold Standard Committee Service at UOW are:

- ♦ An integrated and focussed committee framework;
- ♦ Informed and responsible committee members;
- ♦ A framework for efficient and effective decision making; and
- ♦ Enhanced committee operations through evaluation, review and improvement.

From mid-October the Gold Standard Committee Service Handbook will be available for download from the Governance @ UOW pages.

The Handbook contains the Guidelines for the Provision of Gold Standard Committee Service at UOW.

The guidelines provided in the handbook are supported by templates such as Committee

Agenda Templates and Committee Minutes Templates plus other tools and reference material to assist the implementation of Gold Standard Committee Service at UOW.

From February 2010, the Policy and Governance Unit will be offering Gold Standard Committee Service training.

The training will replace the Minute Taking training previously offered by Professional & Organisational Development Services.

Register your initial interest in attending this training by contacting Lauren Ross, Project and Policy Officer in the Policy and Governance Unit at



Student Elections 2009

Elections are currently underway for the representatives to the following bodies:

University Council

- | Academic Staff member
- | Postgraduate student member
- | Undergraduate student member
- | Graduate

Academic Senate

- 2 Undergraduate student members
- 4 Postgraduate student members

WUSA (Wollongong Undergraduate Students' Association)

- 15 Executive positions
- 5 General Representatives
- 5 NUS delegates

Nominations are now closed. Information about the University Council and Academic Senate elections - including candidate statements - can be found on the following webpages:

University Council:

<http://www.uow.edu.au/governance/committees/council/UOW060441.html>

Academic Senate:

<http://www.uow.edu.au/student/representation/UOW063508.html>

Information about the WUSA election is included in the forthcoming issue of *Tertangala*.

Voting in all three elections will open at 9am on Tuesday, 6 October 2009.

Voting in the WUSA election will close at 5pm on Thursday, 8 October 2009.

Voting in the University Council and Academic Senate elections will close at 5pm on Tuesday, 20 October 2009.

Outcomes will be declared later in that week.

University Council Meeting: 7 August 2009

Vice-Chancellor's Report

On 10 July the NSW Premier Nathan Rees and Transport Minister David Campbell announced \$10 million in funding from RailCorp for the SMART Rail Institute, ensuring that it will become the pre-eminent research and training institute for rail research and technology in Australia.

Further information: <http://media.uow.edu.au/news/UOW061991.html>

Professor Lesley Head, who leads UOW's School of Earth and Environmental Sciences has been named among the first group ever to be appointed as Australian Laureate Fellows. Mr Aden Patterson, the CEO of ANSTO visited the University to discuss future research collaborations.

A total of seven nominees from the University of Wollongong have been selected to receive 2009 Citations for Outstanding Contributions to Student Learning. UOW placed well in the sector with one institution receiving the maximum number of ten citations, one receiving eight and two (including UOW) receiving seven. Two large Australian Teaching and Learning Council (ALTC) grants of \$220,000 and \$215,000 have been awarded to Professor Sara Dolnicar, Faculty of Commerce, and Professor Phillip Ogunbona, Faculty of Informatics respectively.

The Good Universities Guide was released on 11 August, with UOW maintaining all of its five star categories in key strategic areas such as Research Intensity and in areas such as Academic Services and Electronic Support for students.

Further information: www.googuniguide.com.au

The Deputy Vice-Chancellor (Research) reported that the University had received notice that it has been awarded a new Cooperative

Research Centre for Energy Pipelines. The Centre will involve cooperative research with other universities but will be headquartered at UOW and is worth around \$17.5 million over the next five years.

Quality at UOW: External Audit

Council noted a report on Quality at UOW focussing on the second AUQA Audit planned for 2011. Information about the planned AUQA Audit and the University's preparations can be found at: <http://www.uow.edu.au/planquality/auqa/index.html>

Presentation on Financial Benchmarking

The Deputy Vice-Principal (Finance & IT) gave a presentation to Council benchmarking UOW with NSW higher education institutions. He concluded that the University's financial position was strong and that the financial risks (eg international student fee income) were well known and mitigated as far as possible.

