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The Student Experience project has been working with all divisions and faculties to create a new welcome and orientation experience for first year students in 2009.

The new experience will include increased involvement from current students; it will celebrate the arrival of new students at UOW and create a strong sense of identity with the student’s faculty. It will be a positive, personalised and engaging student experience.

The response rate for the 2007 Student Experience Questionnaire of 20% for Wollongong campus students is a significant improvement on previous years and results will be communicated across campus to students and staff from the beginning of May.

Satellite campuses were surveyed separately as a group to identify issues of relevance to this cohort. Fran Walder and Megan Huisman will visit all faculties to discuss the outcomes from the survey.

Contact Fran Walder P: 5451 or E: fran@uow.edu.au if you have any enquiries
Academic Staff Profile: Assoc. Prof Ian Porter

Background

Ian has lived in Glasgow (the tough bit), Scotland, Marvel Loch, WA, and Wollongong.

Hard at Work

Ian holds a BSc and PhD in Mining Engineering from the University of Strathclyde, Scotland.

Ian has been employed at UOW for as long as he can remember, although has worked a short stint as a mining engineer.

Motivators

Ian enjoys a challenge in both his work life and personal life.

More about Ian

Ian enjoys football (the real one, where ball control is with the feet) and Food (favourite food is Indian Curry from Glasgow, the national dish)

ARD Staff Profile: Bobby Mazevski

Background

Bobby has lived in the Illawarra area all of his life in the suburbs of Lake Heights and Berkeley.

Hard at Work

Bobby holds a an Associate Diploma in Electrical Engineering, a Certificate IV in Frontline Manager and a Certificate IV in Training and Workplace assessment.

Bobby recently joined UOW as the Team Leader, Client Service in ARD. Prior to this Bobby worked at Telstra for 18 years in a variety of service roles, with his longest standing jobs in Communications field technician and Team Leader.

Highlights include working in the Communications press room for Telstra at the 2000 Olympics, leading several national projects and covering the Centre Manager role for a large call centre for over 4 months.

Motivators

Bobby likes to make work enjoyable by varying work tasks, making them fun and interactive where possible. He gets a real kick out of seeing the people he works with happy and achieves great satisfaction when utilising his experience to help other colleagues. Bobby sets himself high standards and continually strives to achieve personal goals.

More about Bobby

Bobby is married, and has two children, Monica and Matthew. He enjoys all sports, but particularly football (soccer) and golf. Bobby is a 1st Grade soccer referee on weekends, and a junior soccer coach/manager.
July 2008 Graduation

Graduation is happening again in July!

Key Dates:

The Key dates for July 2008 Graduation are **Wednesday 16th to Friday 18th July**. Planning for July 2008 Graduation is already underway, and the closing date for students to apply to graduate is **9th May 2008**. Faculties will be allocated to particular ceremonies shortly after this date.

Volunteers:

A call for volunteers to help out at the ceremonies will be sent out in mid May. The Academic Registrar’s Division really appreciates the support of staff who volunteer each year and we look forward to seeing some new faces.

Academic Procession:

All Academic staff members are encouraged to share in the success of their graduates by attending graduation ceremonies as part of the Academic Procession. For further information please refer to the following website: [www.uow.edu.au/student/graduation/academicprocession/index.html](http://www.uow.edu.au/student/graduation/academicprocession/index.html)

Graduation Enquiries:

Should you have any enquiries please contact **Student Central** on 4221 3927 or 1300 275 869 or via email at: askuow@uow.edu.au

You may also like to refer to the **Graduation Website** at: [www.uow.edu.au/student/graduation/](http://www.uow.edu.au/student/graduation/)

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

For any other enquiries contact Tori Funnell, Graduation Coordinator on 4221 5408 or by email at: tori_funnell@uow.edu.au

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
What You Need to Know
Communiqué                   Issue 5, April 2008

Business Solutions

ARD has recently undergone a series of structural and operational changes. The aim of these changes is to centralise the planning and facilitation of student lifecycle functions, while concentrating student related processes in the one location.

As a result, the operational focus of the Business Solutions Team includes orientation, enrolments, scholarships, timetabling, compliance, release of results, examinations and conferrals. The fees and enrolment management functions have moved to the Client Service Team. The updated ARD organisational chart can be viewed at https://intranet.uow.edu.au/content/groups/internal/@web/@qa/documents/doc/uow043171.pdf

Policy and Governance

Changes to Withheld Results

From Autumn Session 2008, the following changes to Withheld Results came into effect:

WM, WA, WO and WE results have been discontinued.

