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Letter from the Academic Registrar

Firstly I would like to take this opportunity to thank everyone involved in the successful 2006 December Graduation Ceremonies.

Last year marked another successful year for ARD with the development of many new initiatives. Once such initiative was the Customer Service Support Network, which provides a forum for networking of service providers internal and external to the university. (See page 4 for more).

On the information technology front we successfully began implementation of the new web Content Management System with 16 areas of the old site already migrated over and completely functional.

Looking forward, many challenges lie ahead particularly in the area of compliance. With the introduction of the new National Code ARD has been assessing the risk, implication and scope of the changes required in order to achieve compliance with the Code within a restrictive time frame.

With the Academic Integrity project gaining momentum the finalisation, approval and implementation of the new Student Conduct Rules and Procedures will be a priority.

You will have also noticed the first issue of Communiqué for 2007 has a new look and feel. We would really appreciate your feedback on both the new look and content.

Finally I would like to thank everyone who has worked with ARD in 2006. We look forward to continuing to work together with you to meet the challenges that lie ahead.

What’s New? The 2007 Handbook!

The news we’ve all been waiting for - the 2007 course handbook is now up in html format on the web at: [www.uow.edu.au/handbook/](http://www.uow.edu.au/handbook/) (click into “Courses offered in 2007”)

There are a number of changes that you will notice from previous year online handbook pages. The 2007 handbook was done using the new web content management system. The pages have been created from rtf files used to create the print handbook, so they will look very similar to the hardcopy. A number of the files have been split into several smaller files that are linked to make the handbook more web friendly.

A new innovation that the web team have developed is a style that can be applied to subject codes that the web CMS will automatically pick up and assign a link to the subject database.

The other major change is the naming of the web pages. The web CMS has a different method of naming pages and most will be something like “UOW006859.html”. However, the main index pages for each faculty have maintained the old style of link of [www.uow.edu.au/handbook/yr2007/ug/facultyname](http://www.uow.edu.au/handbook/yr2007/ug/facultyname).

A good idea is to check all your courses are listed and linked up in a logical fashion. Also check links to the course handbook from your faculty web pages. It is strongly recommended to link to your faculty index page rather than to individual courses as the index page links will remain in a constant format from year to year. The following link [www.uow.edu.au/handbook/current/](http://www.uow.edu.au/handbook/current/) also now directs to the 2007 handbook so please use this link in your own web pages.
Academic Staff Profile: John McQuilton

**Background**
Born and raised in North Eastern Victoria.

**Hard @ Work**
John completed his undergraduate and postgraduate degrees at the University of Melbourne. He taught in various universities and was associate editor for a series of Bicentennial volumes before coming to Wollongong. He has published works on Ned Kelly, Australian bushrangers, comparative frontier history, Australia during the Great War and co-edited Australia’s first historical atlas. Additionally, he acted as historical consultant for documentaries.

**Favourite things**
The Sydney Swans, cricket, his son and his PhD students.

ARD Staff Profile: David Christie

**Background**
David was born and raised in the country in NSW.

**Hard @ Work**
He holds a BSc(Hons) and PhD both degrees from The University of Sydney.

David has worked in various research, development and marketing positions based in Germany and an Asia-Pacific business management role based in Singapore with a multi-national chemical company.

**Favourite things:**
Bushwalking
Cooking (and eating)
Photography
Walking my dog!
The Customer Service Support Network (CSSN) was established in late 2006 in order to cater for the growing demand for front line staff to receive further development in the provision of customer service.

The need for this type of network arose from a recent industry shift to a more customer focused provision of services to students, and to align UOW’s existing service with the University Strategic goal of improving the student experience.

The network is open to any staff member who is in a front line customer service position, as well as their immediate manager or supervisor. This includes staff from areas such as faculty service desks, Student Central, Student Services, UniCentre and UniAdvice, URAC, and any other area on campus with staff who interact with both internal and external clients on a daily basis.

The inaugural launch event - presided over by Chris Grange, Vice Principal Administration - attracted over 100 staff members from a diverse range of service providers on campus, and provided a clear indication that the support network is a timely offering of support to staff who are developing customer service initiatives within their individual areas.