Occupational Health & Safety

The June 2009 Occupational Health and Safety Report was noted. The Vice-Chancellor informed Council that the University had been shortlisted as a finalist for the WorkCover NSW SafeWork Awards in the Best Workplace Health and Safety Management System in the Public Sector/Not for Profit category. For further information about OH&S: <http://staff.uow.edu.au/ohs/>

Policy Approvals

The following new and revised research policies were approved by Council:
Revised Research Misconduct Policy
New Higher Degree Research Scholarship Selection Policy

The next University Council meeting is scheduled to be held on Friday, 9 October 2009.

Chancellor Michael Codd AC chaired his last meeting of the University Council on 7 August 2009. Chancellor Codd served the maximum term of 12 years on the Council and presided over a time of significant growth and achievement at the University of Wollongong. The University's new Chancellor, Jillian Broadbent AO took up her appointment on 1 October 2009.



Subject Evaluation Surveys (SES)

Subject Evaluation Surveys will be undertaken during Weeks 10-13 of Spring session 2009. Approximately 240 subjects will be evaluated using a paper-based survey inviting students to comment on the content of their course subjects.

Autumn 2009 survey results are being distributed through September, and results will be available on the website shortly.

Subject Evaluations assist Faculties determine if current needs are being met and identify if improvements are needed to course content.

SES Online

Until 2007, subject evaluations were administered online. Following a review of surveys aimed at improving low response rates, it was determined to move to a paper-based survey administered during class. This change has seen a significant increase in response rates.



Results of previous subject evaluation surveys can be found at - <http://www.uow.edu.au/about/teaching/excellence/subjectsurvey/index.html>.

Continuous Improvement of Subject Evaluation Surveys Processes

A recent review of the paper based SES process identified further opportunities for refinement of the current process. They include:

Data Quality – to improve the speed of delivery of reports, changes are being made to processes to clean up student data. This may result in some subjects that have mixed classes reporting response rates of over 100%.

Subjects Surveyed - Faculties are encouraged to focus on selecting subjects to be surveyed based on the Curriculum Review Schedule set under the UOW Academic Review Policy which states all subjects will be reviewed at least once every 5 years.

Subjects surveyed should be based on three criteria:

- ◆ Subjects where survey data is needed to support upcoming Curriculum Reviews
- ◆ Subjects where there is evidence of an issue with the subject
- ◆ A small sample of other subjects from the Faculty for general quality assurance purposes.

The Centre for Academic Systems and Resources (CASR) will look to provide support services for faculties reviewing subjects and carrying out curriculum reviews in order to establish an incentive to take a more strategic approach to student surveys.

Open Text Responses - open text responses are under review. Processing of open text responses is resource intensive and, in smaller classes, may not provide sufficient anonymity for students. Efforts are being made to identify an alternative method for students to provide free text responses, preferably in electronic form.

Student Systems Update

Changes to Spring 2009 Results Process – Online Result Declaration Project

The Online Result Declaration Model will replace existing result declaration practices from Spring 2009

Why are changes being implemented?

Session Dates

Spring session 09 is commencing a week later to capture emerging recruitment markets and the timing of December graduation remains unchanged, resulting in the loss of 1 week between the last day of study recess and graduation.

Academic Assessment Audit

Identified requirements for increased transparency in grade changes and the ability to report on reasons for change

What are the main changes to the Results Process?

- Printed Consolidated Results will be replaced with an Electronic Report
- Student Cohorts will be flagged by default to be reviewed at the FAC meeting
- Faculty staff review students prior to the FAC meeting and remove from the review list
- Faculty staff can add students to the FAC Review List
- Faculty staff can enter interim results to be discussed/signed off at the FAC meeting

- Students will be reviewed electronically at the FAC meeting via laptop/projector
- ARD Staff will enter changes to results via Laptop at the FAC Meeting

Honours grades will be captured electronically and uploaded to the Potential Graduands Awards table.