In their place, the following results have been introduced:
WH: Withheld
WHE: Withheld Extension
ND: Not Declared

Things you should know about the new Withheld Results...

When should I allocate a WH (withheld) result?
You should allocate a WH result in the following cases:

• when a student has an approved request for special consideration under the Special Consideration Policy
• when a student is involved in an investigation under the University rules or policy
• when there are unavoidable delays in assessing a student’s work

All WH results must be declared within 10 weeks from the release of results date. Refer to the General Course Rules, Section 8.

What should I do if a student’s WH result cannot be declared within the ten week period from the release of results?
When a WH result has been allocated and it cannot be declared within the ten weeks from release of results period you should request an extension for the non-declaration of results. You must submit this extension, with a reason for the non-declaration of results to the Deputy Vice Chancellor (Academic and International) within ten weeks from the release of results date. If the extension is granted, a WHE result will be allocated.

WHE result must be declared within 4 weeks of the extension period.

What happens if I do not declare a student’s grade following allocation of a WHE?
If a WHE result has not been allocated four weeks from the extension date, an automatic fail grade will be generated.

What happens if I do not publish the class at the release of results deadline?
If you do not publish the class at the release of results deadline, the student system will automatically generate a ND (not declared for every student). This result is not allocated by teaching staff. After 10 weeks from the release of results deadline all ND results that have not been declared will automatically become a fail grade.

What should a student do if they receive a WH, WHE or ND result?
It is the student’s responsibility to contact the relevant academic unit as soon as possible to query the result and find out what has happened.

When should I allocate an IPC (in progress coursework) result?
You should use an IPC result where a subject spans session dates or includes orientation, enrolments, scholarships, timetabling, compliance reporting is in full swing, and a complete review of student communication across all functions including mediums, content and timing is underway.

Work is also continuing on the Graduation Module, which will allow for automation of a number of currently manual processes including removal of hard copy correspondence to students, as well as the automation of booklet and brief production.

In other news, work has started on the Autumn Session exam timetable, graduation eligibility is being assessed, international student compliance reporting is in full swing, and a complete review of student communication across all functions including mediums, content and timing is underway.

Things you should know about the Technical Fail grade...

When may the minimum performance level rule be applied?
This rule may be applied when the Subject Outline states that students must achieve a minimum performance level for either the subject, specific assessment tasks and/or participate in compulsory modules.

When is a Technical Fail allocated?
A Technical Fail is a fail grade allocated in instances when a student fails to achieve a minimum performance level as stated in the Subject Outline but gains a mark of 45 or greater (for 100, 200, 300 and 400 level subjects), or a mark of 50 or greater (for 800 and 900 level subjects).

A Technical Fail should not be allocated when a student hasn’t gained the required marks to pass the subject. In all instances a Fail grade overrides a Technical Fail grade.

What is the WAM calculation when a TF is given?
Where a TF grade is given, no mark will be allocated. The mark of 44 will be used in the WAM calculation of subjects at all levels when a TF is given.
What You Need to Know
Communiqué

Rules and Procedures

The new Student Conduct Rules and Procedures

On 1 January 2008, the following new Rules and Procedures for managing student misconduct came into effect:

• Student Conduct Rules
• Procedure for Managing Alleged Academic Misconduct by a Student Undertaking Coursework
• Procedure for Managing Alleged General Misconduct by a Student

Together, these replaced the previous Rules for Student Conduct and Discipline.

Things you should know about the new Rules and Procedures...

What do the new Rules and Procedures tell me?

The Student Conduct Rules sit as an overarching document directing readers to other Rules, Codes and Policies that detail acceptable and unacceptable conduct by a student.


Separate Procedures outline, in a straightforward way, the process by which each category of misconduct is to be managed. Each step in the process of investigating and dealing with cases of alleged student misconduct is clearly spelled out.

Refer to:

How can I find out what constitutes student misconduct?

The new Procedures provide clear definitions of forms of student misconduct including forms of general misconduct, as well as plagiarism and other forms of academic misconduct.

How is an appropriate response to student misconduct determined?

The new Procedures provide clear definitions of the permitted responses to alleged student misconduct. However, it is at the discretion of the investigating staff member as to which response is appropriate for a particular case. Both Procedure documents outline considerations that may be taken into account when determining an appropriate response and outcome for an investigation of alleged student misconduct.

How can Subject Coordinators deal with an allegation of academic misconduct?