Outcomes and benefits of the Network:

- Sharing of best practice initiatives
- Developing a consistent approach to the provision of customer service
- Providing seamless service across all service areas on campus
- To facilitate communication of changes in policies and procedures
- To be offered opportunities for frontline customer service providers to keep up-to-date with changing information.
- To provide a forum for exposing the university service providers to external service providers, networks and new and improved service initiatives.

CSSN events will focus on topics such as developing common service standards and charters, customer service training modules, visits to service centres on campus as well as introducing guest speakers from other universities and local businesses.

A CSSN intranet page is also under development and is expected to go live in March 2007.

If you are interested in becoming a CSSN member, or would like more information, please contact Katherine McPhee at Student Central on 4221 3998 or via email: kmcphee@uow.edu.au.

Calling all JP’s

Justices of the Peace (JPs) are respected citizens who are entrusted by their community to take on special responsibilities within the legal system. Their responsibilities include a wide range of services, from witnessing the signing of documents to hearing certain matters in court.

At UOW, the services of a JP are requested by students and visitors year round, most particularly during exam and graduation time. To better service our students, a number of the staff within Student Central have recently become JPs themselves. However, due to the ongoing demand, we also hold a list of UOW JPs who are willing to assist our students with their requests during those busy times.

We are asking all UOW staff members who are registered as JPs to forward your details (including your full name, your location and the days that you are available), to Therese Philippa in Student Central on 4221 3390 or via email: therese@uow.edu.au if you would like to assist with this service throughout 2007.

For those JPs who are currently on the list, we ask that you notify us at your earliest convenience if your contact details have changed or if you wish to be removed from the list.

We thank you for your support in 2006 and look forward to working with you in 2007.
The National Code

The following article regards the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students 2007 (The Code)

The 2006 Audit of UOW Honours Guides was undertaken to assess compliance with the “Honours Guide Checklist” of the Code of Practice – Honours. This audit was undertaken as part of the review of the Code and was a continuation of the compliance review that took place in the second half of 2004. In total 24 Honours Guides were audited across all Faculties.

The audit found there was a high level of compliance to the Code across all Faculties and Units. Six Honours Guides (Environmental Science, Marine Science, Earth and Environment, Maths Advanced, Maths Economics, and Biotechnology) demonstrated best possible practice with one hundred percent compliance to the Code. Across all Honours Guides the level of compliance was 93% and the average compliance per program was 89.7%. Fifteen Honours programs achieved compliance at a level higher than eighty five percent.

The Code will significantly impact on the University’s policies, business practices and systems in relation to international students and will also have implications for domestic students.

The Academic Registrar’s Division is assessing the risk, implication and scope of the changes required in order to achieve compliance. The next steps include the critical issues of determining priorities, mechanisms for policy development and approval processes.

The new National Code is available at the link below.

Honours Guide


All providers on CRICOS are required to comply with the Code’s requirements. This obligation applies to all provisions of the Code.

The Code will significantly impact on the University’s policies, business practices and systems in relation to international students and will also have implications for domestic students.

Subject Evaluation Survey

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 Spring session 2006 have recently been circulated to the Dean, 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 the 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.
Web Team Update

The Web Management Project, launched in 2005, is successfully implementing the new web content management system (WCMS). The WCMS will provide a robust platform for the UOW website, enabling it to flexibly meet future demands and deliver a consistent and productive online experience for our community.

The Web Management Project has also worked with stakeholders across campus to establish the Site Managers Forum. Each faculty/division website will be administered by a Site Manager. The Site Managers will meet at least bi-monthly to provide feedback and collaborate on UOW website projects.

For more information on the Web Management Project please visit https://intranet.uow.edu.au/content/projects/webmanagement/index.html

The implementation of the WCMS across the UOW website will be completed by June 30 2007.

There are now sixteen websites managed through the WCMS. These are:
- uow.edu.au/governance
- uow.edu.au/science
- uow.edu.au/science/research/ipri
- uow.edu.au/about/parking
- uow.edu.au/about/transport
- uow.edu.au/about/security
- uow.edu.au/buildings
- uow.edu.au/its
- uow.edu.au/about/
- uow.edu.au/about/community/
- uow.edu.au/donations/
- uow.edu.au/prospective/
- uow.edu.au/about/scholarships
- uow.edu.au/about/who
- uow.edu.au/prospective/international
- uow.edu.au/eng

Graduation Report - December 2006

In 2006 11 ceremonies were held for our graduating students. Graduation involves the support and hard work of many units around the University. The feedback from these ceremonies indicated not only that the event was very successful, but that parents, friends and guests and the students at the ceremonies genuinely appreciated the attention to detail and efforts made by all staff to ensure the day ran smoothly.