Spring 2009 – Timing

Thursday 26/11/2009

Results to be published to ARD by mid day
ARD - generate Snapshots for Electronic Consolidated Result
FAC Preparation Commences

Friday 27/11/2009

FAC Preparation Continues

Monday 30/11/2009

FAC Meetings

For further background information on the Online Result Declaration Model, please visit:
<https://intranet.uow.edu.au/studentsystems/online-result-declaration-project/index.htm>

Or contact:

Donna Moffitt - Senior Manager,
Business Solutions Unit
Academic Registrar's Division
Email: dmoffitt@uow.edu.au Ext: 3214

Debbie Sartori - Senior Manager, Student Systems
Academic Registrar's Division
Email: dsartori@uow.edu.au Ext: 5423

Committee Information

Upcoming meetings for 2009:

University Council	Friday 9 October 2009
Quality Assurance Sub-Committee (QAS)	Wednesday 14 October 2009
University Internationalisation Committee	Thursday 22 October 2009
Faculty Education Chairs Committee (FEC Chairs)	Wednesday 21 October 2009
Education Policy Review Sub-Committee (EPRS)	Wednesday 21 October 2009
Student Awards Committee (SAC)	Wednesday 25 October 2009
Academic Senate	Wednesday 28 October 2009

For a full schedule of committee meetings, please follow the below link:

<http://www.uow.edu.au/governance/committees/schedule/index.html>

Committee meeting dates for 2010 will be available in November.

ARD Contacts

Staff in ARD act as liaison officers for Faculties and Units to ensure there are consistent lines of communication.

Faculty/Division/Unit	Policy & Governance Liaison	Conferrals Officers
Arts	Viji Venkat (x4790)	U/G - Liz Davidson (x3925) P/G - Sandra Ragnoli (x4181)
Commerce	Julia Payne (x3216)	U/G - Liz Davidson (x3925) P/G - Sandra Ragnoli (x4181)
Creative Arts	Viji Venkat (x4790)	Sally Norrish (x3795)
Education	Kristin Maina (x5309)	Sandra Ragnoli (x4181)
Engineering	Nerida Margrie (x5954)	U/G - Elaine Thompson (x3343) P/G - Nerys Webb (x4857)
Health & Behavioural Sciences	Deborah Arnold (x5408)	Nerys Webb (x4857)
Sydney Business School	Julia Payne (x3216)	Elaine Thompson (x3343)
Graduate School of Medicine	Catriona Taylor (x5972)	Sally Norrish (x3795)
Informatics	Catriona Taylor (x5972)	Elaine Thompson (x3343)
Law	Nerida Margrie (x5954)	U/G - Liz Davidson (x3925) P/G - Sally Norrish (x3795)
Science	Paola Ciccarelli (x5014)	Sally Norrish (x3795)
Research	Deborah Arnold (x5408)	-
Personnel (Recruitment, OH&S, PODS, Personnel & Payroll)	Dominic Riordan (x4136)	-
Finance (Finance/Disaster Recovery/ COGNOS)	Dominic Riordan (x4136)	-
EED/ Library/CEDIR/WIC	Paola Ciccarelli (x5014)	-
Strategic Planning/ Audit/ UniAdvice	Julia Payne (x3216)	-
ITS	Viji Venkat (x4790)	-
Accommodation and Student Services	Deborah Arnold (x5408)	-
Buildings & Grounds (Cleaning, Security, Parking)	Catriona Taylor (x5972)	-
WCA	Paola Ciccarelli (x5014)	-
Other Campuses: Shoalhaven, Bega, Batemans Bay, Moss Vale and Loftus	Paola Ciccarelli (x5014)	-

Visit Policy & Governance: www.uow.edu.au/governance/UOW000286.html

Contact Policy & Governance: governance@uow.edu.au

Contact Conferrals Officers: conferrals_compliance@uow.edu.au

Contact Enrolment Management Team: enrolment_management@uow.edu.au

Contact Client Service (Including Fees team): client_service@uow.edu.au

International Student Compliance: esos_enquiries@uow.edu.au