Informal Management

The academic misconduct Procedure allows for informal management by the Subject Coordinator where an educative response to the student’s conduct is preferable. This is a significant change from the previous Rules for Student Conduct & Discipline. Informal management accommodates instances where the Subject Coordinator determines that the conduct of the student represents poor academic practice or scholarship rather than academic misconduct, and that an informal response to the student’s conduct is required to educate the student on correct academic practice.

Informal responses that may be taken are:

• Warning
• Referral to Learning Development
• Resubmission of the assessment task without penalty
• Submission of an additional assessment task
• Minor mark penalty

An informal response may not be taken where the conduct of the student is deemed as Academic Misconduct.
Low-Level Management
This Procedure also allows for low-level management of misconduct by the Subject Coordinator and Primary Investigation Officer. This is another significant change from the previous Rules for Student Conduct & Discipline and has been made to empower Subject Coordinators to manage allegations of academic misconduct in the first instance in the learning and teaching setting.

What procedural requirements must be met?

Timeframes
The Procedures refer to timeframes that must be met at each stage of the investigation process. It is vital that these timeframes are met, not only to ensure that the investigation is conducted in a timely manner, but also because where a timeframe has not been met, the student may appeal the outcome of the investigation based on lack of due process.

Record-Keeping
In accordance with the General Retention and Disposal Authority for Universities, the following types of records relating to student misconduct investigations must be retained:

- **Documentation relating to the allegation** eg where a tutor has emailed a subject coordinator to notify them of a suspicion of academic misconduct
- **Documentation relating to evidence of the misconduct** eg copies of the assessment work and the original text that has been copied
- **Documentation relating to communication with the student** eg letters of notification of an investigation committee meeting, outcome imposed, interview transcripts or notes, student statements and/or appeals
- **Documentation relating to the investigation committee proceedings and determination of an outcome** eg referral of misconduct form, committee minutes and reports

Faculties are responsible for developing and maintaining a Local Register which records academic misconduct cases that have been resolved with a Low-Level outcome. It is expected that Primary Investigation Officers will be responsible for determining how this is done within their faculty.

All general misconduct cases, as well as all academic misconduct cases that are referred to either the Faculty Investigation Committee or the Student Conduct Committee must be recorded on the Central Register that is maintained by ARD.

It is important to note that allegations which are dismissed must be removed from the Local / Central Register. However, all records relating to the investigation must still be retained in accordance with the General Retention and Disposal Authority for Universities.

Communications
The Procedures refer to communications that must take place at each stage of the investigation process, for example clause 7.28 of the academic misconduct Procedure:

*The PIO shall:
  a. impose the outcome
  b. update the record of the case on the Local Register
  c. advise the student of the outcome using the appropriate notice letter template, and
  d. advise the assessor and other relevant staff of the outcome, as necessary.*

Resources
Resources available to staff involved in the management of student misconduct include sample letter templates, Referral of Misconduct Investigation proforms, flowcharts, and also PIOs and colleagues in your discipline, school, faculty, unit or in the broader University community!

Questions about the new Student Conduct Rules and Procedures?

Primary Investigation Officers are the key providers of support to their faculty or unit colleagues in implementing the new Rules and Procedures. Central support is available from the Academic Registrar’s Division.

Want more information?

All staff involved in the management of student misconduct are encouraged to familiarise themselves with the new Rules and Procedures which can be found on the web at:


This webpage also features Frequently Asked Questions and an informative PowerPoint slide for faculties to use. For more information, please contact Tori Funnell in the Policy & Governance Unit, ext. 5408 or tori_funnell@uow.edu.au
Performance Indicator Project -
Student Teaching and Learning

The Performance Indicator Project Team, in collaboration with the ARD, Planning Services and faculties, have developed a performance monitoring and reporting system that enables users to analyse student demographics by course, subject, student equity and student to staff ratios for their faculty, as well as to monitor student behaviour using data entered in SMP.

The system provides a dynamic platform to effectively monitor and drive business decisions to improve Institutional performance. Future releases will cover Student Performance and UAC information in the next month.

The Performance Indicator System provides accessible and integrated reporting and analysis solutions for all users. If you would like more information or access to the Performance Indicator System, please contact Amanda Carrion on ext: 5045 or acarrion@uow.edu.au

Policy Directory Refresh

The Policy and Governance Unit has commenced a project to update the UOW Policy Directory. The directory is a central repository of all University-wide policy documents.

The refresh to the policy directory builds on the adoption in 2007 of a Standard on UOW Policy. This standard includes a standard template and standard elements that are to feature in all UOW policies. The Policy Directory Refresh will see all current policies translated into a format consistent with the Standard on UOW Policy.