Soon students will be applying for July graduation and we anticipate up to 6-7 ceremonies will be held from Monday 18 to Wednesday 20 July 2007.

We look forward to collaborating with everyone in order to ensure a great event.

Management Accountant within Financial Services, Michael Ramsey was awarded a Master of Accountancy (with Distinction) degree at the evening ceremony on 13 December.

Southern Sydney Recruitment Co-ordinator within UniAdvice, Deb Neich, was awarded a Master of Strategic Marketing (with Distinction) at Wednesday evening Commerce ceremony.
This edition of Communique not only includes your Committee Reports but also a ‘Back to Basics’ Special which includes Committee definitions and updated Committee Structure Diagram below.

University of Wollongong Committee Structure

Advisory Committees to Vice Chancellor
- Community Engagement Committee
- Employment Equity and Diversity Committee
- Information Technology Policy
- Offshore Programs Advisory Committee
- Student Equity and Diversity Committee
- University Planning and Quality Committee

Key Faculty Committees
- Faculty Assessment Committee
- Faculty Education Committee
- Faculty Executive Committee
- Faculty External Course Appraisal Committee
- Faculty Investigation Committee
- Faculty Research and Postgraduate Committee
- Faculty Visiting Committee
- Faculty Workload Committee

Other Key Committees
- Academic Probation and Promotion Committee
- Campus Environmental Management Committee
- Library Consultative Committee
- Occupational Health and Safety Committee
- Student Conduct Committee
- Teaching and Learning Facilities Advisory Committee
- University Workload Committee

Basic Key
- Governing body
- Main committees
- Sub-committee
The University has won the Times Higher Education Supplement’s inaugural award of “Commonwealth University of the Year”.

Mr Michael H Codd, AC Chancellor

“...Commonwealth University of the Year...”

The University has won the Times Higher Education Supplement’s inaugural award of “Commonwealth University of the Year”.

The award was being run for the first time in liaison with the Association of Commonwealth Universities. The award, open to all higher education institutions in the Commonwealth excluding those from the UK, was focused on how universities achieve community engagement. The prestigious National University of Singapore was runner-up.

Teaching and Learning

In 2006, UOW was equal top nationally (with UQ) in winning grants from the Carrick Institute for teaching and learning.

Research

The Federal Government has decided to push ahead with the Research Quality Framework which is based on the UK model and will present significant changes to the research funding process. The administrative costs of preparing for the RQF will be significant for universities and UOW has began its preparations for this exercise.

The National Health and Medical Research Council funding grants have been announced. UOW secured two grants worth a total of $1.1 million (Prof Mark Walker and his team from Biology and Dr Nadia Solowij and her team in Psychology).

The University’s designated research strengths have been increased from 12 to 15.


Water Savings Awards:
The University of Wollongong and the University’s Maintenance and Energy Manager, Mr Chris Hewitt, have been acknowledged by the State Government for helping to achieve significant water savings at the annual Every Drop Counts Business Program Awards ceremony held in Sydney on 15 November.

Mr Hewitt won an individual award for significant achievements in water conservation. He has introduced a number of water-saving initiatives on campus, including plans to harvest rainwater from roofs to irrigate sports fields and using vacuum systems in laboratories that do not use water.

For further information about Council please contact Nancy Huggett, 42215684 or via email: nhuggett@uow.edu.au.
Academic Senate

Academic Senate is the peak body for advising the University Council and the Vice-Chancellor on academic matters and broad issues which affect the academic excellence of the University.

It consists of members from the wider University community, including faculties, administration and students.

In 2006, Academic Senate approved the introduction of 13 new courses, major amendments to 19 courses and minor amendments to 63 courses. In addition, the following items were referred to Council for approval:

- Revisions to the Code of Practice Teaching and Assessment.
- Revised or new Terms of Reference for the University Education Committee, University Research Committee, Aboriginal Studies Board of Studies and Medical School Education Accreditation Committee.

The Meet the Chancellor Reception was again hosted by Academic Senate in 2006. Attended by the Chancellor, Deputy Chancellor and guests from the faculties and student body, the evening was successful at encouraging networking across the University community.

Academic Senate also continued implementing recommendations from the 2005 Academic Senate Self-Review Working Party. Two key recommendations implemented during the year were:

- Adoption of a Values Statement, approved by Academic Senate in March 2006 for immediate implementation.
- Devotion of one meeting to member-driven business. Items raised by and debated on behalf of the wider University community included internationalisation and languages, the advisory role of Academic Senate in decisions regarding significant structural change and alternative paths to expulsion/ suspension/ probation on academic grounds.

For further information about Academic Senate please contact Nerida Margrie, 4221 5954 or via email: nerida@uow.edu.au.

In 2006, Academic Senate approved the introduction of 13 new courses, major amendments to 19 courses and minor amendments to 63 courses.

Other key areas of policy development approved or endorsed by Academic Senate during 2006 were:

- Revised policies on Intellectual Property, Commercialisation Revenue and Student Assignment of Intellectual Property.
- Minor amendments to the Rules for Student Conduct & Discipline and General Course Rules.

For further information about Academic Senate please contact Nerida Margrie, 4221 5954 or via email: nerida@uow.edu.au.

Student Awards Committee (SAC)

The Student Awards Committee is responsible for the quality assurance of the student award process and reports to Academic Senate via the Senate Standing Committee the University Medallists and Student Prizes. The Student Awards Committee reviews criteria for the Dean’s Merit List and the “With Distinction” Award.

Membership consists of the Student Awards Committee consists of: the Chair of the Academic Senate (as Chair), the Chair of each Faculty Assessment Committee and the Dean of Students.

At the November meeting in 2006, the Student Awards Committee recommended to the Vice Chancellor for approval the following University Medallist nominations:

These following medallists were presented their awards at the December graduation ceremonies.

For further information about the Student Awards Committee please contact Paola Ciccarelli 4221 5014 or via email: paolacic@uow.edu.au.

Narelle Campbell Faculty of Arts
Shawn Borelli-Mear Faculty of Arts
Troy Keen Faculty of Education
Paul Knight Faculty of Engineering
Scott Penfold Faculty of Engineering
Rachel Poldy Faculty of Engineering
Parriel Gregory Faculty of Health & Behavioural Sciences
Paul-James White Faculty of Informatics
Marcel Gordon Faculty of Law
Victoria Bennett Faculty of Science

Marcel Gordon was the recipient of this year’s University Medal for the Faculty of Law and was also awarded the Chancellor Robert Hope Memorial Prize.
Key learning and teaching priorities for the year ahead include approval of the final Student Academic Consideration Policy and Procedures.

The first University Education Committee (UEC) meeting of 2007 will be held on 21 February.

Items to be discussed at this meeting will include an update of progress of the Student Survey Working Party, Student Awards and key learning and teaching priorities for the year ahead such as:

- Approval of the final Student Academic Consideration Policy and Procedures
- Phase 2 of the review of the General Course Rules, incorporating Advanced Standing and Cross Institutional Studies;
- Review of the Code of Practice – Honours;
- Ongoing progression of the ESDF funded Graduate Attributes Project, which will contribute to the refinement of systems to embed the attributes in curriculum, teaching and assessment practices;
- Allocation of funding awarded through the Australian Governments 2007 Learning and Teaching Performance Fund;
- Development of methods for sharing knowledge and good practice in teaching

Integration of value added teaching tools into the Learning Management System and eTeaching Management Systems and;

Ongoing development of student learning support programs and initiatives.

For further information about UEC please contact Julia Payne, 4221 5972 or via email: julia_payne@uow.edu.au.

Chair of UEC, Deputy Vice-Chancellor
Professor Rob Castle

“Key learning and teaching priorities for the year ahead include approval of the final Student Academic Consideration Policy and Procedures”

University Education Committee (UEC)

The University Education Committee provides leadership in the development of policies and strategies aimed at achieving the University’s objectives in teaching and learning.