But it is not just about format. Many existing policy documents lack critical information now required under the Standard on UOW Policy, and many documents that currently appear in the directory are not formally approved UOW policies.

The University has identified the need for a web-based, searchable policy database. This need was confirmed in the 2006 AUQA audit of UOW. The refresh project represents a major stride towards having an accurate, comprehensive, and searchable policy database.

Over the coming months, Policy and Governance staff will be working with units responsible for UOW policy to assist in the reformatting of existing policy documents consistent with the Standard. By late 2008, the UOW Policy Directory will be moved to the Web Content Management System, which will significantly improve the reliability and ease of use of the policy information available on the web.

We look forward to the support of those units affected in delivering a better UOW Policy Directory.

For more information about the Policy Directory Refresh project, please contact Dominic Riordan, ext. 4136, dominicr@uow.edu.au

Committee Information

Upcoming meetings:

UEC meeting - Wednesday 14th May @ 9:30am
Academic Senate meeting - Wednesday 21st May @ 9:30am
Student Awards Committee meeting - Wednesday 28th May @ 9:30am
FEC Chairs meeting - Wednesday 28th May @ 12:30pm

Follow this link for a full schedule of Committee meeting dates for 2008:

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

## ARD Contacts

<table>
<thead>
<tr>
<th>Faculty/Division/Unit</th>
<th>Policy &amp; Governance Liaison</th>
<th>Student Solutions Liaison</th>
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<tbody>
<tr>
<td>Arts</td>
<td>Paola Ciccarelli (x5014)</td>
<td>U/G - Liz Davidson (x3925)</td>
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<td>P/G - Sandra Ragnoli (x4181)</td>
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<td>Commerce</td>
<td>Claudia Perry-Beltrame (x5146)</td>
<td>U/G - Liz Davidson (x3925)</td>
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<td>P/G - Sandra Ragnoli (x4181)</td>
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<td>Creative Arts</td>
<td>Leonie Kirchmajer (x4790)</td>
<td>Sally Norrish (x3795)</td>
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<td>Education</td>
<td>Tori Funnell (x5408)</td>
<td>Sandra Ragnoli (x4181)</td>
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<td>Engineering</td>
<td>Nerida Margrie (x5954)</td>
<td>U/G - Elaine Thompson (x3343)</td>
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<td>P/G - Nerys Webb (x4857)</td>
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<td>Health &amp; Behavioural Sciences</td>
<td>Tori Funnell (x5408)</td>
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<td>Graduate School of Business</td>
<td>Claudia Perry-Beltrame (x5146)</td>
<td>Elaine Thompson (x3343)</td>
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<td>Graduate School of Medicine</td>
<td>Tori Funnell (x5408)</td>
<td>Sally Norrish (x3795)</td>
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<tr>
<td>Informatics</td>
<td>Chris Perre (x5309)</td>
<td>Elaine Thompson (x3343)</td>
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<td>Law</td>
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<td>Research</td>
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<td>Personnel (Recruitment, OH&amp;S, PODS, Personnel &amp; Payroll)</td>
<td>Dominic Riordan (x4136)</td>
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<tr>
<td>Finance (Finance/Disaster Recovery/COGNOS)</td>
<td>Dominic Riordan (x4136)</td>
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<td>EED/ Library/CEDIR/WIC</td>
<td>Paola Ciccarelli (x5014)</td>
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<td>Strategic Planning/Audit/UniAdvice</td>
<td>Fiona Griffin-Rudder (x5972)</td>
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<td>ITS</td>
<td>Leonie Kirchmajer (x4790)</td>
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<tr>
<td>Accommodation and Student Services.</td>
<td>Tori Funnell (x5408)</td>
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<td>Buildings &amp; Grounds (Cleaning, Security, Parking)</td>
<td>Claudia Perry-Beltrame (x5146)</td>
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<td>WCA</td>
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<td>Other Campuses: Shoalhaven, Bega, Batemans Bay, Moss Vale and Loftus</td>
<td>Paola Ciccarelli (x5014)</td>
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</table>

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

ARD has relocated to the newly renovated office spaces on Level 2, Building 36. You can find the teams at the locations noted below:

Next Edition of Communiqué

The next edition of Communiqué is due out July 2008.

Links to past issues

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

Contact Us

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

Officer: Chris Perre
Phone: 4221 5309
Email: cperre@uow.edu.au
Post: ARD, Policy and Governance, Building 36