Its membership is drawn from all sections of the University.

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The role of the Education Policy Review Subcommittee (EPRS) is to ensure the University’s education and student management policies effectively support quality teaching and learning activities across the University.

EPRS is a subcommittee of the University Education Committee and will support and advise that Committee in implementing the Learning and Teaching Strategic Plan by developing draft education policies and procedures and engaging the University community in developing and reviewing education policies.

Committee membership list is available at this link
www.uow.edu.au/governance/committees/academiciansenate/UOW000367.html#eprs

The key projects for EPRS in 2007 include Stage Two of the Review of Course Rules, the final drafting and approval of the revised Code of Practice Teaching and Assessment.

Other policy projects may be include on the EPRS work plan following the assessment of the policy changes required to achieve compliance with the National Code.

For more on the National Code visit page 5!

For further information about EPRS please contact Jenny Reiners, 4221 3216 or via email: jreiners@uow.edu.au.
Quality Assurance Subcommittee (QAS)

The Quality Assurance Subcommittee is a subcommittee of UEC. The purpose of QAS is to, through the terms of reference:

- Provide leadership and advice in the development of performance indicators and measures to assess the quality of learning and Teaching. Identify and pursue benchmarking opportunities aligned with the teaching and learning goals and objectives of the University, Advise the University Education Committee on UOW practices in relation to the performance criteria in the DEST learning and teaching performance fund, Auditing as part of the quality review process.

Membership of QAS consists of the Chair, appointed by the Deputy Vice-Chancellor (Academic), Deputy Vice-Chancellor (Academic), Academic Registrar or a nominated representative, three members of academic staff appointed by the Chair on the advice from the DVC (Academic), a representative of CEDIR appointed by the Chair on the advice from the DVC (Academic), two representatives of the Strategic Planning Unit appointed by the Chair on the advice from the DVC (Academic).

At the October meeting in 2006, QAS noted the draft report on the 2006 Audit of UOW Honours Guide.

The findings of the report showed that the degree of faculty compliance is very high and there were only minor issues which will be addressed with the relevant faculties.

The report recommends a template for Honours Guides containing generic information which can then be customised with program specific information, be developed.

As part of the review process of UOW’s learning and teaching plan, QAS undertook a mapping process of the learning and teaching strategic plans within the higher education sector to determine the use and adaptability of performance indicators. A report on the review process is currently being developed.

For further information about the QAS please contact Paola Ciccarelli 4221 5014 or via email: paolacic@uow.edu.au.

Subcommittees of UEC

INTERNATIONAL STUDIES AND ALLIANCES COMMITTEE

ISaAC is a Sub-committee of UIC, advising on strategies in relation to international study and alliances, and assisting with policies and procedures for servicing and strengthening these. Its membership consists of academic and general staff who work on internationalisation at UoW.

OFFSHORE PROGRAMS ADVISORY COMMITTEE

OPAC provides advice in international positioning and partner selection, the development and monitoring of a quality assurance and risk management framework and associated policies. The membership consists of the DVC (A&I), Deans and Directors with a stake in off-shore activities.

STUDENT SURVEY WORKING PARTY

SSWP was established to review and enhance the survey instruments for improving the quality of the students’ academic and non-academic experience. The membership consists of stakeholders from Faculties, SPU, ARD and CEDIR and the Chair is the DVC (A&I).

Academic Integrity

The Academic Integrity Project was established in June 2006, with the aim to develop a coherent and consistent Academic Integrity framework that supports academic honesty and embeds values of Academic Integrity in learning, teaching, and research. To date, the project has achieved the following:

- Research and consultation including questionnaires, training sessions and focus groups with Primary Investigation Officers, and a review of literature and other University practice in relation to Academic Integrity issues and management of student misconduct.
- Updates to the current Rules for Student Conduct & Discipline including two minor revisions approved by University Council, an agreement in principle of Academic Integrity Values for UOW, and completion of a first draft of new Student Conduct Rules and Procedures which allow for low level, local management of student misconduct.
- UOW has also become a member of the Center for Academic Integrity (CAI) based at Duke University, which “provides a forum to identify, affirm, and promote the values of academic integrity among students, faculty, teachers and administrators.” (www.academicintegrity.org, 25/01/07).
- The Academic Integrity Project will continue in 2007, and aims to achieve:
  - Finalisation, approval and implementation of the new Student Conduct Rules and Procedures
  - Development of an educational package including toolkit, good practice guide and training of the new Student Conduct Rules and Procedures
  - Agreement and implementation of a model for prevention of plagiarism through course, subject, teaching and assessment design.
  - Review and update of policies associated with Academic Integrity issues.

For further information about the Academic Integrity Project please contact Tori McLaughlin, 4221 5408 or via email: torimc@uow.edu.au.
The Academic Registrar’s Division

The Academic Registrar’s Division (ARD) has undergone changes recently in its organisational structure in order to respond to the shifts in the tertiary education environment and the resulting evolution of business needs. These include, but are not limited to, legislative compliance, increased government reporting requirements and importantly, a higher level of customer service. ARD consists of six business areas:

**Corporate Governance**

**Senior Manager: Nancy Huggett**

Nancy supports the Secretary to Council and VP(A) in managing the affairs of the University Council and is responsible for providing high level governance advice. Her role includes co-ordinating agenda papers and policies going to Council, facilitating Council elections, monitoring governance issues at the State and Federal level, updating the University’s organisation chart and preparing, reviewing and implementing changes to the University Act and By-law. Nancy also supports various Council committees including the Administrative Committee.

**Policy & Governance**

**Senior Manager: Theresa Hoynes**

Theresa’s team is responsible for the facilitation of governance through policy analysis and development. Policy and governance areas of responsibility include education (through Academic Senate, UEC and its sub-committees) and UIC) and associated policy development, implementation, review, monitoring and reporting, course approvals and course management. In addition, the Policy and Governance team is responsible for co-ordination of key publications such as the Annual Report, the Calendar of Governance, Rules and Policies and the Undergraduate and Postgraduate Handbooks.

**Business Solutions**

**Senior Manager: Tracey Morton**

The Business Solutions team provides staff support in matters of policy and procedure interpretation pertaining to current undergraduate and postgraduate non-research students. In addition, this team supports the business processes behind fee collection and appeals, scholarship administration, legislation pertaining to international and domestic students, international visa and health insurance matters. The other important responsibility of the Business Solutions team is the support and oversight of the key student events of orientation, enrolment, examinations and graduation.

**Systems**

**Senior Manager: Debbie Sartori**

The systems team is responsible for the coordination and identification of development needs of the student systems and timetabling system.
This newly-formed team delivers front-line central services to international and domestic students and receives support in this role from the Business Solutions team. Katherine’s team is responsible for addressing student enquiries and monitoring feedback through a variety of channels including telephone, email and counter service. The client service team is based in “STUDENT CENTRAL” located in Building 17.

**ARD Planning Day**

The focus of the day was to introduce the concepts of “The Balanced Scorecard” as a tool to assist in performance management and strategic planning. Approximately 50 staff attended and were divided into five teams.

Teams explored the ARD mission, conducted a thorough SWOT analysis and then workshopped two strategic issues from the SWOT analysis to develop planning goals for 2007.

**The key themes from the day were:**
- Human resources
- Internationalisation and global issues
- Resources
- Governance management
- Communication
- Knowledge management
- Use of technology and our processes
- Student Experience
- Customer Service

**Strategy**

Senior Manager: Fran Walder

This function will enable the coordination of ARD strategic and operational business planning with faculties and other units.

**Web Management Project**

Project Manager: Megan Huisman

This project team are responsible for implementing a Web Content Management System (CMS) to enhance the management of the UOW web site and provide the most relevant content to UOW web site users. The new system will future-proof the UOW web site and deliver an improved online UOW experience.

**Client Service**

Senior Manager: Katherine McPhee

This newly-formed team delivers front-line central services to international and domestic students and receives support in this role from the Business Solutions team. Katherine’s team is responsible for addressing student enquiries and monitoring feedback through a variety of channels including telephone, email and counter service. The client service team is based in “STUDENT CENTRAL” located in Building 17.

“The focus of the day (ARD Planning Day) was to introduce the concepts of “The Balanced Scorecard” as a tool to assist in performance management and strategic planning.”

**Strategy Senior Manager**, Fran Walder

**Web Management Project Project Manager**, Megan Huisman

**Client Service Senior Manager, Katherine McPhee**

**Below: Therese, Sandra, Paola, Pete, Debbie S, Mitch and Debbie D around their straw art.**

**Above: Mandy, Nerida, Glenys, Christine, Debby, Nerys, Chris H, and Chris M around their straw art.**
Fran Walder, Senior Manager, Strategy and Mitchell Haney, Management Cadet, make up the newly created ARD Strategy team. The core functions of the Strategy Unit are financial management, strategic planning, as well as human resource, risk and compliance management.

They are also involved in the Project Management of the UOW Strategic Project 3c “Improvement of the ‘Student Experience’” and Fran Walder is currently coordinating the Student Experience Survey Working Party with the aim of combining various student surveys to meet the strategic needs of the University and limit the number of student surveys implemented each year.

Fran and Mitchell recently published the “Student Experience Focus Groups Report 2006” based on 12 Focus Groups conducted between September and October last year involving more than 100 participants including: International and domestic students, mature, part-time, WUC, Alumni, undergraduate and postgraduate students. The aims of the focus groups were to:

- Identify the distinctive / desirable features of the UOW Student Experience; and
- Identify and prioritise issues that need to be addressed.

The focus groups also explored various aspects of the Student Lifecycle and the following key issues emerged:

The “Student Experience Questionnaire” was also implemented in November 2006, and the results will be available in 2007. A copy of the “Student Experience Focus Groups Report 2006” is available on the Staff Intranet and is highly recommended reading for all staff.


For further information about Strategy’s Projects please contact Fran Walder, 4221 5154 or via email: fran@uow.edu.au.

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For further information about Strategy’s Projects please contact Fran Walder, 4221 5154 or via email: fran@uow.edu.au.
The following word search is comprised of 15 UOW Policies taken from the A-Z listing on the web. See if you can find them all! This one is classified as easy! Check out the next issue of Communiquè for answers.
Building a better Library!

2007 will be a particularly busy year at the Library, with an exciting renovation project underway to revitalise the building and create a vibrant campus hub.

Over the next twelve months the Library will be transformed into a more open and transparent structure, with updated interiors and a range of flexible study spaces. The extension will provide expanded study, computing and collection storage space. Additional space will be created by extending the northern and eastern sides of the existing building. The entrance will eventually be moved to face Building 20 (Communications Centre) and a corridor will be opened up to link the Library and the Information Technology Services building.

You can keep up to date with the extension by checking our website or the display in the foyer. We will keep you informed of:

✔ what’s happening in the building, as it happens
✔ which areas are affected by the building works
✔ what other study space and computer options are available

We will be working hard to maintain an excellent level of service to all clients for the duration of the extension project. In some cases this may mean less face-to-face interaction and greater use of online help options, such as Chat to a Librarian and Email a Librarian. Our friendly staff are always available to answer your questions – in person and online – and you can post any feedback at: www.library.uow.edu.au/feedback/index.html.

We appreciate your patience, flexibility and support during this important period of the Library’s development.
# Contacts

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

<table>
<thead>
<tr>
<th>Faculty/Division/Unit</th>
<th>Policy &amp; Governance Liaison</th>
<th>Student Solutions Liaison</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Arts</strong></td>
<td>Paola Ciccarelli (x5014)</td>
<td>Doris Pengelly (x5745)</td>
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<tr>
<td><strong>Commerce</strong></td>
<td>Julia Payne (x5972)</td>
<td>UG ~ Liz Davidson (x3925)</td>
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<td></td>
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<td>PG ~ Sandra Ragnoli (x4181)</td>
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<tr>
<td><strong>Creative Arts</strong></td>
<td>Catriona Taylor (x3079)</td>
<td>Melek Nazenin (x4444)</td>
</tr>
<tr>
<td><strong>Education</strong></td>
<td>Jenny Reiners (x3216)</td>
<td>Sandra Ragnoli (x4181)</td>
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<tr>
<td><strong>Engineering</strong></td>
<td>Nerida Margrie (x5954)</td>
<td>Debbie Dunnel (x4180)</td>
</tr>
<tr>
<td><strong>Health &amp; Behavioural Sciences</strong></td>
<td>Jenny Reiners (x3216)</td>
<td>Nerys Webb (x4857)</td>
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<tr>
<td><strong>Graduate School of Business</strong></td>
<td>Claudia Perry-Beltrame (x5146)</td>
<td>Debbie Dunnel (x4180)</td>
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<tr>
<td><strong>Graduate School of Medicine</strong></td>
<td>Tori McLaughlin (x5408)</td>
<td>Donna Moffitt (x4601)</td>
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<tr>
<td><strong>Informatics</strong></td>
<td>Shane Cooke (x5309)</td>
<td>Elaine Thompson (x3343)</td>
</tr>
<tr>
<td><strong>Law</strong></td>
<td>Nerida Margrie (x5954)</td>
<td>Debbie Dunnel (x4180)</td>
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<tr>
<td><strong>Science</strong></td>
<td>Leonie Kirchmajer (x4790)</td>
<td>Doris Pengelly (x5745)</td>
</tr>
<tr>
<td><strong>Research</strong></td>
<td>Tori McLaughlin (x5408)</td>
<td>-</td>
</tr>
<tr>
<td><strong>Personnel (Recruitment, OH&amp;S, PODS, Personnel &amp; Payroll)</strong></td>
<td>Theresa Hoynes (x4136)</td>
<td>-</td>
</tr>
<tr>
<td><strong>Finance (Finance/Disaster Recovery/COGNOS)</strong></td>
<td>Julia Payne (x5972)</td>
<td>-</td>
</tr>
<tr>
<td><strong>EED/ Library/Cedir/WIC</strong></td>
<td>Tori McLaughlin (x5408)</td>
<td>-</td>
</tr>
<tr>
<td><strong>Strategic Planning/Audit/UniAdvice</strong></td>
<td>Catriona Taylor (x3079)</td>
<td>-</td>
</tr>
<tr>
<td><strong>ITS</strong></td>
<td>Leonie Kirchmajer (x4790)</td>
<td>-</td>
</tr>
<tr>
<td><strong>Accommodation and Student Services.</strong></td>
<td>Paola Ciccarelli (x5014)</td>
<td>-</td>
</tr>
<tr>
<td><strong>Buildings &amp; Grounds (Cleaning, Security, Parking)</strong></td>
<td>Jenny Reiners (x3216)</td>
<td>-</td>
</tr>
<tr>
<td><strong>WUC</strong></td>
<td>Julia Payne (x5972)</td>
<td>-</td>
</tr>
<tr>
<td><strong>Other Campuses</strong>: Bega, Batemans Bay, Loftus and Shoalhaven</td>
<td>Paola Ciccarelli (x5014)</td>
<td>-</td>
</tr>
</tbody>
</table>

Contact Policy & Governance: governance@uow.edu.au
Contact Student Solutions: student_solutions@uow.edu.au
Meetings

Friday April 20th, 2pm: Council Meeting
Wednesday 7 March, 9:30am: Academic Senate Meeting
Wednesday 21st February, 9:30am: UEC Meeting
Thursday 15th March 9:30am: UIC Meeting
Wednesday 28th March 9:30am: URC Meeting

For a complete list committee meetings, visit the Schedule of Dates and Meetings 2007 at www.uow.edu.au/content/groups/public/@web/@gov/documents/doc/uow004748.pdf.

Next Edition of Communiquè

The next edition is due out May 2007 and will include the answer to the Policy word search!

Links to past issues

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

Contact Communiquè

Feedback for this issue and submissions for our May issue should be forwarded to:

Officer: Jessica Saad
Phone: 4221 5309
Email: governance@uow.edu.au
Post: ARD, Policy and Governance, Building 36
Your View is Important

Please take this opportunity to tell us how we can better communicate with you and mail it to the Policy & Governance Unit, Building 36 or send feedback to governance@uow.edu.au. We would really like to hear about your comments on the new style of Communiquè.

Name (Optional): ____________________________
Division: ________________________________

Do you find our newsletter helpful? Yes ☐ No ☐

What do you find useful about it?
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

What don’t you find useful?
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Do you look forward to any particular section?
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Do you have any comments about the style, colours and formatting?
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Do you have any general comments about this newsletter?
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Thank you for taking the time to fill in this feedback form.